

CINCINNATI METROPOLITAN HOUSING AUTHORITY

SOLICITATION NUMBER 2025-1042

REQUEST FOR PROPOSALS

FOR

Work Order Answering Services

DATE ISSUED	October 17, 2025
NON-MANDATORY PRE-PROPOSAL CONFERENCE	N/A
SITE VISIT/WALK THROUGH	Not Applicable
LAST DATE FOR QUESTIONS	Questions shall be submitted in writing no later than 11:00 AM local time on October 29, 2025 , to procurement@cintimha.com . 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 procurement@cintimha.com . By indicating your intent to submit a proposal you will receive notice of any addenda posted.
PROPOSAL SUBMITTAL RETURN & DEADLINE	November 7, 2025, no later than 11:00 AM local time to Procurement@cintimha.com AND Drew.Kendall@cintimha.com
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. <u>SUBMITTAL EMAILS MUST HAVE THE SOLICITATION NUMBER AND TITLE (2025-1042, WORK ORDER ANSWERING SERVICES) AND THE VENDOR NAME IN THE SUBJECT LINE</u>

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.

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.

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.

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		Description
A	Reference	Scope of Work
B	Reference	General Terms and Conditions including the Form HUD-5370-C1, <i>General Conditions for Non-Construction Contracts Section I (With or without Maintenance Work)</i>
C	Reference	The Authority’s Instructions to Proposers (ITP)
D	Complete and Return	Proposal Packet

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.

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 follow the format of the attached Proposal Packet. None of the proposed services may conflict with any requirement the Authority has published herein or has issued by addendum.
- 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 and Drew.Kendall@cintimha.com

REQUEST FOR PROPOSALS (RFP) NO. 2025-1042

The submittal email MUST include the Solicitation Number and Title (2025-1042, Work Order Answering Services) and Vendor Name in the subject line.

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 title and the body of the email must have the proposer's name. Proposals received after the published deadline will not be accepted.

If you don't receive Procurement acknowledgement of your proposal within 24 hours of submission, please email Procurement and Drew Kendall to confirm receipt.

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 Proposed Fees to provide the services required
2	0-5	25%	Approach and Understanding of the Task Include a transmittal letter describing the consultant's interest, understanding and commitment to the proposed contract. Also include a sample engagement plan which discusses how you will fulfill the requirements of the scope of work.
3	0-5	25%	Experience and Qualifications Proposal must clearly demonstrate full knowledge, understanding, and experience in methods, techniques and guidelines required for the performance of the required work. All elements within this factor are of equal importance. <u>Capacity and capability of the consultant to perform the work on schedule and be responsive to the Authority's direction should be clear.</u> The proposer's ability to form successful working relationships and to effectively communicate is of the essence.

REQUEST FOR PROPOSALS (RFP) NO. 2025-1042

			<p>Professional References and Experience Summary Form (located in the Proposal Packet)</p> <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 <u>must</u> 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"> • The client's name, • The client's contact name, • The client's address, • The client's telephone number and email address, • The Client's Business Name (if applicable), and <p>A brief description and scope of the service(s) and the dates the services were provided.</p> <p>Do not use family members as references.</p>
4	0-5	10%	<p>Previous Client Satisfaction</p> <p>A list of references should highlight at least three (3) recent projects of a similar nature, magnitude and complexity; projects must include telephone number and affiliation, as well as a brief explanation of referenced work. The consultant shall indicate the individuals on staff who had responsibility for each project and whether or not these people are still employed by the consultant. <u>Ideally, contractor will submit a copy of a former plan or report for a similar scope.</u></p> <p><u>Quality Plan:</u> Describe your plan or procedure to monitor employees to assure quality if awarded a contract.</p>
5	0-5	5%	<p>Gold Performance Standards</p> <p>The Proposer's clear demonstration and understanding of THE AUTHORITY'S MOTTO and GOLD PERFORMANCE STANDARDS through the firm's proposal as a direct reflection of the type of product the Authority may expect from the proposer.</p>

CINCINNATI METROPOLITAN HOUSING AUTHORITY

Solicitation 2025-1042

REQUEST FOR PROPOSALS (RFP) NO. 2025-1042

			<ul style="list-style-type: none">• Legible and readable• No spelling or grammar errors• All required information is provided• Information is in correct sequence• Overall Presentation
		90%	Sub-Total Points (Other than Interview)

4.1.1 Interview: Those Contractors with scores closest to 60% 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	10%	Appear and Participate in an <u>Interview with the Authority</u> to discuss qualifications and proposal. Scores assigned for proposals, under any category, may be amended based on information obtained during the oral interviews.
		100%	Total Points

4.1.2 Minimum Evaluation Results: To be considered to receive an award a proposer must receive a total calculated average of at least 60 points (of the total possible points detailed above).

5.0 Contract Terms

5.1 Contract Term

5.1.1 The Authority intends to enter into a one year contract with the option, at the Authority's sole discretion, to extend four one-year contracts with the successful offeror(s) selected to provide the services.

5.2 Indefinite Quantities Contract (IQC) CMHA does not guarantee any minimum or maximum amount of work as a result of any award ensuing from this RFP, but will reserve the right to award work on an as-needed basis.

5.2.1 Guaranteed Contract Minimum Amount and Not-to-exceed Maximum Amount: As may be further detailed herein, as the ensuing contract will be an Indefinite Quantities Contract (IQC), which, pursuant to HUD regulation, requires CMHA to award the responsive and responsible contractor a Guaranteed Contract Minimum Amount (GCMA) and Not-to-exceed Maximum Contract Amount (NMCA) of work, those required minimum and maximum contract levels are: (a) GCMA: \$100; (b) NMCA: \$60,000 annually per pool of contractors. CMHA reserves the right to adjust this amount.

ATTACHMENT A: SCOPE OF WORK

1.0 Answering and Maintenance Dispatch Services for Asset Management

General details:

- The number of monthly calls vary depending on the season (for example, summer air conditioner and winter heater calls increase during those seasons). The number of daily calls is higher on Fridays, Saturdays, and holidays.
- An estimated 2500 to 3,000 work order calls are received per month. These include calling the work order center and after hours, and holiday answering service. There are no work orders generated through the Rent Café portal at this time. An estimated 7-10 calls per night and 30 calls per weekend are considered emergencies.
- The average length of a call is 3-5 minutes. Calls should be answered within the third ring. Average hold time must be less than 2 minutes.
- Contractor may be asked to enter and close work orders in the Yardi Property Management System.
- Contractor must have the ability to complete short customer services surveys, as needed
- Contractor must have the ability to assist CMHA staff in communicating with residents relating to emergency work orders, data entry, clear and consistent documentation regarding the nature of the work order, effective communication, professional phone etiquette. Management will respond back to emergency email or text with the requested communication.
- CMHA will provide the necessary training materials such as call etiquette, details required to enter and close work orders, CMHA demographic information including staff and property location, work order emergency, urgent and routine listing, protocol for staff calling, and the holiday schedule. The Contractor(s) should have the ability to provide services the day the contract starts.
- There is no required total call capacity or simultaneous inbound or outbound call, text or email capacity.
- 100% of calls should be answered by a live operator
- There is no minimum or maximum requirement for number of staff assigned to work under this contract and no required degree of dedication. Contractor is to perform work off-site, provide staff information to include email addresses and telephone contact number

1.1 Minimum Contractor(s) Qualifications: Contractor(s) selected shall be an established company with not less than five (5) years in business and five (5) years of experience in providing Telephone Answering and Message Services similar to the requirements identified herein.

1.1.1 Contractor(s) shall comply with all applicable federal, state and local laws, rules, regulations, ordinances and codes and obtain any licenses or permits required to provide the services under this solicitation.

1.1.2 Contractor(s) shall furnish at their own expense, all labor, tools, equipment including but not limited to equipment required to have telephone, fax, email, and text capabilities, materials, and supplies, required to provide answering service tasks/functions for each Asset Management Property (AMP), as specified herein with no exceptions.

1.1.3 Contractor(s) shall pay all of its employees, including any and all

CINCINNATI METROPOLITAN HOUSING AUTHORITY

Solicitation 2025-1042

approved sub-Contractor(s), at least the legal minimum wages as determined by the United States Department of Labor and the United States Department of Housing and Urban Development.

- 1.1.4 Contractor(s)'s personnel shall conduct all work in a professional manner, even when dealing with residents, staff or other callers in high stress situations.
- 1.1.5 Contractor(s) shall replace any employee deemed unacceptable by the Authority, within two (2) business days.
- 1.1.6 The Contractor(s) receiving an award may be required to attend meetings in Cincinnati with Property Management, at no additional cost to the Authority.
- 1.1.7 All work must be done within the continental United States. All firms are invited to submit a response regardless of their country of origin, however, the call center and the operators handling the calls must be physically located within the continental United States.

1.2 Telephone Answering and Message Services

- 1.2.1 Contractor(s) to provide telephone answering and message services on a daily basis with weekends and holidays included. This may include office closures such as company events, inclement weather, coverage during work order center staff emergency, etc. Services will be required 365 days per year.
- 1.2.2 Contractor(s) must prepare a daily, detailed spreadsheet of messages and forward to the Authority, by no later than 7:30 a.m. on the morning following a daily message period. All reports shall be sent via email.
- 1.2.3 Contractor(s) shall have sufficient properly trained, experienced and dependable staff to meet the contract needs in a timely and technically acceptable manner.
- 1.2.4 Contractor(s)'s personnel shall conduct all work in a professional manner, even when dealing with residents, staff or other callers in high stress situations.
- 1.2.5 Contractor(s) shall provide qualified English operators, at all times, to perform the work required of this QSP and any resulting contract.
- 1.2.6 Contractor(s) shall maintain the ability to provide service to hearing impaired clients.
- 1.2.7 All incoming calls shall be answered by the third ring.
- 1.2.8 Contractor(s) shall answer calls with the following phrase: "Thank you for calling Cincinnati Metropolitan Housing Authority. This is the Answering Service. How may I be of assistance?"
- 1.2.9 Contractor(s) shall record the following from each caller:
 - Tenant's name
 - Caller's name (if different than Tenant)
 - Caller's phone number
 - Development
 - Caller's unit number and/or address
 - Location within unit, i.e. bedroom, living room, etc.

- Caller's concern(s) or inquiry (Provide specific details including description of problem and location)
- 1.2.10 All messages on the spreadsheet report must be clear and concise to the satisfaction of the Authority. There shall be no need for clarification or interpretation on the message content.
- 1.2.11 Reports of dispatch calls shall clearly indicate all calls made for dispatch to personnel and clearly indicate the successful delivery of the dispatch, the time of the delivery of the dispatch message, and the name of the individual contacted. If more than one dispatch call is required, the report shall list the time and status of each call.
- 1.2.12 All calls shall be recorded and available to the Authority upon request at no additional cost. All calls must be held for 5 years in accordance with CMHA's document retention policy.
- 1.2.13 Contractor(s) shall provide the Authority with a monthly activity/invoicing report for each Asset Management Property (AMP). The spreadsheet shall contain at a minimum, the following information:
 - List of AMPs (property locations)
 - Number of calls per AMP
 - Number of outgoing e-mails and/or text per AMP
 - Additional information for inclusion in report may be requested by the Authority.
- 1.2.14 Contractor(s) shall inform the Authority within two (2) working days of any change in contact information, including but not limited to contact personnel, mailing addresses, physical address, phone numbers and email addresses.
- 1.2.15 Contractor(s) shall have sufficient financial resources to successfully provide the scope of services identified herein, including the identified permissible billing frequency.
- 1.2.16 If the situation is not an emergency, the Contractor(s) shall include the call on a separate report for Non-Emergency Calls. If requested, the contractor will create a routine work order in Yardi.
- 1.2.17 The Authority will provide the Contractor(s) an On-Call Supervisor schedule. Schedule shall be provided to the Contractor(s) weekly via an email.. Contractor(s) will accept changes to the On-Call Supervisor schedule via e-mail from the Authority.
- 1.2.18 Selected Contractor(s) must have everything in place to start providing services.

Emergency Maintenance Request

- 1) Residents must call CMHA's Work Order Center request line at (513) 381-2642. They are given an option to leave a message for *none*-emergency work or to be connected to the answering service for emergency issues.
- 2) The answering service will ask the following information of the caller:
 - a. Tenant's name

- b. Caller's name (if different than Tenant)
 - c. Caller's phone number
 - d. Development
 - e. Caller's unit number and/or address
 - f. Location within unit, i.e. bedroom, living room, etc.
 - g. Caller's concern(s) or inquiry (Provide specific details including description of problem and location), anyone sick in the home, pets information.
 - h. Verify that the resident is at home and must be there when maintenance arrives
 - i. In the event of a lockout, the call must be asked for the last four digits of their social security number for verification purpose.
- 3) The answering service representative will compare the caller's concern to the recognized emergency list.
- a. If the maintenance concern **is not listed** on the recognized emergency sheet, the answering service will enter the work order into the YardiModule. No additional updates are required for non-emergency work orders as the property management team and work order center staff will address the work order the next business day. No staff should be dispatched for non-emergency work order inquiries.
 - i. The Non-Emergency Daily Report will be emailed to the work order /Asst. Director Asset Management center by 8:30am each morning.
 - b. If the maintenance concern is listed on the recognized emergency sheet, the vendor will dispatch the maintenance staff.
 - i. The Emergency Daily Report will be emailed to the work order center by 8:30am each morning.
- 4) Reports of dispatch calls shall clearly indicate all calls made for dispatch to on-call personnel and clearly indicate the successful delivery of the dispatch, the time of the delivery of the dispatch message, and the name of the individual contacted.

Dispatching Maintenance Staff

- 1) The Maintenance Superintendent or their designee will provide the answering service with a list of CMHA address list along with the Call Back Maintenance Crews coverage areas, the Maintenance/Supervisory Call Back Schedule for the year with their CMHA issued cell phone numbers and email addresses.
- 2) Upon receiving the emergency maintenance concern, the answering service representative will refer to the CMHA list and to identify the supervisor responsible for callback coverage. They will then place a text , including details of the call to the supervisor responsible for that unit.
- 3) The answering service will relay all information verbally to supervisor and follow up with an email or text.
 - a. If supervisor fails to respond to the first call, the answering service will wait 5 minutes and call again for a second notification

- b. If supervisor fails to respond to the second call, the answering service will immediately contact the Maintenance Superintendent.
 - c. If Maintenance Superintendent fails to respond to the call or text, the answering service will contact the Regional Manager of Asset Management.
 - d. If unable to reach the Regional Manager of Asset Management, the answering service will contact the Assistant Director of Asset Management
- 4) The answering service will provide caller's name, telephone number and the nature of the emergency. Upon receiving the notification from the answering service, Supervisor will contact the resident directly within ten (10) minutes of receiving the call. This call is to acknowledge that it has reached a CMHA representative, to determine the true nature of the emergency and to determine whether or not maintenance staff should be dispatched.

1.3 Hours

1.3.1 Normal work hours for the Authority are from 8:00 – 4:30 p.m. Monday through Friday, except holidays. Transfer from the Authority to answering service will normally occur between 4:15 p.m. and 4:30 p.m., Monday through Friday. Transfer from answering service back to the Authority will occur between 7:45 a.m. and 8:00 a.m., Monday through Friday. There may be times when services will be required during the Authority's normal working hours. The contractor will provide backup to the CMHA staff. In the event, the staff cannot answer the telephone by the 4th ring, the call will be transferred to the contractor to answer and complete the work order generation.

1.3.2 The Authority holidays are as follows:

- New Year's Day
- Martin Luther King Jr. Day
- President's Day
- Good Friday
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Columbus Day
- Veteran's Day
- Thanksgiving Day
- The day after Thanksgiving
- Christmas Eve/Day

1.3.3 Contractor(s) is required to answer all incoming calls during normal business hours when staff is out of the office.

1.3.4 There will be times that the Authority staff notifies the Contractor(s) they are forwarding calls. The Authority staff will provide the Contractor(s) with emergency cell numbers.

1.3.5 If there is no answer or the on-call supervisor fails to respond

to the Contractor(s) calls within five (5) minutes, the Contractor(s) shall contact the manager of that property.

1.4 Emergency Determination

1.4.1 Contractor(s) shall determine if the call is an emergency. In addition, any call that suggests it could involve health, life, safety or imminent damage to property, will be considered an emergency. Staff answering calls shall ask questions of the caller to determine the true nature of the call, if it is not readily apparent.

1.4.2 Examples of emergency calls include, but are not limited to: Heating, air conditioning issues, plumbing issues, lockouts, power failures, broken water line, raw sewage (affecting more than one unit), elevator malfunctions, kicked in door, inoperable door/lock, smoke alarm/fire alarm, structural damage to exterior/interior of CMHA building, and inoperable refrigerator (weekend). A list of Recognized Emergencies will be provided.

1.4.3 If the call is regarding a legitimate emergency, the Contractor(s) shall verify the status of the emergency call to 911 emergency dispatch services. The answering service shall verify whether or not the caller has called 911. The answering service personnel shall make sound judgment decisions on a case basis to place a 911 call when circumstances warrant such action.

1.4.4 If the situation is an emergency

1.4.4.1 Contractor(s) will be provided with a list of staff members and contractors to provide emergency services. The contractor shall contact the appropriate maintenance staff member/contractor via cell phone. If the maintenance staff member/contractor does not respond within 10 minutes, Contractor(s) shall contact the On-call Supervisor by cell phone. A list of developments with the On-Call cell numbers will be provided to the Contractor(s). Contractor(s) shall continue up the call list for that property until contact is made, even if this requires escalation to the level of the Director.

1.4.4.2 For calls received after hours, holidays or weekends, Contractor(s) shall e- mail no later than 8:30 a.m., on the next business day all information received from the previous shift. This shall include at a minimum, the name of the person contacted at the Authority to respond to the emergency situation, time and date of call, along with all detailed information regarding the call. This e-mail shall also include details of any problems or concerns that arose with the call, such as difficulty in making contact with the listed on-call staff for the property and steps that were taken to resolve the situation.

2.0 Questions and Answers

Can companies from Outside USA apply for this?

Please refer to Scope of Work section 1.1.7.

Can we perform the tasks (related to RFP) outside USA?

Please refer to Scope of Work section 1.1.7.

Can we submit the proposals via email?

Please refer to the RFP Document section 3.2.

Do contractors need to be physically present at meetings?

Please refer to Scope of Work section 1.1.6.

Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? For example, if there is a pricing page in the RFP, can bidders submit an alternate fee structure? If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories?

Bidders must use fee submittal form in the Proposal Packet.

Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.

This information will not be provided.

Has the current contract gone full term?

No.

Have all options to extend the current contract been exercised?

No.

Who is the incumbent, and how long has the incumbent been providing the requested services?

Contract 2024-1061 was awarded in December 2024 to 22nd Century Technologies, Inc. (and to Gilson Software Solutions-PHA, LLC as the backup option).

What is the maximum wait time?

Please refer to Scope of Work section 1, third bullet.

What percentage of calls must be resolved without a transfer, second call, or a return call?

All calls should be resolved with the first call. The contractor is taking information from the residents. There should be no need for the other actions.

What is the maximum percentage of calls that can be terminated by the caller without resolution?

2%

What is the required degree of dedication for the call center? (Can call centers work on other contracts at the same time as this one)?

Please refer to Scope of Work section 1, tenth bullet.

What is the required degree of dedication for the operators? (Can operators work on other contracts at the same time as this one)?

Please refer to Scope of Work section 1, tenth bullet.

What is the current average wait time for phone calls?

Unknown.

Over the past year, what is the percentage of calls received in English versus non-English?

Unknown. The majority of the calls are English speakers.

Over the past year, what percentage of calls received were in Spanish?

Unknown. The majority of the calls are English speakers.

Can the call center owner hire agents to service the answering service from other countries if the business owner is locally based?

Please refer to Scope of Work section 1.1.7.

Is a hardcopy request (submitted in person to the procurement department) required in addition to the electronic request?

No. Please refer to the RFP Document section 3.2.

For the electronic submission, in addition to the proposal, I understand that 2 separate emails are required for attachments B & E. My question is, is it acceptable to include the applicable sections 1-7 of the proposal all in 1 email separated by attachments numbered/labeled for each section?

Yes. Please refer to the RFP Document section 3.2.

For the required Business Registration, will the Ohio Certificate/Articles of Incorporation suffice, seeing as there are no other licenses requires for the services being provided?

Yes.

Referring to “2.0 Economic Inclusion Participation”, please specify whether the provided MBE/WBE and Section 3 goals are mandatory for the vendor to bid on this contract or not.

Goals are not mandatory.

It is our understanding that the vendor can provide services remotely (anywhere in the U.S.). Is it correct?

Yes. Please refer to Scope of Work section 1.1.7.

Is there a certain number of employees to have for this? Or is it the contractor’s discretion?

Please refer to Scope of Work section 1, tenth bullet.

What phone equipment is needed to successfully get the contract and to get and answer the rolling calls? Is there equipment for purchase from you all or do you have a vendor I could buy the equipment from?

Proposer must have the equipment necessary to complete the scope of work. There is no required equipment.

Will this proposal have more than one contractor awarded?

Please refer to Scope of Work section 3.0.

How many employees typically does a company have to successfully do this contract?

Please refer to Scope of Work section 1, tenth bullet.

Do you all have used equipment that can be purchased for the actual phone service or is it a multi-line phone system.

No. Proposer must have the equipment necessary to complete the scope of work. There is no required equipment.

What is the current average after-call work time for operators?

This information is not available.

What is the current number of seats for operators and supervisors at your existing call center vendor?

There is currently one person staffing the CMHA Work Order Center during normal business hours. Contractor's information will not be provided.

Please provide a more detailed explanation of how the pool of contractors will perform? What percentage of the S.O.W will each business owner be assigned? Or will the S.O.W be divided by a contract schedule? For example: Business A will perform services for three months, business B will perform services for three months, and business C will perform services for six months. This detailed information will help us to determine an accurate pricing quote taking in account the payroll for the agents and all other applicable fees.

One contractor will be given the contract for the year. In the event there are performance or capacity issues, other contractors maybe selected to fulfill the remainder of the contract.

Does the CMHA require a callback option/outbound calls under this contract?

Yes.

Does the CMHA require a live chat, email, or text messaging facility under this contract?

Yes.

3.0 Pool of Contractors

3.1 CMHA intends to create a “pool” of Contractors to provide these Services. The Pool will consist of various Contractors which will be available on an as-needed basis to provide the services described in this Scope of Work. The actual number of Pool participants chosen will depend on the number of qualified proposals received.

3.2 Proposers selected to participate in the Pool will be assigned work at the discretion of CMHA based on quality of work, availability, manpower and timeliness and will serve in the Pool for a period of one (1) year with the option, at CMHA's sole discretion, to extend the contract for up to an additional four years for a maximum total of five years. CMHA will attempt to match each assignment to the Pool Participant best suited for a given task. CMHA will also determine the number of assignments any contractor will be assigned at any given time or duration. Selection as a participant of the Pool is not a guaranty of the type or number of tasks for which a participant may be selected. Time is of the essence with regard to Pool Participants' availability for and performance of the assignments.

- 3.3** If a Pool Participant is selected to perform one or more work assignments, CMHA will formally request the Pool Participant to perform such services by executing a purchase order. The Contractor will be notified by CMHA when services are needed. CMHA will provide the scope of work to the contractor before work is to begin. Once the Contractor is notified, the work will be scheduled with CMHA. The services will be completed as scheduled including completing a punch list and final inspection. The purchase orders may be issued at any time during the term of the Pool Agreement and the assignment of work projects will be made solely at the discretion of CMHA.

4.0 Performance Standards

- 4.1** The Contractor(s) shall be obligated to pay CMHA the sum of twenty-five and no/100 dollars (\$25.00) per day for each day that the Contractor(s) fails to submit the daily report.
- 4.2** The Contractor must meet all performance indicators listed in the contract. Failure to do so may lead to a reduction of 20% of monthly invoice amount or contract termination.
- 4.3** Contractor will ensure ability to perform all services awarded. A Contractor claiming inability to perform a service due to insufficient staffing is not acceptable. If Contractor is unable to do the work for which they submitted a quote/proposal, the Contractor's contract for that work will be cancelled in whole or that part of the contract will be inactivated and no longer considered for award.
- 4.4** In the event of a schedule conflict, vendors will service CMHA and/or TPS first. Failure to do so will result in the vendor being sent a Notice to Cure to complete the service. If the vendor does not complete the service within the date specified on the Notice, another vendor may be contacted to perform the service. Per Section 2.4 of the General Terms and Conditions, three warnings (Notices) will result in vendor termination. (This situation is avoidable by arranging a schedule with CMHA for services.)
- 4.5** Failure to comply with all of the requirements in the resulting contract and/or the requirements in the purchase order may result in a reduction of the consultant's fee by 10% for that service
- 4.6** Invoices are to be submitted within two weeks after completion of the service (see *Invoicing* in the General Terms and Conditions). If invoices are submitted late, the amount to be paid shall be reduced:

Number of days to submit invoice to CMHA after completion of work or receipt by CMHA in Yardi (whichever is later)	Performance Deduction from Invoice
<30	0%
>30	30%
>60	50%
>90	75%
>120	100% (No payment)

- 4.7** CMHA may waive the fee reductions at their discretion after discussing extenuating circumstances with the Contractor. Such waiver shall be in writing at the time of the

service and may be considered by CMHA in the award of future work under this contract and award of future contracts.

5 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 that the contractor will also adhere to these standards.

Attachment B

CINCINNATI METROPOLITAN HOUSING AUTHORITY
GENERAL TERMS AND CONDITIONS

1. **Purpose:** This document sets out the general terms and conditions of the relationship between Contractor and the Cincinnati Metropolitan Housing Authority (CMHA) and Touchstone Property Services (TPS). When CMHA is used in the rest of this Exhibit, both CMHA and TPS are included unless noted otherwise.
2. **Contract Term:** This Agreement shall become effective upon CMHA issuing a notice of contract commencement to Contractor and shall remain in effect for the term set forth in Attachment A – Scope of Work and the Contract Acceptance and Award, with the option to renew at CMHA’s sole discretion prior to the expiration of this Agreement. However, at no time may the term of this Agreement exceed five years. The Contract shall begin upon the delivery of a Notice of Contract Commencement by CMHA to the Contractor. This Notice may be delivered in the form of a letter, copy of signed contract or contract acknowledgement.
 - 2.1. **Assignment of Personnel:** CMHA shall retain the right to demand and receive a change in personnel assigned to the work if CMHA believes that such change is in the best interest of CMHA and the completion of the contracted work.
 - 2.2. **Responsibility for Subcontractors:** All requirements for the Prime Contractor shall also apply to any and all subcontractors hired by the Contractor. It is the Contractors’ responsibility to ensure the compliance by the subcontractors. At all times the Contractor remains liable to the Authority for the performance and compliance of his/her subcontractors.
 - 2.3. **Unauthorized Sub-Contracting Prohibited:** The Contractor shall not assign any right, nor delegate any duty for the work proposed pursuant to this contract (including, but not limited to, selling or transferring the contract) without the prior written consent of CMHA Procurement staff. Any purported assignment of interest or delegation of duty, without the prior written consent of CMHA shall be void and may result in the cancellation of the contract with CMHA, or may result in the full or partial forfeiture of funds paid to the successful proposer as a result of the proposed contract.
 - 2.4. **Termination:** It shall be within CMHA’s sole discretion to terminate this agreement for cause. Upon discovery of a contract deficiency, it is CMHA’s general policy to give one verbal notification to the contractor to cure the deficiency. A second notification of deficiency shall be delivered to the contractor in writing and will clearly state that, if required, a third notification will result in termination. Termination may also occur without prior notifications, depending on the deficiencies.
 - 2.5. **Contract Service Standards/ Government Standards:** It is the responsibility of the prospective Contractor to ensure that all items and services proposed conform to all local, State and Federal laws concerning safety (i.e., OSHA) and environmental control (i.e., EPA) and any other enacted ordinance, code, law or regulation. The prospective Contractor shall be responsible for all costs incurred for compliance with any such possible ordinance, code, law or regulation. No time

REQUEST FOR PROPOSALS (RFP) NO. 2025-1042

extensions shall be granted or financial consideration given to the prospective Contractor for time or monies lost due to violations of any such ordinance, code, law or regulations that may occur.

2.6. Public Records: All bids/proposals submitted to CMHA are subject to the Ohio Public Records Law (O.R.C. 149.43 and the Sunshine Act (5 USC 522(b) and may be subject to disclosure to the public. Information in proposals that would be deemed a trade secret or otherwise not subject to disclosure under public records laws shall be clearly indicated as such by the prospective Contractor, including citations from the Ohio Public Records Law or the Sunshine Act for the exemptions. Also, the prospective Contractor shall submit two copies of its proposal and other submissions, one of which has been redacted of all trade secrets and other information not subject to disclosure pursuant to a public records request. Failure to do so may subject the entire contents to disclosure under public records laws.

- 3. Scope of Services and Duties:** Contractor is engaged to provide CMHA with products and/or services as described in the Scope of Work as may be amended by a supplemental agreement and express written consent of both Parties. Contractor will diligently provide products or services reasonably required to represent CMHA in the matters described, and will take all reasonable steps to keep CMHA informed of progress and to respond to CMHA's inquiries. CMHA will advise Contractor of relevant facts and reasonably cooperate with Contractor.
- 4. Mandatory HUD Terms:** Parties acknowledge and agree that HUD terms (Table 1, *Form HUD-5370-C General Conditions for Non-Construction Contracts Section I and/or Section II if applicable*) contain the mandatory terms prescribed by the United States Department of Housing and Urban Development and that said terms are incorporated into this Agreement and may not be modified or amended. Any term hereinafter, including without limitation any provisions contained in Contractor's Solicitation Response, that conflict with the terms set forth by HUD is void and unenforceable.

HUD Form 5370-C Section 1-5 is clarified by 2 CFR 200.315, Appendix II to Part 200—Contract Provisions for Non-Federal Entity Contracts Under Federal Awards (F), and 37 CFR Part 401. Rights in Data refer to data and records which are the products produced under the contract and the only part in which CMHA has ownership rights. CMHA does not have rights in the existing software systems of the contractor.

- 5. Mandatory Housing Authority Terms:** Parties acknowledge and agree that these *General Terms and Conditions* contain mandatory terms as set-forth by CMHA and said terms shall not be modified or amended without the express written approval of CMHA's Contracting Officer and without such approval the terms as forth in these *General Terms and Conditions* are in full force and effect. Any term(s) hereinafter, including without limitation any provisions contained in Contractor's Proposal that conflict with the terms as set forth in these *General Terms and Conditions* is void and unenforceable. Any Provision(s) contained within these *General Terms and Conditions* that is similar to a Provision(s) or has the same or similar heading of any Provision(s) of *Form HUD-5370-C General Conditions for Non-Construction Contracts Section I (and Section II)* shall be considered supplemental provisions and are binding. Any Conflict in the language is unintentional and the HUD Provision(s) will be applicable.
- 6. Subject to Appropriation of Funds:** CMHA's funds are contingent upon the availability of appropriations by the United States Congress and the United States Department of Housing and Urban Development. If the United States Congress and/or the United States Department of Housing and Urban Development fail at any time to continue funding for the payments or obligation due hereunder, the Work under this Agreement that

REQUEST FOR PROPOSALS (RFP) NO. 2025-1042

is affected by the lack of funding will terminate and CMHA will have no further obligation to make payments and will be released from its obligations on the date funding expires.

6.1. CMHA reserves the right to reduce or increase estimated or actual quantities in whatever amount necessary without prejudice or liability to CMHA, if:

6.1.1. funding is not available;

6.1.2. legal restrictions are placed upon the expenditure of monies for this category of service or supplies; or,

6.1.3. CMHA's requirements in good faith change after award of the contract.

7. Invoicing:

7.1. Contractor shall not perform any services without a Purchase Order or a Purchase Order Number. If Contractor performs services without a Purchase Order, CMHA shall not be required to pay Contractor for those services or materials.

7.2. Invoices shall not exceed the amount of the Purchase Order. Any invoice which exceeds the Purchase Order will be considered the same as performing services without a Purchase Order and CMHA shall not be required to pay Contractor for those services or materials. When a Contractor realizes the work will exceed more than the amount of the Purchase Order, the Contractor must reach out to the CMHA staff requesting the work for an approved Change Order prior to completing any work exceeding the original Purchase Order amount. The only exception is a life and safety Purchase Order.

7.3. Invoices shall be submitted via Vendor Café after the work is complete or after the goods have been delivered to CMHA. Invoices must be attached to the corresponding Purchase Order and must be assigned to the correct line item of the Purchase Order by the vendor. Non-compliant invoices may be rejected and the Contractor will need to submit a revised invoice to receive payment.

7.4. All Invoices must include the address of the property and unit number and the date property was serviced in the description of the service. Invoices must be broken down to include the number of hours worked (including start and stop times), the rate charged, and materials costs listed separately. Fees must be verifiable and auditable. Fees on the fee submission form are not to exceed fees stated in the Contract. Contractor may adjust fees lower if needed, but the adjusted fees cannot exceed the original fee submitted.

7.4.1. Contractor shall only invoice for the time spent on the property. CMHA shall not pay for time spent in route or traveling to acquire parts/supplies.

7.4.2. Where union agreements require that technicians be paid from when they leave home for emergency work, CMHA will pay for travel time not to exceed thirty minutes. It is the responsibility of the technician and/or contractor to correctly track and document the time in an accurate invoice to CMHA.

7.4.3. Invoices shall show arrival and departure times to and from the property of all Contractors and their employees responding for service.

REQUEST FOR PROPOSALS (RFP) NO. 2025-1042

7.4.4. Contractor shall minimize overstaffing for minor repairs. If Contractor is found to be overstaffing for repairs, based upon customary trade practices, CMHA reserves the right to only pay for customary trade practices.

7.4.5. CMHA shall not be responsible for trip charges and/or service charges. Fees are limited to those shown on the fee submission form.

7.5. Invoices shall not be backdated. The date on the invoice shall match the date the invoice is submitted to CMHA. Invoices which are not dated in accordance with this section will be rejected and the Contractor will need to submit a revised invoice to receive payment.

7.6. All invoices must be submitted within two weeks for services performed. No Contractor may invoice for services not rendered. Contractors violating this section may be terminated.

7.7. If invoices are submitted late, the amount to be paid shall be reduced:

Number of days to submit invoice to CMHA after completion of work	Performance Deduction from Invoice
<30	0%
>30	30%
>60	50%
>90	75%
>120	100% (No payment)

7.8. CMHA will not pay invoices until services are fully completed as scheduled and/or products are received. Contractor shall provide a statement of work and signed receiver indicating the work performed and acknowledging its completion. CMHA will pay properly submitted invoices in approximately 30 days.

7.9. Payment shall be contingent upon review and acceptance of the Contractor's Deliverables by CMHA. CMHA may, in its sole discretion, withhold payments claimed by Contractor for services rendered if Contractor fails to satisfactorily comply with any term or condition of this Contract. Payments may also be reduced for performance standard deductions.

7.10. CMHA reserves the right to review invoices for parts. Contractor shall provide invoices for parts within three (3) days of request by CMHA. Failure to provide invoices may result in withholding of payment for such parts.

8. Disputed Billings (Charges):

8.1. Procedures: In addition to the procedures detailed within Clause No. 7 of Attachment G-1, Form HUD-5370-C, *General Conditions for Non-Construction Contracts, Section I—(With or without Maintenance Work)*, in the event that CMHA disputes any portion of its billing(s), CMHA shall pay the undisputed portion of such billing and initiate the dispute-resolving procedures, as follows:

REQUEST FOR PROPOSALS (RFP) NO. 2025-1042

- 8.1.1.** CMHA's representative shall, within 15 days after CMHA's receipt of such billing, formally notify the contractor's representative of all particulars pertaining to the dispute, and request that he/she investigate and respond to this issue.
- 8.1.2.** If such dispute cannot be resolved by the contractor's response, within 10 days after such notification is given, the CO and the contractor's representative shall meet to discuss the matter and attempt to arrive at a resolution.
- 8.1.3.** If the CO and the contractor's representative are unable to resolve the dispute through such discussion within 10 days, CMHA shall, within 10 days thereafter, either:
- 8.1.3.1.** pay the disputed charges and reserve the right to submit the matter to mediation, arbitration, or the appropriate court in Hamilton County, Ohio;
 - 8.1.3.2.** not pay the disputed charge and submit the matter to mediation, arbitration, or the appropriate court in Hamilton County, Ohio;
 - 8.1.3.3.** not pay the disputed charge and allow the Contractor to submit the matter either to mediation, arbitration, or the appropriate court in Hamilton County, Ohio.
- 8.1.4.** The decision from arbitration will be binding upon both parties. If the decision is adverse to CMHA, CMHA shall pay CMHA's receipt of the decision. If the decision is in favor of CMHA, the contractor will either:
- 8.1.4.1.** clear the amount which is ordered from CMHA account;
 - or
 - 8.1.4.2.** repay to CMHA the amount ordered.
 - 8.1.4.3.** Either option shall be completed within 10 days after the contractor's receipt of the arbitrator's decision.

9. Warranties and Representations: Contractor represents and warrants that its services provided for under the terms of this Agreement will be of good quality and consistent with the professional skill and care ordinarily provided by professionals performing the same or similar service and such services and materials shall be provided in accordance with generally accepted industry standards. Additionally, Contractor represents and warrants the following:

9.1. Contractor has the right to enter into this Agreement.

9.2. All services provided for under this Agreement are provided in accordance with the sound professional standards and the requirements of this Agreement and without any material defect.

9.3. No services or materials provided for by Contractor under this Agreement will infringe upon the intellectual property rights of any third party.

9.4. All services provided for hereunder are merchantable and fit for the particular purpose described in this Agreement.

9.5. Contractor will observe and abide by all applicable federal, state and local laws, rules, regulations, ordinances and codes and obtain any license(s), permit(s) or the like required to provide the services and materials under this Agreement. Any fees submitted by the Contractor reflect all costs required for compliance and to procure and provide such necessary licenses and permits.

9.6. Contractor has not entered into any other contracts or employment relationships that restrict the Contractor's ability to perform under this Agreement.

If any services of Contractor or any materials or products provided for by Contractor fail to comply with these representations and/or warranties, and Contractor is so notified in writing, Contractor shall either 1) correct such failure with all due speed, or 2) shall refund the amount of compensation paid for the services, materials or products. Contractor shall also indemnify CMHA for any direct damages and claims by third parties based upon a breach of these warranties.

10. **Non-Exclusivity:** This Agreement is a non-exclusive agreement. Either Party may perform or enter into agreements to perform the services and/or to provide any materials or products similar to those provided for herein so long as such agreements do not impede either Party's ability to perform under this Agreement.

11. **Indemnity:** Contractor hereby agrees to protect, defend, indemnify and hold harmless CMHA, its officers, employees, agents, and Board of Commissions from and against all losses, liabilities and any and all claims of whatever kind, nature or description which may be asserted or claimed against CMHA indemnities which arise from any act or omission of Contractor, its subcontractors, directors, officers and employees or results from any breach or violation by Contractor, its subcontractors, directors, officers, or employees. Contractor agrees, at its own expense, to pay the full cost thereof, including attorney's fees, if any, incurred by CMHA in defending any claim and shall pay any judgment rendered, with respect to the subject of the indemnity contained herein as well as any allegation of libel, slander, invasion of privacy, any failure to obtain any necessary release, permission or clearance, or any other cause of action or claim arising out of materials and elements provided for by Contractor under this Contract. Contractor will be liable, at all times, for damages or destruction of Contractor's equipment and materials, regardless of how such damage occurs. CMHA will be under no liability to reimburse Contractor for any such loss. If Contractor insures its equipment and material against physical loss of damage, then Contractor agrees to secure, if required in such insurance, a waiver of subrogation in favor of CMHA.

Contractor will also indemnify CMHA and its officers, employees and agents against liability, including costs, for actual or alleged direct or contributory infringement of, or inducement to infringe, any copyright, patent, trade secret, or similar intellectual property right based upon CMHA's proper use of any products or supplies under this Contract. This obligation of indemnification will not apply where CMHA has modified or misused the products or supplies and the claim of infringement is based upon the modification or misuse. CMHA agrees to give Contractor notice of any such claim as soon as reasonably practicable and to give Contractor the authority to settle or otherwise defend any such claim upon consultation with and approval by CMHA's

REQUEST FOR PROPOSALS (RFP) NO. 2025-1042

General Counsel. If a successful claim of infringement is made, or if Contractor reasonably believes that an infringement claim that is pending may succeed, Contractor shall take one of the following four actions:

- 11.1. Modify the service(s), material(s) and/or product(s) so that the service(s), materials(s), and/or product(s) are no longer infringing.
- 11.2. Replace material(s) and/or product(s) with an equivalent or better item.
- 11.3. Acquire the right for CMHA to use the infringing service(s), material(s) and/or product(s) as intended; or
- 11.4. Cease the related service(s) and/or remove the material(s) and/or product(s) and refund any amount CMHA paid for the service(s), material(s) and/or products(s) that required the availability of the infringing material(s) and/or product(s) for it to be useful to CMHA.

Nothing contained in this provision shall be construed to limit any indemnity obligations of Contractor as set forth within the provisions of the Contract Documents.

It is agreed and understood that in no event shall any CMHA official, officer, employee, or agent be held personally liable or responsible for any covenant or agreement whether expressed or implied.

12. **Insurance:** Contractor shall obtain and maintain during the performance under this Agreement the following insurance and the amount of such coverage shall be in an amount to cover all indemnity obligations and shall include, but not necessarily be limited to, the following:

- 12.1. **Commercial general liability insurance**, including a contractual liability endorsement, in an amount not less than: \$1,000,000 each occurrence; \$2,000,000 general aggregate; \$50,000 damage to premises and fire damage; and \$5,000 medical expenses for any one person.
 - 12.1.1. The Authority and its affiliates must be named as an Additional Insured and as the Certificate Holder.
 - 12.1.2. Commercial General Liability Insurance shall cover premises operations, fire damage, independent contractors, products and completed operations, blanket contractual liability, personal injury, and advertising liability.
 - 12.1.3. If any aggregate limit is reduced below \$1,000,000 because of claims made or paid, the Contractor shall immediately obtain additional insurance to restore the full aggregate limit and furnish to CMHA a certificate of insurance showing compliance with this provision.
- 12.2. **Professional liability and/or “errors and omissions”** coverage with a limit not less than \$1,000,000.
 - 12.2.1. This is required for vendors who render observational services to the Authority such as appraisers, inspectors, attorneys, engineers, or consultants.
 - 12.2.2. The coverage shall be not less than \$1,000,000 each occurrence and \$1,000,000 general aggregate.
 - 12.2.3. The Authority and its affiliates must be named as an Additional Insured and be a Certificate Holder.

REQUEST FOR PROPOSALS (RFP) NO. 2025-1042

- 12.2.4.** If any aggregate limit is reduced below \$1,000,000 because of claims made or paid, the Contractor shall immediately obtain additional insurance to restore the full aggregate limit and furnish to CMHA a certificate of insurance showing compliance with this provision.
- 12.3. Automobile Liability Insurance** with CMHA named as an additional insured and as the Certificate Holder with minimum limits as follows: \$1,000,000 combined single limit; \$50,000/\$100,000 for vehicles utilized during the contract if such vehicles are not owned by the Contractor or any agent, owner, or employee of the Contractor (i.e., rental vehicles); \$5,000 medical pay.
- 12.3.1.** This is required of any contractor who will be doing hands on work at the Authority properties.
- 12.4. Workers' Compensation Insurance** as required by state statute and **Employer's Liability Insurance** covering all of Contractor's employees acting within the course and scope of this Contract.
- 12.4.1.** Worker's Compensation is required for any contractor made up of more than one person.
- 12.4.2.** Employer's Liability Insurance must cover all of Contractor's employees acting within the course and scope of this Contract. Employer's Liability limit is \$500,000 bodily injury for each accident, \$500,000 bodily injury by disease for each employee, and \$500,000 bodily injury disease aggregate. The Authority and its affiliates must be a Certificate Holder.
- 12.5.** Excess Liability Insurance (Umbrella Policy): may compensate for a deficiency in general liability or automobile insurance coverage limits.
- 12.6.** The coverages provided to CMHA shall be primary and not contributing to or in excess of any existing CMHA insurance coverages.
- 12.7.** The Insurance shall contain provisions preventing cancellation or non-renewal without at least 45 days' notice to CMHA and stating that the carrier will waive all rights of recovery, under subrogation or otherwise, against CMHA, its office, agents, employees or Board of Commissioners.
- 12.8.** Contractor shall provide certificates evidencing the coverage required under this Provision of this Agreement to CMHA upon execution of this Agreement and annually thereafter evidencing renewals thereof. At any time during the term of this Agreement, CMHA may request, in writing, and the Contractor shall thereupon within 10 days supply to CMHA evidence satisfactory of compliance with the provision of this section.
- 12.8.1.** The Contract may be terminated if the insurance lapses.
- 12.9.** Provide evidence of deductibles. If awarded a contract, CMHA may require lower deductibles depending on the risk to the Agency.
- 12.10.** Coverage required of this Contract will be primary over any insurance or self-insurance carried by CMHA.

REQUEST FOR PROPOSALS (RFP) NO. 2025-1042

- 13. Limitation of Liability:** Notwithstanding any limitation provisions contained in the Contract Documents and materials incorporated by reference, the Parties Agree as follows:
- 13.1.** In no event shall CMHA be liable for any indirect, incidental, or consequential loss or damage of any kind, including but not necessarily limited to lost profits, even if CMHA had been advised, knew or should have known of the possibility of such damages.
- 14. Amendments:** No amendment or modification of this Agreement will be effective unless it is in writing and signed by both Parties. At no time shall an amendment or modification be effective that conflicts with any mandatory provisions set forth by HUD in Table 1, or *Form HUD-5370-C General Conditions for Non-Construction Contracts Section I (and Section II)*.
- 15. Publicity:** Contractor agrees to submit to CMHA all advertising and publicity related matter relating to this Agreement wherein CMHA's name is mentioned or language used from which the connection of CMHA's name may, in CMHA's judgment, be inferred or implied. Contractor shall not publish or use such advertising and publicity matters without prior express written consent of CMHA.
- 16. Non-Waiver of Rights:** If either party does not seek compensation for breach or insist upon strict performance of any provision of this Agreement, that Party is not prevented from seeking compensation or insisting upon strict performance for a future breach of the same or similar provision. Failure of CMHA to take any action or assert any right hereunder shall not be deemed a waiver of such right.
- 17. Remedies:**
- 17.1. Actual Damages:** Contractor is liable to CMHA for all actual and direct damages caused by Contractor's default. In the event Contractor fails to provide services or material as provided for in the Contract Documents, CMHA may substitute the services and/or material from a third party. CMHA may recover the costs associated with acquiring substitute services and/or materials, less any expense or costs saved by Contractor's default, from Contractor.
- 17.2. Deduction of Damages from Contract Price:** Upon prior written notice being issued to the Contractor, CMHA may deduct all or any part of the damages resulting from Contractor's default from any part of the price still due on this Agreement.
- 18. Contractor Suspension:** If Contractor fails to perform any one of its obligations under the Contract Documents it will be in default and CMHA, at its sole discretion, may suspend rather than terminate this Agreement when CMHA believes that doing so would better serve its interest. In case of a suspension, the amount of compensation due to Contractor will be determined in the same manner as provided for in the Termination for Convenience provision set forth in *Form HUD-5370-C General Conditions for Non-Construction Contracts Section I* less any damage to CMHA resulting from Contractor's breach or other default.

These General Terms and Conditions address the suspension of the contract. However, CMHA may suspend the contractor in accordance with the Contractor Suspension and Responsibility Standard Operating Procedure posted on CMHA's website.

19. Contractor Responsibilities:

19.1. Contractor shall perform criminal history checks for Ohio, and 10-panel drug screening tests on all prospective employees performing work under this contract or coming onto a CMHA property and provide summaries of the results to the Authority if requested. The background check and drug screening shall be completed prior to contractor or its employees performing work for CMHA. For the purposes of this section, the term "employees" includes contractor. Prospective employees whose criminal background check discloses a misdemeanor or felony involving crimes of moral turpitude, sexual offenses or harm to persons or property shall not be employed to perform work under this contract. Contractor is required to perform drug screening of all employees and to ensure acceptable test results. Criminal history and drug screening checks will be completed at the sole expense of the contractor. Any employee of the Contractor suspected of being under the influence of drugs and or alcohol will be reported to the appropriate personnel at CMHA and/or other local law enforcement. If the employee is determined to be under the influence of drugs or alcohol in any form or manner, or believed by proper authority to be dealing in illicit sale of alcohol or drugs they will be removed and shall not be allowed to return to any job site on the Authority's property. The Contractor's contract may be suspended and/or terminated should such a situation occur or if the Contractor fails to submit results pursuant to this section.

19.1.1. If CMHA requests additional drug screening, the test shall be performed within 24 hours of when the request is made to the contractor and the summary shall be sent directly to CMHA from the testing facility. Testing by the contractor of its employees is not acceptable; the testing must be completed by an independent testing facility.

19.1.2. Local union drug testing cards are acceptable as long as the strictest of the requirements of this contract and local union requirements are met. However, the Contractor remains responsible for monitoring that drug testing is being completed and ensuring acceptable results.

19.2. Contractor(s) shall provide uniforms and ID Badges identifying Contractor for all employees working on CMHA's properties. No employees will be allowed on CMHA's properties out of uniform and without his/her ID badge on his/her person. Contractor(s) must submit a picture of the uniform and a sample of his/her ID badge if requested by CMHA; uniforms are required for maintenance/repairs work.

CMHA may provide ID badges for contractors working on CMHA properties. Employees of the Contractor may be prohibited from entering CMHA property without proper identification.

19.3. Contractor's personnel shall be neat and conduct all work in a professional and efficient manner. If any employee of Contractor is deemed unacceptable by CMHA, Contractor shall immediately replace such personnel with an acceptable substitute to CMHA.

REQUEST FOR PROPOSALS (RFP) NO. 2025-1042

- 19.4. Contractor(s) shall practice acceptable safety precautions so as not to cause harm to any persons or property while performing services under this contract. Contractor(s) shall follow industry safety standards, and use only industry approved safety equipment in accordance with the manufacturer's specifications in the performance of all duties.
- 19.5. Contractor(s) shall pay all of its employees, including any and all approved Sub-Contractors, at least the legal minimum wages as determined by the United States Department of Labor and the United States Department of Housing and Urban Development and Department of Labor Prevailing Wage. Wage Determinations can be accessed via the Department of Labor website, www.wdol.gov.
- 19.6. Upon completion of the work, Contractor(s) shall clean up the area where the work was performed and Contractor(s) shall remove any debris generated by the products and/or services at CMHA premises. Contractor shall legally dispose of all litter, trash and debris accumulated as a result of the services under this contract at an offsite location. The use of CMHA dumpsters or trash receptacles is strictly prohibited.
- 19.7. Contractor(s) shall clearly mark all work areas that might reasonably be expected to endanger the health and safety of residents, guests, or any other persons. Contractor(s) will provide such signs, markers and barricades as required to identify all work areas and minimize inherent dangers.
- 19.8. The contractor shall be responsible for notifying CMHA immediately of any damages (i.e. fire, container leaking) deemed to be a health or safety hazard whether the damage is caused by the contractor or other means.
- 19.9. Contractor shall repair or replace, at the contractor's expense, any and all items damaged or destroyed due to contractor's negligence.
- 19.10. The Contractor shall be responsible for safeguarding all CMHA property provided for Contractor use. At the close of each workday, CMHA facilities, property and materials shall be inspected and secured.
- 19.11. The Contractor is prohibited from placing a lien on CMHA's property. This prohibition shall apply to all subcontractors.
- 19.12. The contractor (including any and all contract or subcontract employees, etc. incidental to this contract) is to be cognizant of safety at all times and take necessary safety precautions, so as not to cause harm to any persons or property while performing service or while on site. Extreme care shall be maintained around pedestrians and personal belongings.
- 19.13. The contractor and its employees shall at all times represent themselves in a courteous and professional manner. All posted driving, speed, and parking regulations shall be observed.

REQUEST FOR PROPOSALS (RFP) NO. 2025-1042

- 19.14.** Contractor(s) shall inform CMHA Procurement within two (2) working days of any change in contact information, including but not limited to contact personnel, mailing address, physical address, phone numbers and email addresses.
- 19.15.** Contractor represents and warrants that the fees for the goods/services are the lowest price/fees charged by Contractor to any of its external buyers for similar volumes of similar goods and/or services. If Contractor charges any other buyer a lower fee, Contractor must apply that fee to all goods/services under this contract. If Contractor fails to meet the lower price, CMHA, at its option, may terminate this contract for cause and without liability.
- 19.16.** Conservation of Utilities – The Contractor shall practice utility conservation in all CMHA facilities. The Contractor shall be responsible for operating under conditions, which preclude the waste of utilities, which shall include:
- Lights shall be used only in areas where and when work is actually being performed.
 - Water faucets or valves shall be turned off after the required usage has been accomplished.
 - Mechanical equipment controls for heating, ventilation, and air conditioning systems shall not be adjusted by the Contractor or by Contractor's employees.
 - The Contractor shall comply with all mandatory standards and policies relating to energy efficiency which are contained in the energy conservation plan issued in compliance with the Energy Policy and Conservation Act (Pub.L. 94-163) for the State in which the work under this contract is performed. (in 5370CI in section 6)

20. Additional Considerations:

- 20.1. Right of Joinder; Additional Services/Purchases by Other Public Agencies (“Piggy-Back”):** Contractor acknowledges that other Public Agencies may seek to “Piggy-Back” under the same terms and conditions, during the effective period of Agreement. The services and/or purchases being offered in the Contract Documents, Fee Submission and/or Best and Final Offer and for the same prices and/or terms proposed therein. Contractor has the option to agree or disagree to allow contract Piggy-Backs on a case-by-case basis. In the event the awarded Contractor allows another Public Agency to join the CMHA Contract, it is expressly understood that CMHA shall in no way be liable for the joining Public Agency obligations to the awarded Contractor in any manner whatsoever.
- 20.2. Non-Escalation:** Unless otherwise specified within the RFP documents, the unit prices reflected on the contract shall remain firm with no provision for price increases during the term of the contract.
- 20.3. Required Permits:** Unless otherwise stated in the RFP documents, all local, State or Federal permits which may be required to provide the services ensuing from award of this RFP, whether or not they are known to either CMHA or the proposers at the time of the proposal submittal deadline or the award, shall be the sole responsibility of the successful proposer and any costs submitted by the proposer shall reflect all costs required by the successful proposer to procure and provide such necessary permits.

REQUEST FOR PROPOSALS (RFP) NO. 2025-1042

- 20.4. Taxes:** All persons doing business with CMHA are hereby made aware that CMHA is exempt from paying Ohio State Sales and Use Taxes and Federal Excise Taxes as set forth in state and federal laws. A letter of Tax Exemption will be provided upon request.

All persons doing business with TPS are hereby made aware that TPS is exempt from paying Ohio State Sales and Use Taxes and Federal Excise Taxes as set forth in state and federal laws. A letter of Tax Exemption will be provided upon request. Although TPS is tax exempt, some properties that TPS manages are not. Please see the table below for the tax status of each property.

PROPERTY	ADDRESS	TAX STATUS
Springdale Senior Limited Partnership (Baldwin Grove)	11111 Springfield Pike Cincinnati, OH 45246	Taxable
Reserve on South Martin, LP	7363 S. Martin Street Cincinnati, OH 45231	Taxable
Touchstone Property Services, Inc.	1088 W. Liberty Street Cincinnati, OH 45214	Non-Taxable
Cary Crossing, LLC	1411 Compton Road Cincinnati, OH 45231	Taxable
West Union Square, LLC	2942 Banning Road Cincinnati, OH 45239	Taxable
Sutter View, LLC	1754 Beecker Lane Cincinnati, OH 45225	Taxable
Park Eden Evanston, LLC (dba The Evanston)	1820 Rutland Avenue Cincinnati, OH 45207	Non-Taxable
Hamilton County Affordable Housing	1088 W. Liberty Street Cincinnati, OH 45214	Non-Taxable
City West Retail	1088 W. Liberty Street Cincinnati, OH 45214	Non-Taxable
Park Eden Apartments, LLC	2610 Park Avenue Cincinnati, OH 45206	Taxable
Pinecrest RAD, LLC	3951 W. 8 th Street Cincinnati, OH 45205	Taxable
Marianna Terrace, LLC	1700 Wabash Avenue Cincinnati, OH 45215	Taxable
Horizon Hills, LLC	1003 Grand Avenue Cincinnati, OH 45204	Non-Taxable
Riverview San Marco, LLC	2538 Hackberry Street Cincinnati, OH 45206	Taxable
Riverview San Marco, LLC	1601 Madison Road Cincinnati, OH 45206	Taxable
Bennett Point, LLC	528 & 600 East 12 th Street Cincinnati, OH 45202	Taxable
Logan Commons, LLC	1712 Logan Street	Taxable

REQUEST FOR PROPOSALS (RFP) NO. 2025-1042

	Cincinnati, OH 45202	
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20.5. Freight on Bill and Delivery: All costs submitted by the successful proposer shall reflect the cost of delivering the proposed items and/or services to the locations(s) specified within the RFP documents or within the contract.

20.5.1. The successful proposer agrees to deliver to the designated location(s) on or before the date as specified in the finalized contract. Failure to deliver on or before the specified date constitutes an event of default by the successful proposer. Upon default, the successful proposer agrees that CMHA may, at its option, rescind the finalized contract under the default clause herein and seek compensatory damages as provided by law.

20.6. Work on CMHA Property: If the successful proposer's work under the contract involves operations by the successful proposer on CMHA premises, the successful proposer shall take all necessary precautions to prevent the occurrence of any injury to persons or property during the progress of such work and, except to the extent that any such injury is caused solely and directly by CMHA's negligence, shall indemnify CMHA, and their officers, agents, servants and employees against all loss which may result in any way from any act or omission of the successful proposer, its agents, employees, or subcontractors.

20.7. Warranty: The services provided under the contract shall conform to all information contained within the RFP documents as well as applicable Industry Published Technical Specifications, and if one of the above-mentioned Specifications contains more stringent requirements than the other, the more stringent requirements shall apply.

20.8. Official, Agent and Employees of CMHA Not Personally Liable: It is agreed by and between the parties hereto that in no event shall any official, officer, employee, or agent of CMHA in any way be personally liable or responsible for any covenant or agreement herein contained whether expressed or implied, nor for any statement, representation or warranty made herein or in any connection with this agreement.

20.9. Salaries and Expenses Relating to the Successful Proposers Employees: Unless otherwise stated within the RFP documents, the successful proposer shall pay all salaries and expenses of, and all Federal, Social Security taxes, Federal and State Unemployment taxes, and any similar taxes relating to its employees used in the performance of the contract. The successful proposer further agrees to comply with all Federal, State and local wage and hour laws and all licensing laws applicable to its employees or other personnel furnished under this agreement.

REQUEST FOR PROPOSALS (RFP) NO. 2025-1042

- 20.10. Independent Contractor:** Contractor is an independent contractor and is not to be considered an employee of CMHA, or assume any right, privilege or duties of an employee. Nothing herein shall create any association, agency, partnership or joint venture between the parties hereto and neither shall have any authority to bind the other in any way.
- 20.11. Waiver of Breach:** A waiver of either party of any terms or condition of this agreement in any instance shall not be deemed or construed as a waiver of such term or condition for the future, or of any subsequent breach thereof. All remedies, rights, undertakings, obligations, and agreements contained in this agreement shall be cumulative and none of them shall be in limitation of any other remedy, right, obligation or agreement of either party.
- 20.12. Time of the Essence:** Time is of the essence under this agreement as to each provision in which time of performance is a factor.
- 20.13. Limitation of Liability:** In no event shall CMHA be liable to the successful proposer for any indirect, incidental, consequential or exemplary damages.
- 20.14. Lobbying Certification:** By proposing to do business with CMHA or by doing business with CMHA, each proposer certifies the following:
- 20.14.1.** No Federal appropriated funds have been paid or will be paid, by or on behalf of the proposer, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into any cooperative agreement, and the extension, continuation, renewal, amendment or modification of any Federal contract, grant, loan or cooperative agreement.
- 20.14.2.** If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form –LLL, “Disclosure Form to Report Lobbying”, in accordance with its instructions.
- 20.14.3.** The successful proposer shall require that the language of this certification be included in the award documents for all sub awards at all tiers (including subcontractors, sub grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.
- 20.14.4.** This clause is a material representation of fact upon which reliance was placed when the award was made or entered into. The signing of a contract or acceptance of award certifies compliance with this certification, which is a prerequisite for making or entering into a contract, which is imposed by Section

REQUEST FOR PROPOSALS (RFP) NO. 2025-1042

1352, Title 31, U.S. Code. Any person who fails to file the required certifications shall be subject to civil penalty of not less than \$10,000.00 and not more than \$100,000.00 for each such failure.

20.15. Privacy: Any Personal information collected, used, or acquired in connection with this Contract shall be protected against unauthorized use, disclosure, modification or loss. Contractor shall ensure that its directors, officers, employees, subcontractors or agents use personal information solely for the purposes of accomplishing the services set forth herein. Contractor agrees not to release, divulge, publish, transfer, sell or otherwise make known to unauthorized persons personal information without express written consent of CMHA or otherwise required by law. Contractor agrees to indemnify and hold harmless CMHA for any damages related to Contractor's unauthorized use of personal information.

20.16. 2 CFR Appendix II to Part 200 (F), Procurement: Pursuant to this CFR, as issued by the Office of the Secretary, HUD, CMHA and the contractor each agree to comply with the following provisions and agree that any contract that ensues as a result of this RFP will include the following clauses, whether actually inserted or by reference:

20.16.1. Remedies for Contractor Breach: Pertaining to contract-related issues, it is the responsibility of both CMHA and the contractor to communicate with each other in as clear and complete a manner as possible. If at any time during the term of this contract CMHA or the contractor is not satisfied with any issue, it is the responsibility of that party to deliver to the other party communication, in writing, fully detailing the issue and corrective action (please note that CMHA has the right to issue unilateral addendums to this contract, but the contractor does not have the same right). The other party shall, within 10 days, respond in writing to the other party (however, CMHA shall retain the right to, if conditions warrant, require the contractor to respond in a shorter period of time). Further, CMHA shall, at a minimum, employ the following steps in dealing with the contractor as to any performance issues:

20.16.1.1. If the contractor is in material breach of the contract, CMHA may promptly invoke the termination clause detailed within Section No. 3, form HUD-5370-C, General Conditions for Non-Construction Contracts, Section I—(With or without Maintenance Work) or in Table 1, which is attached hereto, and terminate the contract for cause. Such termination must be delivered to the contractor in writing and shall fully detail all pertinent issues pertaining to the cause of and justification for the termination.

20.16.1.2. Prior to termination, CMHA may choose to warn the contractor, verbally or in writing, of any issue of non-compliant or unsatisfactory performance. Such written warning may include placing the contractor on probation, thereby giving the contractor a certain period of time to correct the deficiencies

or potentially suffer termination. CMHA shall maintain in the contract file a written record of any such warning detailing all pertinent information. If the contractor does not agree with such action, the contractor shall have 10 days to dispute or protest, in writing, such action; if he/she does not do so within the 10-day period, he/she shall have no recourse but to accept and agree with CMHA's position on the issue. The written protest must detail all pertinent information pertaining to the dispute, including justification detailing CMHA's alleged incorrect action(s).

- 20.16.1.3.** After termination, if the contractor does not agree with CMHA's justification for the termination, the contractor shall have 10 days to dispute, in writing, such action; if he/she does not do so within the 10-day period, he/she shall have no recourse but to accept and agree with CMHA's position on the issue. The written protest must detail all pertinent information pertaining to the dispute, including justification detailing CMHA's alleged incorrect action(s).
- 20.16.1.4.** The response to any protest received shall be conducted in accordance with Section No. 4.0 of this document.
- 20.16.1.5.** It is CMHA's policy to resolve all contractual issues informally and without litigation. Disputes will not be referred to HUD unless all administrative remedies have been exhausted. When appropriate, a mediator may be used to help resolve differences.
- 20.16.1.6.** For contracts of \$100,000 or less, the bidder/contractor may request to meet with Procurement.
- 20.16.1.7.** All claims by a contractor relating to performance of a contract shall be submitted in writing to the Procurement Office for a written decision. The contractor may request a conference on the claim. The Procurement Office's decision shall inform the contractor of its appeal rights to the next higher level of authority in CMHA. Contractor claims shall be governed by the Changes clause in the form HUD-5370-C-I.

20.16.2. Conflict of Interest: The Contractor warrants that to the best of its knowledge and belief and except as otherwise disclosed, it does not have any organizational conflict of interest with regard to this contract.

REQUEST FOR PROPOSALS (RFP) NO. 2025-1042

The Contractor agrees that if after award it discovers an organizational conflict of interest with respect to this contract or any task/delivery order under the contract, he or she shall make an immediate and full disclosure in writing to the Contracting Officer.

- 20.16.3. Termination For Cause and Convenience:** As detailed within Clause No. 3 of Form HUD-5370-C, General Conditions for Non- Construction Contracts, Section I—(Within or without Maintenance Work) or in Mandatory Contract Clauses for Small Purchases Other Than Construction.
- 20.16.4. Executive Order 11246:** Except as otherwise provided under 41 CFR Part 60, all contracts that meet the definition of “federally assisted construction contract” in 41 CFR Part 60-1.3 the equal opportunity clause provided under 41 CFR 60-1.4(b) is incorporated herein by reference, in accordance with Executive Order 11246, “Equal Employment Opportunity” (30 FR 12319, 12935, 3 CFR Part, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, “Amending Executive Order 11246 Relating to Equal Employment Opportunity,” and implementing regulations at 41 CFR part 60, “Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor.”.
- 20.16.5. Copeland “Anti-Kickback” Act:** For all construction or repair contracts awarded, both parties hereby agree to comply with the Copeland “Anti- Kickback” Act (40 U.S.C. 3145) as supplemented in Department of Labor Regulations (29 CFR Part 3).
- 20.16.6. Davis-Bacon-Act:** For all construction contracts awarded in excess of \$2,000 when required by Federal Grant Program legislation, both parties hereby agree to comply with the Davis-Bacon Act (40 U.S.C. 3141-3144 and 3146-3148) as supplemented in Department of Labor Regulations (29 CFR Part 5).
- 20.16.7. Sections 103 and 107 of the Contract Work Hours and Safety Standards Act:** For all contracts in excess of \$100,000 that involve the employment of mechanics or laborers, both parties hereby agree to comply with the Contract Work Hours and Safety Act (40 U.S.C. 3702 and 3704) as supplemented in Department of Labor Regulations (29 CFR Part 5).
- 20.16.8. Rights to Inventions Made Under a Contract or Agreement.** If the contract meets the definition of “funding agreement” under 37 CFR 401.2(a) and one of the parties wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that “funding agreement,” the recipient or sub recipient must comply with the requirements of 37 CFR Part 401, “Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements,” and any implementing regulations issued by the awarding agency.
- 20.16.9. Patent Rights:** Both parties hereby agree to comply with HUD Bulletin 90- 23, which is the (a) Notice of Assistance Regarding Patent and Copyright Infringement.

20.16.10. **Copy Rights/Rights in Data:** In addition to the requirements contained within Clause No. 5 of Attachment G-1, General Conditions for Non- Construction Contracts, Section I—(With or without Maintenance Work), CMHA has unlimited rights to any data, including computer software, developed by the contractor in the performance of the contract specifically:

20.16.10.1. Except as provided elsewhere in this clause, CMHA shall have unlimited rights in data first produced in the performance of this contract; form, fit, and function data delivered under this contract; data delivered under this contract (except for restricted computer software) that constitute manuals or instructional and training material for installation, operation, or routine maintenance and repair of items, components, or processes delivered or furnished for use under this contract; and all other data delivered under this contract unless provided otherwise for limited rights data or restricted computer software.

20.16.10.2. The contractor shall have the right to: use, release to others, reproduce, distribute, or publish any data first produced or specifically used by the contractor in the performance of this contract, unless provided otherwise in this clause; protect from unauthorized disclosure and use those data which are limited rights data or restricted computer software to the extent provided in this clause; substantiate use of, add or correct limited rights, restricted rights, or copyright notices and to take other appropriate action in accordance with this clause; and establish claim to copyright subsisting in data first produced in the performance of this contract to the extent provided below.

20.16.10.3. For data first produced in the performance of this contract, the contractor may establish, without prior approval of the CO, claim to copyright subsisting in scientific or technical articles based on or containing data first produced in the performance of this contract. The contractor grants CMHA and others acting on its behalf a paid-up, non-exclusive, irrevocable, worldwide license in such copyrighted data to reproduce, prepare derivative works, distribute copies to the public, and perform or display publicly by or on behalf of CMHA.

20.16.10.4. The contractor shall not, without the prior written permission of the contracting Officer, incorporate in data delivered under this contract any data not first produced in the performance of this contract and which contains copyright notice, unless the contractor identifies such data and grants CMHA a license of the same scope as identified in the preceding paragraph.

20.16.10.5. CMHA agrees not to remove any copyright notices placed on data and to include such notices in all reproductions of the data. If any data

REQUEST FOR PROPOSALS (RFP) NO. 2025-1042

delivered under this contract are improperly marked, CMHA may either return the data to the contractor, or cancel or ignore the markings.

- 20.16.10.6.** The contractor is responsible for obtaining from its subcontractors all data and rights necessary to fulfill the contractor's obligations under this contract.
- 20.16.10.7.** Notwithstanding any provisions to the contrary contained in the contractor's standard commercial license or lease contract pertaining to any restricted computer software delivered under this contract, and irrespective of whether any such contract has been proposed prior to the award of this contract or of the fact that such contract may be affixed to or accompany the restricted computer software upon delivery, the contractor agrees CMHA shall have the rights set forth below to use, duplicate, or disclose any restricted computer software delivered under this contract. The terms and conditions of this contract, including any commercial lease or licensing contract, shall be subject to the following procedures.
- 20.16.10.8.** The restricted computer software delivered under this contract may not be used, reproduced, or disclosed by CMHA except as provided below or as expressly stated otherwise in this contract. The restricted computer software may be: used or copied for use in or with the computer(s) for which it was acquired, including use at any CMHA location to which such computer(s) may be transferred; used or copied for use in or with backup computer if any computer for which it was acquired is inoperative; reproduced for safekeeping (archives) or backup purposes; modified, adapted, or combined with other computer software, provided that the modified, combined, or adapted portions of the derivative software incorporating any of the delivered, restricted computer software shall be subject to the same restrictions set forth in this contract; and used or copies for use in or transferred to a replacement computer.
- 20.16.11.** **Clean Air Act:** For all contracts in excess of \$150,000, both parties hereby agree to comply with all applicable standards, orders or requirements issued pursuant to the Clean Air Act (42 U.S.C. 7401-7671q, and the Federal Water Pollution Control Act (33 USC 1251-1387), as amended.
- 20.16.12.** **Byrd Anti-Lobbying Amendment** (31 USC 1352): Contractors that apply or bid for an award exceeding \$100,000 must file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier must also disclose any lobbying with non-

REQUEST FOR PROPOSALS (RFP) NO. 2025-1042

Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non-Federal award.

20.16.13. Equipment, services, or systems shall not include covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system. As described in [Public Law 115-232](#), section 889, covered telecommunications equipment is telecommunications equipment produced by Huawei Technologies Company or ZTE Corporation (or any subsidiary or affiliate of such entities).

20.16.13.1. (i) For the purpose of public safety, security of government facilities, physical security surveillance of critical infrastructure, and other national security purposes, video surveillance and telecommunications equipment produced by Hytera Communications Corporation, Hangzhou Hikvision Digital Technology Company, or Dahua Technology Company (or any subsidiary or affiliate of such entities).

20.16.13.2. (ii) Telecommunications or video surveillance services provided by such entities or using such equipment.

20.16.13.3. (iii) Telecommunications or video surveillance equipment or services produced or provided by an entity that the Secretary of Defense, in consultation with the Director of the National Intelligence or the Director of the Federal Bureau of Investigation, reasonably believes to be an entity owned or controlled by, or otherwise connected to, the government of a covered foreign country.

Contractors are hereby notified that none of the funds provided under this contract may be used for a project for infrastructure unless: (1) all iron and steel used in the project are produced in the United States--this means all manufacturing processes, from the initial melting stage through the application of coatings, occurred in the United States; (2) all manufactured products used in the project are produced in the United States--this means the manufactured product was manufactured in the United States; and the cost of the components of the manufactured product that are mined, produced, or manufactured in the United States is greater than 55 percent of the total cost of all components of the manufactured product, unless another standard for determining the minimum amount of domestic content of the manufactured product has been established under applicable law or regulation; and (3) all construction materials are manufactured in the United States--this means that all manufacturing processes for the construction material occurred in the United States.

The Buy America preference only applies to articles, materials, and supplies that are consumed in, incorporated into, or affixed to an infrastructure project. As such, it does not apply to tools, equipment, and supplies, such as temporary scaffolding, brought to the construction site and removed at or before the completion of the infrastructure project. Nor does a Buy America preference apply to equipment and furnishings, such as movable chairs, desks, and portable computer equipment, that are used at or within the finished infrastructure project, but are not an integral part of the structure or permanently affixed to the infrastructure project.

Excludes cement and cementitious materials, aggregates such as stone, sand, or gravel, or aggregate binding agents or additives.

REQUEST FOR PROPOSALS (RFP) NO. 2025-1042

- 20.17. Additional Federally Required Orders/Directives:** Both parties agree that they will comply with the following laws and directives that CMHA has received from HUD and that these same clauses will be a part of any contract that ensues as a result of this RFP:
- 20.17.1.** Executive Order 11061, as amended, which directs the Secretary of HUD to take all action which is necessary and appropriate to prevent discrimination by agencies that utilize federal funds.
 - 20.17.2.** Public Law 88-352, Title VI of the Civil Rights Act of 1964, which provides that no person in the United States shall, on the basis of race, color, national origin or sex, be excluded from participation in, denied the benefits of, or subjected to discrimination under any program or activity which receives federal financial assistance. CMHA hereby extends this requirement to the Contractor and its private contractors.
 - 20.17.3.** Public Law 90-284, Title VIII of the Civil Rights Act of 1968., popularly known as the Fair Housing Act, which provides for fair housing throughout the United States and prohibits any person from discriminating in the sale or rental of housing, the financing of housing or the provision of brokerage services, including in any way making unavailable or denying a dwelling to any person because of race, color, religion, sex or national origin. Pursuant to this statute, CMHA requires that the Contractor administer all programs and activities, which are related to housing and community development in such a manner as affirmatively to further fair housing.
 - 20.17.4.** The Age Discrimination Act of 1975, which prohibits discrimination on the basis of age.
 - 20.17.5.** Anti-Drug Abuse Act of 1988 (42 U.S.C. 11901 et. seq.).
 - 20.17.6.** HUD Information Bulletin 909-23 which is the following:
 - 20.17.6.1.** Notice of Assistance Regarding Patent and Copyright Infringement;
 - 20.17.6.2.** Clean Air and Water Certification; and
 - 20.17.6.3.** Energy Policy and Conversation Act.
 - 20.17.7.** The mention herein of any statute or Executive Order is not intended as an indication that such statute or Executive Order is necessarily applicable nor is the failure to mention any statute or Executive Order intended as an indication that such statute or Executive Order is not applicable. In this connection, therefore each provision of law and each clause, which is required by law to be inserted in this agreement, shall be deemed to have been inserted herein, and this agreement shall be read and enforced as though such provision or clause had been physically inserted herein. If, through mistake or otherwise, any such provision is not inserted or is inserted incorrectly, this agreement shall forthwith be physically

REQUEST FOR PROPOSALS (RFP) NO. 2025-1042

amended to make such insertion or correction upon the application of either party.

- 20.18. Nondiscrimination:** During the performance of this Contract, Contractor shall comply with all federal and state nondiscrimination laws, regulations and policies.

The contractor agrees:

- (1) That, in the hiring of employees for the performance of work under the contract or any subcontract, no contractor or subcontractor, by reason of race, color, religion, sex, age, disability or military status as defined in section 4112.01 of the Ohio Revised Code, national origin, or ancestry, shall discriminate against any citizen of this state in the employment of a person qualified and available to perform the work to which the contract relates;
- (2) That no contractor, subcontractor, or person acting on behalf of any contractor or subcontractor, in any manner, shall discriminate against, intimidate, or retaliate against any employee hired for the performance of work under the contract on account of race, color, religion, sex, age, disability or military status as defined in section 4112.01 of the Ohio Revised Code, national origin, or ancestry.
- (3) All contractors shall have a written affirmative action program for the employment and effective utilization of economically disadvantaged persons, as referred to in division (E)(1) of section 122.71 of the Ohio Revised Code.

See ORC 125.111

- 20.19. Headings:** The headings, titles, and captions in this Attachment are inserted for convenience only and are in no way intended to describe, interpret, define, prioritize or limit the scope, extent, or intent of this Attachment or any provision herein.

- 21. Federal Requirement:** The Work to be performed under this Agreement may be paid for in part by federal funds and therefore is subject to federal statutes, rules, regulations, laws, orders and directives applicable to work paid for by federal funds. In the event an applicable federal requirement conflicts with any provision of the Contract Documents, the federal requirement shall prevail and take precedence over and against such conflicting provisions.
- 22. Survivorship:** All provisions hereunder relating to payment, confidentiality, warranties, limitations on damages, publicity, and indemnity shall survive the termination of this Agreement.
- 23. Governing Law:** This Agreement shall be governed and construed exclusively by its terms and by the laws of the State of Ohio, and the venue for any disputes will be exclusively with the court of appropriate jurisdiction in Hamilton County, Ohio.
- 24. Assignability:** The rights and obligations of Contractor are personal and may be performed only by Contractor. Contractor shall not assign any interest rights or obligations under this Contract without prior written consent of CMHA. Any purported assignment that does not comply with this provision is void. This

CINCINNATI METROPOLITAN HOUSING AUTHORITY

Solicitation 2025-1042

REQUEST FOR PROPOSALS (RFP) NO. 2025-1042

Contract is binding upon and inures to the benefit of the parties and their respective permitted successors and assigns.

- 25. Force Majeure:** Neither party shall be liable for failure to perform if such failure is caused by conditions beyond its control including, but not limited to, Acts of God, Government restrictions (including the denial or cancellation of any export or other necessary license), wars, insurrections and/or any other cause beyond the reasonable control of the party whose performance is affected.
- 26. Severability:** If any provision of this Agreement is determined by a court having jurisdiction to be unenforceable to any extent, the rest of the provisions of this Agreement and the Contract Documents will remain enforceable to the fullest extent permitted by law.
- 27. Ownership and Use of Documents:** All documents, materials, data, and records generated as a result of this Agreement shall remain the property of CMHA. If this Agreement results in any material to be copyrighted, the author may copyright the work. However, CMHA and the HUD will have the right to a royalty free, not exclusive and irrevocable license to reproduce, publish, use and authorize others to use the work for government purposes.
- 28. Order of Precedence:** The term “Contract Documents” shall include the documents listed in this Provision. Each of the Contract Documents is an essential part of the agreement between the Parties, and a requirement occurring in one is as binding as though occurring in all. The Contract Documents are intended to be complementary and to provide for the entire agreement. In the event of any conflict among the Contract Documents, the order of precedence shall be:
- 28.1.** Applicable Federal and State of Ohio statutes and regulations
 - 28.2.** HUD Table 1, Form HUD-5370-C General Conditions for Non-Construction Contracts, Sections I and II, if applicable
 - 28.3.** This Agreement
 - 28.4.** The Scope of Work, including all addenda and attachments
 - 28.5.** The Contractor’s Fee Submission and/or Best and Final Offer
 - 28.6.** Contractor’s Proposal subject to any limitations set forth in this Agreement
 - 28.7.** Contractor form of Agreement, if applicable
 - 28.8.** Other Documents incorporated by reference (if applicable)
- 29. Additional Terms and Conditions:** Unless expressly provided for herein, no additional terms and conditions included with Contractor’s Response shall be evaluated or considered. Any and all such additional terms and conditions shall have no force and effect and are inapplicable to this Agreement. If submitted either purposefully through intent or design or inadvertently appearing separately in transmitting letters, specifications, literature, price lists (with the exception of the Fee Submission Proposal or Best and final Offer), or warranties, it is understood and agreed the general terms and conditions set forth herein are the only conditions applicable to this Agreement and the Proposer’s authorized signature affixed to the proposal attests to this.

If Contractor, in the ordinary course of its business, requires any type of or form of agreement that provides for Contractor’s general terms and conditions and such term(s) and condition(s) are contrary to or conflict

with any term(s) or conditions(s) provided for herein, Parties unequivocally acknowledge and agree that the term(s) and condition(s) provided for herein shall take precedence and prevail including, but not limited to, instances when 1) the Contractor's form of agreement is signed subsequent to Contractor's Proposal submission and/or 2) the Contractor's form of agreement expressly states that its terms and provisions take precedence and/or supersedes all other Contract Documents. Such terms and conditions will effectively be void and unenforceable. Although, such terms and conditions may remain in Contractor's form of agreement, Parties acknowledge and agree that said terms and conditions have no effect, are void and are hereby expressly rejected.

30. **Contract Award/Commencement:** Submission of a response to CMHA's Solicitation constitutes acceptance of the terms of this Agreement. Upon issuance of award to Contractor, CMHA is accepting Contractor's offer contained in the Fee Submission and/or Best and Final Offer. **No other contractual documents will be necessary or accepted** unless specifically expressed in the Contract Award and Acceptance. The Contract commences upon the date specified in CMHA's execution and issuance of a Contract Award and Acceptance.
31. **Executive Review.** Contracts are subject to the written approval of CMHA's authorized representative and shall not be binding until so approved.

REQUEST FOR PROPOSALS (RFP) NO. 2025-1042

HUD Table 1 for purchases under \$150,000:

MANDATORY CONTRACT CLAUSES FOR SMALL PURCHASES OTHER THAN CONSTRUCTION

The following contract clauses are required in contracts pursuant to 2 CFR 200 Appendix II(d) and Section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act. HUD is permitted to require changes, remedies, changed conditions, access and records retention, suspension of work, and other clauses approved by the Office of Federal Procurement Policy. The PHA and contractor is also subject to other Federal laws including the U.S. Housing Act of 1937, as amended, Federal regulations, and State law and regulations.

Right in Data and Patent Rights (Ownership and Proprietary Interest). The PHA shall have exclusive ownership of, all proprietary interest in, and the right to full and exclusive possession of all information, materials, and documents discovered or produced by the contractor pursuant to the terms of this contract, including, but not limited to; Reports, memoranda or letters concerning the research, and reporting tasks of the contract.

Energy Efficiency. The contractor shall comply with all mandatory standards and policies relating to energy efficiency which are contained in the energy conservation plan issued in compliance with the

Energy Policy and Conservation Act (42 U.S.C. 6201) for the State in which the work under this contract is performed.

Procurement of Recovered Materials

a) In accordance with Section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act, the contractor shall procure items designated in guidelines of the Environmental Protection Agency (EPA) at 40 CFR Part 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition. The contractor shall procure items designated in the EPA guidelines that contain the highest percentage of recovered materials practicable unless the contractor determines that such items: (1) Are not reasonably available in a reasonable period of time; (2) fail to meet reasonable performance standards, which shall be determined on the basis of the guidelines of the National Institute of Standards and Technology, if applicable to the item; or (3) are only available at an unreasonable price.

b) Paragraph (a) of this clause shall apply to items purchased under this contract where: (1) the contractor purchases in excess of \$10,000 of the item under this contract; or (2) during the preceding Federal fiscal year, the contractor: (i) Purchased any amount of the items for use under a contract that was funded with Federal appropriations and was with a Federal agency or a State agency or agency of a political subdivision of a State; and (ii) purchased a total of in excess of \$10,000 of the item both under and outside that contract.

Termination for Cause and for Convenience (contracts of \$10,000 or more).

a) The PHA may terminate this contract in whole, or from time to time in part, for the PHA's convenience or the failure of the contractor to fulfill the contract obligations (cause/default). The PHA shall terminate by delivering to the contractor a written Notice of Termination specifying the nature, extent, and effective date of the termination. Upon receipt of the notice, the contractor shall: (1) Immediately discontinue all services affected (unless the notice directs otherwise), and (2) deliver to the PHA all information, reports, papers, and other materials accumulated or generated in performing the contract, whether completed or in process.

b) If the termination is for the convenience of the PHA, the PHA shall be liable only for payment for services rendered before the effective date of the termination.

c) If the termination is due to the failure of the contractor to fulfill its obligations under the contract (cause/default), the PHA may (1) require the contractor to deliver to it, in the manner and to the extent directed

REQUEST FOR PROPOSALS (RFP) NO. 2025-1042

by the PHA, any work described in the Notice of Termination; (2) take over the work and prosecute the same to completion by contract or otherwise, and the contractor shall be liable for any additional cost incurred by the PHA; and (3) withhold any payments to the contractor, for the purpose of set-off or partial payment, as the case may be, of amounts owned by the PHA by the contractor. In the event of termination for cause/default, the PHA shall be liable to the contractor for reasonable costs incurred by the contractor before the effective date of the termination. Any dispute shall be decided by the contracting officer.

Supplemental Terms for purchases under \$150,000:

Conflict of Interest. The Contractor warrants that to the best of its knowledge and belief and except as otherwise disclosed, it does not have any organizational conflict of interest with regard to this contract.

The Contractor agrees that if after award it discovers an organizational conflict of interest with respect to this contract or any task/delivery order under the contract, he or she shall make an immediate and full disclosure in writing to the Contracting Officer.

Rights in Data (Ownership and Proprietary Interest). CMHA shall have exclusive ownership of, all proprietary interest in, and the right to full and exclusive possession of all information, materials and documents discovered or produced by Contractor pursuant to the terms of this Contract, including but not limited to reports, memoranda, drawings or letters concerning the research and reporting tasks of this Contract. For data other than computer software, the Contractor grants to CMHA and others acting on its behalf, a paid-up, nonexclusive, irrevocable, world-wide license in such copyrighted data to reproduce, prepare derivative works, distribute copies to the public, and perform publicly and display publicly by or on behalf of CMHA.

Examination and Retention of Contractor's Records. CMHA, HUD, or Comptroller General of the United States, or any of their duly authorized representatives shall, until three years after final payment under this contract, have access to and the right to examine any of the Contractor's directly pertinent books, documents, papers, or other records involving transactions related to this contract for the purpose of making audit, examination, excerpts, and transcriptions.

General Conditions for Non-Construction Contracts

Section I – (With or without Maintenance Work)

Applicable for contracts over \$150,000

REQUEST FOR PROPOSALS (RFP) NO. 2025-1042

General Conditions for Non-Construction Contracts

Section I – (With or without Maintenance Work)

U.S. Department of Housing and Urban Development
Office of Public and Indian Housing
Office of Labor Relations
OMB Approval No. 2577-0157 (exp. 3/31/2020)

Public Reporting Burden for this collection of Information is estimated to average 0.08 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the Reports Management Officer, Office of Information Policies and Systems, U.S. Department of Housing and Urban Development, Washington, D.C. 20410-3600; and to the Office of Management and Budget, Paperwork Reduction Project (2577-0157), Washington, D.C. 20503. Do not send this completed form to either of these addressees.

Applicability. This form HUD-5370-C has 2 Sections. These Sections must be inserted into non-construction contracts as described below:

- 1) **Non-construction contracts (without maintenance) greater than \$105,000 - use Section I;**
- 2) **Maintenance contracts (including nonroutine maintenance as defined at 24 CFR 968.105) greater than \$2,000 but not more than \$150,000 - use Section II; and**
- 3) **Maintenance contracts (including nonroutine maintenance), greater than \$150,000 – use Sections I and II.**

Section I - Clauses for All Non-Construction Contracts greater than \$150,000

1. Definitions

The following definitions are applicable to this contract:

- (a) "Authority or Housing Authority (HA)" means the Housing Authority.
- (b) "Contract" means the contract entered into between the Authority and the Contractor. It includes the contract form, the Certifications and Representations, these contract clauses, and the scope of work. It includes all formal changes to any of those documents by addendum, Change Order, or other modification.
- (c) "Contractor" means the person or other entity entering into the contract with the Authority to perform all of the work required under the contract.
- (d) "Day" means calendar days, unless otherwise stated.
- (e) "HUD" means the Secretary of Housing and Urban Development, his delegates, successors, and assigns, and the officers and employees of the United States Department of Housing and Urban Development acting for and on behalf of the Secretary.

2. Changes

- (a) The HA may at any time, by written order, and without notice to the sureties, if any, make changes within the general scope of this contract in the services to be performed or supplies to be delivered.
- (b) If any such change causes an increase or decrease in the hourly rate, the not-to-exceed amount of the contract, or the time required for performance of any part of the work under this contract, whether or not changed by the order, or otherwise affects the conditions of this contract, the HA shall make an equitable adjustment in the not-to-exceed amount, the hourly rate, the delivery schedule, or other affected terms, and shall modify the contract accordingly.
- (c) The Contractor must assert its right to an equitable adjustment under this clause within 30 days from the date of receipt of the written order. However, if the HA decides that the facts justify it, the HA may receive and act upon a

- proposal submitted before final payment of the contract.
- (d) Failure to agree to any adjustment shall be a dispute under clause Disputes, herein. However, nothing in this clause shall excuse the Contractor from proceeding with the contract as changed.
- (e) No services for which an additional cost or fee will be charged by the Contractor shall be furnished without the prior written consent of the HA.

3. Termination for Convenience and Default

- (a) The HA may terminate this contract in whole, or from time to time in part, for the HA's convenience or the failure of the Contractor to fulfill the contract obligations (default). The HA shall terminate by delivering to the Contractor a written Notice of Termination specifying the nature, extent, and effective date of the termination. Upon receipt of the notice, the Contractor shall: (i) Immediately discontinue all services affected (unless the notice directs otherwise); and (ii) deliver to the HA all information, reports, papers, and other materials accumulated or generated in performing this contract, whether completed or in process.
- (b) If the termination is for the convenience of the HA, the HA shall be liable only for payment for services rendered before the effective date of the termination.
- (c) If the termination is due to the failure of the Contractor to fulfill its obligations under the contract (default), the HA may (i) require the Contractor to deliver to it, in the manner and to the extent directed by the HA, any work as described in subparagraph (a)(ii) above, and compensation be determined in accordance with the Changes clause, paragraph 2, above; (ii) take over the work and prosecute the same to completion by contract or otherwise, and the Contractor shall be liable for any additional cost incurred by the HA; (iii) withhold any payments to the Contractor, for the purpose of off-set or partial payment, as the case may be, of amounts owed to the HA by the Contractor.
- (d) If, after termination for failure to fulfill contract obligations (default), it is determined that the Contractor had not failed, the termination shall be deemed to have been effected for the convenience of the HA, and the Contractor shall be entitled to payment as described in paragraph (b) above.
- (e) Any disputes with regard to this clause are expressly made subject to the terms of clause titled Disputes herein.

4. Examination and Retention of Contractor's Records

- (a) The HA, HUD, or Comptroller General of the United States, or any of their duly authorized representatives shall, until 3 years after final payment under this contract, have access to and the right to examine any of the Contractor's directly pertinent books, documents, papers, or other records involving transactions related to this contract for the purpose of making audit, examination, excerpts, and transcriptions.

REQUEST FOR PROPOSALS (RFP) NO. 2025-1042

- (b) The Contractor agrees to include in first-tier subcontracts under this contract a clause substantially the same as paragraph (a) above. "Subcontract," as used in this clause, excludes purchase orders not exceeding \$10,000.
- (c) The periods of access and examination in paragraphs (a) and (b) above for records relating to:
- (I) appeals under the clause titled Disputes;
 - (II) litigation or settlement of claims arising from the performance of this contract; or,
 - (III) costs and expenses of this contract to which the HA, HUD, or Comptroller General or any of their duly authorized representatives has taken exception shall continue until disposition of such appeals, litigation, claims, or exceptions.

5. Rights In Data (Ownership and Proprietary Interest)

The HA shall have exclusive ownership of, all proprietary interest in, and the right to full and exclusive possession of all information, materials and documents discovered or produced by Contractor pursuant to the terms of this Contract, including but not limited to reports, memoranda or letters concerning the research and reporting tasks of this Contract.

6. Energy Efficiency

The contractor shall comply with all mandatory standards and policies relating to energy efficiency which are contained in the energy conservation plan issued in compliance with the Energy Policy and Conservation Act (Pub.L. 94-163) for the State in which the work under this contract is performed.

7. Disputes

- (a) All disputes arising under or relating to this contract, except for disputes arising under clauses contained in Section III, Labor Standards Provisions, including any claims for damages for the alleged breach there of which are not disposed of by agreement, shall be resolved under this clause.
- (b) All claims by the Contractor shall be made in writing and submitted to the HA. A claim by the HA against the Contractor shall be subject to a written decision by the HA.
- (c) The HA shall, with reasonable promptness, but in no event in no more than 60 days, render a decision concerning any claim hereunder. Unless the Contractor, within 30 days after receipt of the HA's decision, shall notify the HA in writing that it takes exception to such decision, the decision shall be final and conclusive.
- (d) Provided the Contractor has (i) given the notice within the time stated in paragraph (c) above, and (ii) excepted its claim relating to such decision from the final release, and (iii) brought suit against the HA not later than one year after receipt of final payment, or if final payment has not been made, not later than one year after the Contractor has had a reasonable time to respond to a written request by the HA that it submit a final voucher and release, whichever is earlier, then the HA's decision shall not be final or conclusive, but the dispute shall be determined on the merits by a court of competent jurisdiction.
- (e) The Contractor shall proceed diligently with performance of this contract, pending final resolution of any request for relief, claim, appeal, or action arising under the contract, and comply with any decision of the HA.

8. Contract Termination; Debarment

A breach of these Contract clauses may be grounds for termination of the Contract and for debarment or denial of participation in HUD programs as a Contractor and a subcontractor as provided in 24 CFR Part 24.

9. Assignment of Contract

The Contractor shall not assign or transfer any interest in this contract; except that claims for monies due or to become due from the HA under the contract may be assigned to a bank, trust company, or other financial institution. If the Contractor is a partnership, this contract shall inure to the benefit of the surviving or remaining member(s) of such partnership approved by the HA.

10. Certificate and Release

Prior to final payment under this contract, or prior to settlement upon termination of this contract, and as a condition precedent thereto, the Contractor shall execute and deliver to the HA a certificate and release, in a form acceptable to the HA, of all claims against the HA by the Contractor under and by virtue of this contract, other than such claims, if any, as may be specifically excepted by the Contractor in stated amounts set forth therein.

11. Organizational Conflicts of Interest

- (a) The Contractor warrants that to the best of its knowledge and belief and except as otherwise disclosed, it does not have any organizational conflict of interest which is defined as a situation in which the nature of work under this contract and a contractor's organizational, financial, contractual or other interests are such that:
- (I) Award of the contract may result in an unfair competitive advantage; or
 - (II) The Contractor's objectivity in performing the contract work may be impaired.
- (b) The Contractor agrees that if after award it discovers an organizational conflict of interest with respect to this contract or any task/delivery order under the contract, he or she shall make an immediate and full disclosure in writing to the Contracting Officer which shall include a description of the action which the Contractor has taken or intends to take to eliminate or neutralize the conflict. The HA may, however, terminate the contract or task/delivery order for the convenience of the HA if it would be in the best interest of the HA.
- (c) In the event the Contractor was aware of an organizational conflict of interest before the award of this contract and intentionally did not disclose the conflict to the Contracting Officer, the HA may terminate the contract for default.
- (d) The terms of this clause shall be included in all subcontracts and consulting agreements wherein the work to be performed is similar to the service provided by the prime Contractor. The Contractor shall include in such subcontracts and consulting agreements any necessary provisions to eliminate or neutralize conflicts of interest.

12. Inspection and Acceptance

- (a) The HA has the right to review, require correction, if necessary, and accept the work products produced by the Contractor. Such review(s) shall be carried out within 30 days so as to not impede the work of the Contractor. Any

REQUEST FOR PROPOSALS (RFP) NO. 2025-1042

product of work shall be deemed accepted as submitted if the HA does not issue written comments and/or required corrections within 30 days from the date of receipt of such product from the Contractor.

- (b) The Contractor shall make any required corrections promptly at no additional charge and return a revised copy of the product to the HA within 7 days of notification or a later date if extended by the HA.
- (c) Failure by the Contractor to proceed with reasonable promptness to make necessary corrections shall be a default. If the Contractor's submission of corrected work remains unacceptable, the HA may terminate this contract (or the task order involved) or reduce the contract price or cost to reflect the reduced value of services received.

13. Interest of Members of Congress

No member of or delegate to the Congress of the United States of America or Resident Commissioner shall be admitted to any share or part of this contract or to any benefit to arise there from, but this provision shall not be construed to extend to this contract if made with a corporation for its general benefit.

14. Interest of Members, Officers, or Employees and Former Members, Officers, or Employees

No member, officer, or employee of the HA, no member of the governing body of the locality in which the project is situated, no member of the governing body in which the HA was activated, and no other public official of such locality or localities who exercises any functions or responsibilities with respect to the project, shall, during his or her tenure, or for one year thereafter, have any interest, direct or indirect, in this contract or the proceeds thereof.

15. Limitation on Payments to Influence Certain Federal Transactions

(a) Definitions. As used in this clause:

"Agency", as defined in 5 U.S.C. 552(f), includes Federal executive departments and agencies as well as independent regulatory commissions and Government corporations, as defined in 31 U.S.C. 9101(1).

"Covered Federal Action" means any of the following Federal actions:

- (i) The awarding of any Federal contract;
- (ii) The making of any Federal grant;
- (iii) The making of any Federal loan;
- (iv) The entering into of any cooperative agreement; and,
- (v) The extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

Covered Federal action does not include receiving from an agency a commitment providing for the United States to insure or guarantee a loan.

"Indian tribe" and "tribal organization" have the meaning provided in section 4 of the Indian Self-Determination and Education Assistance Act (25 U.S.C. 450B). Alaskan Natives are included under the definitions of Indian tribes in that Act.

"Influencing or attempting to influence" means making, with the intent to influence, any communication to or appearance before an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with any covered Federal action.

"Local government" means a unit of government in a State and, if chartered, established, or otherwise recognized by a State for the performance of a governmental duty, including a local public authority, a special district, an intrastate district, a council of governments, a sponsor group representative organization, and any other instrumentality of a local government.

"Officer or employee of an agency" includes the following individuals who are employed by an agency:

- (i) An individual who is appointed to a position in the Government under title 5, U.S.C., including a position under a temporary appointment;
- (ii) A member of the uniformed services as defined in section 202, title 18, U.S.C.;
- (iii) A special Government employee as defined in section 202, title 18, U.S.C.; and,
- (iv) An individual who is a member of a Federal advisory committee, as defined by the Federal Advisory Committee Act, title 5, appendix 2.

"Person" means an individual, corporation, company, association, authority, firm, partnership, society, State, and local government, regardless of whether such entity is operated for profit or not for profit. This term excludes an Indian tribe, tribal organization, or other Indian organization with respect to expenditures specifically permitted by other Federal law.

"Recipient" includes all contractors, subcontractors at any tier, and subgrantees at any tier of the recipient of funds received in connection with a Federal contract, grant, loan, or cooperative agreement. The term excludes an Indian tribe, tribal organization, or any other Indian organization with respect to expenditures specifically permitted by other Federal law.

"Regularly employed means, with respect to an officer or employee of a person requesting or receiving a Federal contract, grant, loan, or cooperative agreement, an officer or employee who is employed by such person for at least 130 working days within one year immediately preceding the date of the submission that initiates agency consideration of such person for receipt of such contract, grant, loan, or cooperative agreement. An officer or employee who is employed by such person for less than 130 working days within one year immediately preceding the date of submission that initiates agency consideration of such person shall be considered to be regularly employed as soon as he or she is employed by such person for 130 working days.

"State" means a State of the United States, the District of Columbia, the Commonwealth of Puerto Rico, a territory or possession of the United States, an agency or instrumentality of a State, and a multi-State, regional, or interstate entity having governmental duties and powers.

(b) Prohibition.

- (i) Section 1352 of title 31, U.S.C. provides in part that no appropriated funds may be expended by the recipient of a Federal contract, grant, loan, or cooperative agreement to pay any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with any of the following covered Federal actions: the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
- (ii) The prohibition does not apply as follows:

REQUEST FOR PROPOSALS (RFP) NO. 2025-1042

(1) Agency and legislative liaison by Own Employees.

(a) The prohibition on the use of appropriated funds, in paragraph (f) of this section, does not apply in the case of a payment of reasonable compensation made to an officer or employee of a person requesting or receiving a Federal contract, grant, loan, or cooperative agreement, if the payment is for agency and legislative activities not directly related to a covered Federal action.

(b) For purposes of paragraph (b)(1)(1)(a) of this clause, providing any information specifically requested by an agency or Congress is permitted at any time.

(c) The following agency and legislative liaison activities are permitted at any time only where they are not related to a specific solicitation for any covered Federal action:

(1) Discussing with an agency (including individual demonstrations) the qualities and characteristics of the person's products or services, conditions or terms of sale, and service capabilities; and,

(2) Technical discussions and other activities regarding the application or adaptation of the person's products or services for an agency's use.

(d) The following agency and legislative liaison activities are permitted where they are prior to formal solicitation of any covered Federal action:

(1) Providing any information not specifically requested but necessary for an agency to make an informed decision about initiation of a covered Federal action;

(2) Technical discussions regarding the preparation of an unsolicited proposal prior to its official submission; and

(3) Capability presentations by persons seeking awards from an agency pursuant to the provisions of the Small Business Act, as amended by Public Law 95-507 and other subsequent amendments.

(e) Only those activities expressly authorized by subdivision (b)(1)(1)(a) of this clause are permitted under this clause.

(2) Professional and technical services.

(a) The prohibition on the use of appropriated funds, in subparagraph (b)(1) of this clause, does not apply in the case of-

(i) A payment of reasonable compensation made to an officer or employee of a person requesting or receiving a covered Federal action or an extension, continuation, renewal, amendment, or modification of a covered Federal action, if payment is for professional or technical services rendered directly in the preparation, submission, or negotiation of any bid, proposal, or application for that Federal action or for meeting requirements imposed by or pursuant to law as a condition for receiving that Federal action.

(ii) Any reasonable payment to a person, other than an officer or employee of a

person requesting or receiving a covered Federal action or an extension, continuation, renewal, amendment, or modification of a covered Federal action if the payment is for professional or technical services rendered directly in the preparation, submission, or negotiation of any bid, proposal, or application for that Federal action or for meeting requirements imposed by or pursuant to law as a condition for receiving that Federal action. Persons other than officers or employees of a person requesting or receiving a covered Federal action include consultants and trade associations.

(b) For purposes of subdivision (b)(1)(2)(a) of clause, "professional and technical services" shall be limited to advice and analysis directly applying any professional or technical discipline.

(c) Requirements imposed by or pursuant to law as a condition for receiving a covered Federal award include those required by law or regulation, or reasonably expected to be required by law or regulation, and any other requirements in the actual award documents.

(d) Only those services expressly authorized by subdivisions (b)(1)(2)(a)(i) and (ii) of this section are permitted under this clause.

(iii) Selling activities by independent sales representatives.

(c) The prohibition on the use of appropriated funds, in subparagraph (b)(1) of this clause, does not apply to the following selling activities before an agency by independent sales representatives, provided such activities are prior to formal solicitation by an agency and are specifically limited to the merits of the matter:

(i) Discussing with an agency (including individual demonstration) the qualities and characteristics of the person's products or services, conditions or terms of sale, and service capabilities; and

(ii) Technical discussions and other activities regarding the application or adaptation of the person's products or services for an agency's use.

(d) Agreement. In accepting any contract, grant, cooperative agreement, or loan resulting from this solicitation, the person submitting the offer agrees not to make any payment prohibited by this clause.

(e) Penalties. Any person who makes an expenditure prohibited under paragraph (b) of this clause shall be subject to civil penalties as provided for by 31 U.S.C. 1352. An imposition of a civil penalty does not prevent the Government from seeking any other remedy that may be applicable.

(f) Cost Allowability. Nothing in this clause is to be interpreted to make allowable or reasonable any costs which would be unallowable or unreasonable in accordance with Part 31 of the Federal Acquisition Regulation (FAR), or OMB Circulars dealing with cost allowability for recipients of assistance agreements. Conversely, costs made specifically unallowable by the requirements in this clause will not be made allowable under any of the provisions of FAR Part 31 or the relevant OMB Circulars.

REQUEST FOR PROPOSALS (RFP) NO. 2025-1042

16. Equal Employment Opportunity

During the performance of this contract, the Contractor agrees as follows:

- (a) The Contractor shall not discriminate against any employee or applicant for employment because of race, color, religion, sex, or national origin.
- (b) The Contractor shall take affirmative action to ensure that applicants are employed, and that employees are treated during employment without regard to their race, color, religion, sex, or national origin. Such action shall include, but not be limited to (1) employment; (2) upgrading; (3) demotion; (4) transfer; (5) recruitment or recruitment advertising; (6) layoff or termination; (7) rates of pay or other forms of compensation; and (8) selection for training, including apprenticeship.
- (c) The Contractor shall post in conspicuous places available to employees and applicants for employment the notices to be provided by the Contracting Officer that explain this clause.
- (d) The Contractor shall, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, or national origin.
- (e) The Contractor shall send, to each labor union or representative of workers with which it has a collective bargaining agreement or other contract or understanding, the notice to be provided by the Contracting Officer advising the labor union or workers' representative of the Contractor's commitments under this clause, and post copies of the notice in conspicuous places available to employees and applicants for employment.
- (f) The Contractor shall comply with Executive Order 11246, as amended, and the rules, regulations, and orders of the Secretary of Labor.
- (g) The Contractor shall furnish all information and reports required by Executive Order 11246, as amended and by rules, regulations, and orders of the Secretary of Labor, or pursuant thereto. The Contractor shall permit access to its books, records, and accounts by the Secretary of Labor for purposes of investigation to ascertain compliance with such rules, regulations, and orders.
- (h) In the event of a determination that the Contractor is not in compliance with this clause or any rule, regulation, or order of the Secretary of Labor, this contract may be canceled, terminated, or suspended in whole or in part, and the Contractor may be declared ineligible for further Government contracts, or federally assisted construction contracts under the procedures authorized in Executive Order 11246, as amended. In addition, sanctions may be imposed and remedies invoked against the Contractor as provided in Executive Order 11246, as amended, the rules, regulations, and orders of the Secretary of Labor, or as otherwise provided by law.
- (i) The Contractor shall include the terms and conditions of this clause in every subcontract or purchase order unless exempted by the rules, regulations, or orders of the Secretary of Labor issued under Executive Order 11246, as amended, so that these terms and conditions will be binding upon each subcontractor or vendor. The Contractor shall take such action with respect to any subcontractor or purchase order as the Secretary of Housing and Urban Development or the Secretary of Labor may direct as a means of enforcing such provisions, including sanctions for noncompliance; provided that if the

Contractor becomes involved in, or is threatened with, litigation with a subcontractor or vendor as a result of such direction, the Contractor may request the United States to enter into the litigation to protect the interests of the United States.

17. Dissemination or Disclosure of Information

No information or material shall be disseminated or disclosed to the general public, the news media, or any person or organization without prior express written approval by the HA.

18. Contractor's Status

It is understood that the Contractor is an independent contractor and is not to be considered an employee of the HA, or assume any right, privilege or duties of an employee, and shall save harmless the HA and its employees from claims suits, actions and costs of every description resulting from the Contractor's activities on behalf of the HA in connection with this Agreement.

19. Other Contractors

HA may undertake or award other contracts for additional work at or near the site(s) of the work under this contract. The contractor shall fully cooperate with the other contractors and with HA and HUD employees and shall carefully adapt scheduling and performing the work under this contract to accommodate the additional work, heeding any direction that may be provided by the Contracting Officer. The contractor shall not commit or permit any act that will interfere with the performance of work by any other contractor or HA employee.

20. Liens

The Contractor is prohibited from placing a lien on HA's property. This prohibition shall apply to all subcontractors.

21. Training and Employment Opportunities for Residents in the Project Area (Section 3, HUD Act of 1968; 24 CFR 135)

- (a) The work to be performed under this contract is subject to the requirements of section 3 of the Housing and Urban Development Act of 1968, as amended, 12 U.S.C. 1701u (section 3). The purpose of section 3 is to ensure that employment and other economic opportunities generated by HUD assistance or HUD-assisted projects covered by section 3, shall, to the greatest extent feasible, be directed to low- and very low-income persons, particularly persons who are recipients of HUD assistance for housing.
- (b) The parties to this contract agree to comply with HUD's regulations in 24 CFR Part 135, which implement section 3. As evidenced by their execution of this contract, the parties to this contract certify that they are under no contractual or other impediment that would prevent them from complying with the Part 135 regulations.
- (c) The contractor agrees to send to each labor organization or representative of workers with which the contractor has a collective bargaining agreement or other understanding, if any, a notice advising the labor organization or workers' representative of the contractor's commitments under this section 3 clause, and will post copies of the notice in conspicuous places at the work site where both employees and applicants for training and employment positions can see the notice. The notice shall describe the section 3 preference, shall set forth minimum number and job titles subject to hire, availability of

apprenticeship and training positions, the qualifications for each; and the name and location of the person(s) taking applications for each of the positions; and the anticipated date the work shall begin.

- (d) The contractor agrees to include this section 3 clause in every subcontract subject to compliance with regulations in 24 CFR Part 135, and agrees to take appropriate action, as provided in an applicable provision of the subcontract or in this section 3 clause, upon a finding that the subcontractor is in violation of the regulations in 24 CFR Part 135. The contractor will not subcontract with any subcontractor where the contractor has notice or knowledge that the subcontractor has been found in violation of the regulations in 24 CFR Part 135.
- (e) The contractor will certify that any vacant employment positions, including training positions, that are filled (1) after the contractor is selected but before the contract is executed, and (2) with persons other than those to whom the regulations of 24 CFR Part 135 require employment opportunities to be directed, were not filled to circumvent the contractor's obligations under 24 CFR Part 135.
- (f) Noncompliance with HUD's regulations in 24 CFR Part 135 may result in sanctions, termination of this contract for default, and debarment or suspension from future HUD assisted contracts.

22. Procurement of Recovered Materials

- (a) In accordance with Section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act, the Contractor shall procure items designated in guidelines of the Environmental Protection Agency (EPA) at 40 CFR Part 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition. The Contractor shall procure items designated in the EPA guidelines that contain the highest percentage of recovered materials practicable unless the Contractor determines that such items: (1) are not reasonably available in a reasonable period of time; (2) fail to meet reasonable performance standards, which shall be determined on the basis of the guidelines of the National Institute of Standards and Technology, if applicable to the item; or (3) are only available at an unreasonable price.
- (b) Paragraph (a) of this clause shall apply to items purchased under this contract where: (1) the Contractor purchases in excess of \$10,000 of the item under this contract; or (2) during the preceding Federal fiscal year, the Contractor: (I) purchased any amount of the items for use under a contract that was funded with Federal appropriations and was with a Federal agency or a State agency or agency of a political subdivision of a State; and (II) purchased a total of in excess of \$10,000 of the item both under and outside that contract.



Instructions to Proposers (ITP)

THE AUTHORITY'S RESERVATION OF RIGHTS:

1. The Authority reserves the right to reject any or all proposals, to waive any informality in the RFP process, or to terminate the RFP process at any time, if deemed by the Authority to be in its best interests.
2. The Authority reserves the right not to award a contract pursuant to this RFP and issue subsequent RFP's if in the Authority's best interest.
3. The Authority reserves the right to terminate a contract awarded pursuant to this RFP at any time for its convenience upon 10 days written notice to the successful proposer(s).
4. The Authority reserves the right to require additional information from any Respondent to assist in its evaluation. The information shall be submitted in the form required by the Authority within two (2) days of written request or the proposal shall be deemed non-responsive.
5. The Authority reserves the right to retain all proposals submitted and not permit withdrawal for a period of 90 days subsequent to the deadline for receiving proposals without the written consent of the Authority's Procurement Officer (PO).
6. The Authority reserves the right to negotiate any fees proposed by all respondents.
7. The Authority reserves the right to reject and not consider any proposal that does not meet the requirements of this RFP, including but not necessarily limited to incomplete proposals and/or proposals offering alternate or non-requested services, proposals deemed non-responsive, respondents deemed not responsible, and conditional proposals.
8. The Authority shall have no obligation to compensate any proposer for any costs incurred in responding to this RFP.
9. The Authority reserves the right to contact any individuals, entities, or organizations that have had a business relationship with the respondent regardless of their inclusion in the reference section of the proposal submitted, including any previous business conducted with the Cincinnati Metropolitan Housing Authority.
10. The Authority reserves the right to a minimum acceptance period of 90 calendar days. "Acceptance Period" means the number of calendar days available to the Authority for awarding a contract from the date specified in this solicitation for the receipt of proposals.
11. The Authority shall reserve the right to at any time during the RFP or contract process to prohibit any further participation by a proposer or reject any proposal submitted that does not conform to any of the requirements detailed herein. By accessing the Authority's Internet Website (hereinafter, the "noted Internet System" or the "System") and by downloading this document, each prospective proposer is

thereby agreeing to abide by all terms and conditions listed within this document and within the noted Internet System, and further agrees that he/she will inform the PO in writing within 5 days of the discovery of any item listed herein or of any item that is issued thereafter by the Authority that he/she feels needs to be addressed. Failure to abide by this time frame shall relieve the Authority, but not the prospective proposer, of any responsibility pertaining to such issue.

1.0 GENERAL CONDITIONS:

1.1 Applicability: If referred to within the text of such, these ITP (Instructions to Proposers) shall be applicable to all Requests for Proposals (RFP) solicitations that the Cincinnati Metropolitan Housing Authority (the Authority) conducts and shall be applicable to any contract that the Authority awards to or signs with any firm, agency or individual pursuant to that RFP. A copy of these ITP shall be made available to any actual or prospective proposer, or contractor who does business with or intends to do business with the Authority.

1.1.1 Unless otherwise specified within the RFP or contract documents, in the event that any provision in any document listed herein conflicts with any provision within these ITP, the provision in the RFP or contract document shall govern. Further, in the case of any attached HUD forms (more specifically: HUD-5369-C (8/93); and HUD-5370-C Section I and/or Section II), the information within such HUD form(s) shall govern any other information issued, especially that issued within any Authority-created forms that are issued as a part of this solicitation.

1.2 Definitions (pertaining to all RFP documents issued by the Authority pertaining to this RFP, including the attachments and the ensuing contract):

1.2.1 "Contracting Officer" when named within an RFP document shall refer to either the CEO or the person he/she has delegated such responsibilities to.

1.2.2 "Contract" refers to the fully executed written agreement that ensues from the RFP. Whereas all RFP documents are included, by reference, as a part of the ensuing contract, when "contract" is referred to within the RFP document, such is referring to both the RFP documents and the ensuing contract document.

1.2.3 "Contractor" and the term "successful proposer" may be used interchangeably.

1.2.4 "Days" unless otherwise directed, shall refer to calendar days.

1.2.5 "CEO" is the Authority Chief Executive Officer.

1.2.6 "The Authority" is the Cincinnati Metropolitan Housing Authority, its instrumentalities and affiliates. Unless otherwise defined herein or within the ensuing contract, whenever the term "the Authority" is used without clearly

designating a responsible Authority staff person, the proposer(s) shall assume that responsibility for that item rests with the PO.

- 1.2.7** **"HUD"** is the United States Department of Housing and Urban Development. HUD is the Federal agency that the Authority receives some funding from; however, pertaining to this RFP, correspondences, including proposal submittals, received from each proposer must exhaust all provisions contained herein prior to contacting HUD (i.e. in the case of a protest).
- 1.2.8** **"Herein"** shall refer to all documents issued pursuant to the noted RFP, including the RFP documents and the attachments.
- 1.2.9** **"Offer"** is the proposal submittal referred to within the following Section 1.2.14 that the proposer delivers to the Authority in response to the RFP.
- 1.2.10** **"Offeror" or "Offerors"** are the persons or firm which submit a proposal in response to a request for proposal.
- 1.2.11** **"Parties"** - When "the parties," "both parties" or "either party" is stated within the RFP documents or the contract, such refers to the Authority and the successful proposer(s).
- 1.2.12** **"PO"** – is the procurement office.
- 1.2.13** **"Proposal" and/or "Proposal Submittal"** is the document that the proposer is required to, as detailed within the RFP document, deliver to the Authority.
- 1.2.14** **"Protestor"** is a prospective proposer or proposer who feels that he/she has been treated inequitably by the Authority and wishes the Authority to correct the inequitable condition or situation. To be eligible to file a protest with the Authority pertaining to an RFP or contract, the protestor must have been involved in the RFP process in some manner as a prospective proposer (i.e. registered and received the RFP documents).
- 1.2.15** **"Prospective Proposer" or "Proposer"** - A prospective proposer is a firm or individual who has been notified of the RFP solicitation and/or who has downloaded, requested and/or received the RFP documents and is considering responding with a proposal; a proposer is a firm or individual who has submitted a proposal in response to the RFP. All terms and conditions shall apply equally to all prospective proposers as well as proposers, though prospective proposers may not, after the deadline set for receiving proposals, receive further notices pertaining to that RFP--meaning, certain notices (such as the Notice of Results of Evaluation) are typically only delivered to proposers and not to all prospective proposers.
- 1.2.16** **"Request for Proposals" (RFP)** is the competitive proposal process allowed by HUD, especially as defined within Chapter 7 of HUD Procurement Handbook 7460.8 REV 2.

1.2.17 "RFP Document(s)" - Whether stated in the singular or the plural, such refers to the body of documents, including attachments and the information posted on the cintimha.com Internet System (hereinafter, the "noted Internet System" or the "System"), that the Authority makes available to all prospective proposers wherein is detailed the Authority's requirements.

1.2.18 "Solicitation" or "Competitive Solicitation" is the RFP process detailed herein.

1.3 Pre-Proposal Conference/Walk-thru: A pre-proposal conference or walk-through may be scheduled. Pursuant to HUD regulations, the pre-proposal conference or walk-through is not mandatory, but is recommended. Potential proposers planning to attend should notify the Procurement Department at procurement@cintimha.com of their intention to do so 24 hours in advance. The purpose of the conference is to assist prospective proposers in having a full understanding of the RFP requirements so that he/she feels confident in submitting an appropriate proposal; therefore, at this conference the PO will conduct an overview of the RFP documents, including attachments. Whereas the purpose of this conference is to review the RFP documents, attendees should bring a copy of the RFP documents with them; however, the Authority **will not** distribute at this conference any copies of the RFP documents.

1.4 Questions Regarding the RFP and Proposer's Responsibilities--Contact with the Authority: It is the responsibility of the proposer to address all communication and correspondence pertaining to this RFP process to the PO only. Proposers must not make inquiry or communicate with any other Authority staff member or official (including members of the Board of Commissioners) pertaining to this RFP. Failure to abide by this requirement may be cause for the Authority to not consider a proposal submittal received from any proposer who has not abided by this directive.

1.4.1 Addendum: All questions and requests for information must be addressed in writing to the Procurement Department. The PO will respond to all such inquiries in writing by addendum posted to the Authority website at <http://www.cintimha.com/business-opportunities.aspx>. Offerors are responsible for ensuring they receive all addenda. During the RFP solicitation process, the PO will NOT conduct any *ex parte* (a substantive conversation—"substantive" meaning, when decisions pertaining to the RFP are made—between the Authority and a prospective proposer when other prospective proposers are not present) conversations that may give one prospective proposer an advantage over other prospective proposers. This does not mean that prospective proposers may not contact the PO it simply means that, other than making replies to direct the prospective proposer where his/her answer has already been issued within the solicitation documents, the PO may not respond to the prospective proposer's inquiries but will direct him/her to submit such inquiry in writing so that the PO may more fairly respond to all prospective proposers in writing by addendum.

1.4.2 It is the responsibility of interested Offerors to review the solicitation documents and all addenda posted associated to this RFP.

2.0 CONDITIONS TO PROPOSE:

2.1 Pre-Qualification of Proposers: Prospective proposers will not be required to pre-qualify in order to submit a proposal. However, all proposers will be required to submit adequate information showing that the proposer is qualified to perform the required work (i.e. Profile of Firm Form and required resumes). Failure by the prospective proposer to provide the requested information may, at the Authority's discretion, eliminate that proposer from consideration, provided that all proposers were required to submit the same information (in the case of a successful proposer(s), these requirements shall also apply in the context of the successful proposer or proposers).

2.2 RFP Forms, Documents, Specifications and Drawings:

2.2.1 Offerors are expected to examine the statement of work, the proposed contract terms and conditions, and all instructions. Failure to do so will be at the offeror's risk.

2.2.2 Each offeror shall furnish the information required by the solicitation; this includes but is not limited to completing and submitting all documents issued pursuant to this RFP. Offers signed by an agent shall be accompanied by evidence of that agent's authority. [HUD 5369 B §1]

2.2.3 All information presented in response to the RFP must be included in the submitted response. There can be no information that is linked to a website that requires reviewers to access the website for consideration of content. Any such conditions will not be considered as part of the Respondent's proposal or of any resulting contract.

2.2.4 Offers for services other than those specified will not be considered.

2.2.5 Unless otherwise instructed, specifications and drawings (if provided) do not purport to show all of the exact details of the work. They are intended to illustrate the character and extent of the performance desired under the proposed contract and may be supplemented or revised from time to time.

2.2.6 The Authority shall reserve the right to, prior to award, revise, change, alter or amend any of the instructions, terms, conditions, and/or specifications identified within the RFP documents issued, within any attachment or drawing, or within any addenda issued; such notice shall be made available or delivered in writing to each prospective and/or actual proposer.

2.2.6.1 If this solicitation is amended, then all terms and conditions which are not modified remain unchanged.

2.2.6.2 Offerors shall acknowledge receipt of any amendments to this solicitation by signing and returning the amendment, by identifying the amendment number and date in the space provided for this purpose on the form for submitting an offer, or any other

method specified in the RFP documents. The Authority must receive the acknowledgement by the time specified for receipt of offers. [HUD 5369 B §3]

2.2.6.3 Such changes that are issued before the deadline for receipt of proposals shall be binding upon all prospective proposers.

2.2.6.4 Such changes that are issued after the receipt of proposals, but prior to award shall be binding upon all parties that have submitted proposals; however, such parties shall be allowed to reject such changes by, within 5 days of receipt of such written notice, withdrawing his/her proposal. Such withdrawal must be delivered, in writing, to the PO within the 5-day deadline period.

2.3 Proposal Preparation, Submission and Receipt by the Authority:

2.3.1 Required Forms: All required forms furnished by the Authority as a part of the RFP document issued shall, as instructed, be fully completed and submitted by the proposer. Such forms may be completed in a legible hand-written fashion, by use of a typewriter, or may be downloaded and completed on a computer. If, during the download, a form becomes changed in any fashion, the proposer must "edit" the form back to its original form (for example, signature lines must appear on the page the line was originally intended to be on).

2.3.2 Manner of Submission: The proposal submittal shall be submitted in the manner detailed within the RFP document. Failure to submit the proposal in the manner specified may result in a premature opening of, post-opening of, or failure to open and consider that proposal, and may, at the discretion of the PO, eliminate that proposer from consideration for award. [See HUD 5369 B §2]

2.3.2.1 Proposal Submittal Binding Method: It is preferable and recommended that the proposer bind the proposal submittal in such a manner that the Authority can, if needed, remove the pages from the cover (i.e. 3-ring binder, etc.) to make copies then conveniently return the proposal submittal to its original condition.

2.3.2.2 Cost Proposal (if applicable): The proposed Fees shall be submitted by the proposer utilizing the fee submittal form and received by the Authority in a separate, sealed envelope along with the proposal. Then envelope shall be labeled with: the Proposer's name, the solicitation number, the solicitation name, the due date, and "Fee Submission Form."

2.3.2.2.1 The cost shall be a firm fixed price inclusive of all elements required to deliver the services, including but not limited to: employee costs and benefits, clerical

support, supplies, materials, licensing, insurance, fuel surcharges, truck fees, franchise fees, etc. Please note that such cost is inclusive of all elements required to provide these services as specified herein and each fee proposed shall be fully “burdened” with profit and overhead costs.

2.3.2.2.2 Authorization of Offeror: The Cost Proposal (Attachment B) must be signed by a representative of the Offeror who is legally authorized to enter into a contractual relationship in the name of the Offeror.

2.3.2.3 Offers shall be enclosed in an email and addressed to the office specified in the solicitation. The proposal shall show the hour and date specified in the solicitation for receipt, the solicitation number, and the name and address of the offeror, on the face of the package. [HUD 5369 B §9]

2.3.2.4 It is very important that the offer be properly identified in the subject line of the email as set forth above in order to insure that the date and time of receipt is stamped on the face of the offer envelope. Receiving procedures are: date and time stamp those envelopes identified as proposals and deliver them immediately to the appropriate contracting official. [HUD 5369 B §9]

2.3.2.5 **Submission Conditions:** DO NOT FOLD OR MAKE ANY ADDITIONAL MARKS, NOTATIONS OR REQUIREMENTS ON THE DOCUMENTS TO BE SUBMITTED! Proposers are not allowed to change any requirements or forms contained herein, either by making or entering onto these documents or the documents submitted any revisions or additions; and if any such additional marks, notations or requirements are entered on any of the documents that are submitted to the Authority by the proposer, such may invalidate that proposal. If, after accepting such a proposal, the Authority decides that any such entry has not changed the intent of the proposal that the Authority intended to receive, the Authority may accept the proposal and the proposal shall be considered by the Authority as if those additional marks, notations or requirements were not entered on such. By accessing the noted Internet System and downloading these documents, each prospective proposer that does so is thereby agreeing to confirm all notices that the Authority delivers to or makes available to him/her as instructed, and by submitting a proposal, the proposer is thereby agreeing to abide by all terms and conditions published herein and by addendum pertaining to this RFP.

2.3.2.6 Submission Responsibilities: It shall be the responsibility of each proposer to be aware of and to abide by all dates, times, conditions, requirements and specifications set forth within all applicable documents issued by the Authority, including the RFP document, the Attachments to the RFP, and any addenda and required attachments submitted by the proposer. By virtue of completing, signing and submitting the completed documents, the proposer is stating his/her agreement to comply with all conditions and requirements set forth within those documents. Written notice from the proposer not authorized in writing by the PO to exclude any of the Authority requirements contained within the documents may cause that proposer to not be considered for award.

2.3.3 Time for Receiving Proposals: Proposals received prior to the time set as the deadline for the receipt by the Authority of the proposal submittal shall be securely kept, unopened, by the Authority. The PO, whose duty it is to open such proposals, will decide when the specified time has arrived. No proposal received after the designated deadline shall be considered, except as detailed as detailed below; or if the bid response, modification, or withdrawal would have been timely but for the action or inaction of the Authority personnel. When deemed as late, a bid response, modification, or withdrawal shall be marked as "late", remain sealed and shall be retained in the bid file

2.3.3.1 Proposers are cautioned that any proposal submittal that may be time-stamped as being received by the Authority after the exact time set as the deadline for the receiving of proposals shall be returned unopened to the proposer. Any such proposals inadvertently opened shall not be considered, but shall be ruled to be invalid. No responsibility will attach to the Authority or any official or employee thereof, for the pre-opening of, or the failure to open a proposal not properly addressed and identified.

2.3.3.2 Any offer received at the place designated in the solicitation after the exact time specified for receipt will not be considered unless it is received before award is made and it –

2.3.3.2.1 Was sent by registered or certified mail not later than the fifth calendar day before the date specified for receipt of offers (e.g., an offer submitted in response to a solicitation requiring receipt of offers by the 20th of the month must have been mailed by the 15th);

2.3.3.2.2 Was sent by mail, or if authorized by the solicitation, was sent by telegram or via facsimile, and it is determined by the Authority that the late receipt was due solely to mishandling by the Authority after receipt at the Authority;

- 2.3.3.2.3** Was sent by U.S. Postal Service Express Mail Next Day Service - Post Office to Addressee, not later than 5:00 p.m. at the place of mailing two working days prior to the date specified for receipt of proposals. The term 'working days' excludes weekends and U.S. Federal holidays; or
- 2.3.3.2.4** Is the only offer received.
- 2.3.3.3** Any modification of an offer, except a modification resulting from the Authority's request for 'best and final' offer (if this solicitation is a request for proposals), is subject to the same conditions as in subparagraphs (a)(1), (2), and (3) of this provision.
- 2.3.3.4** A modification resulting from the Authority's request for "best and final" offer received after the time and date specified in the request will not be considered unless received before award and the late receipt is due solely to mishandling by the Authority after receipt at the Authority.
- 2.3.3.5** The only acceptable evidence to establish the date of mailing of a late offer, modification, or withdrawal sent either by registered or certified mail is the U.S. or Canadian Postal Service postmark both on the envelope or wrapper and on the original receipt from the U.S. or Canadian Postal Service. Both postmarks must show a legible date of the offer, modification, or withdrawal shall be processed as if mailed late. "Postmark" means a printed, stamped, or otherwise placed impression (exclusive of a postage meter machine impression) that is readily identifiable without further action as having been supplied and affixed by employees of the U.S. or Canadian Postal Service on the date of mailing. Therefore, offerors should request the postal clerk to place a hand cancellation bull's-eye postmark on both the receipt and the envelope or wrapper.
- 2.3.3.6** The only acceptable evidence to establish the time of receipt at the Authority is the time/date stamp of the Authority on the offer wrapper or other documentary evidence of receipt maintained by the Authority.
- 2.3.3.7** The only acceptable evidence to establish the date of mailing of a late offer, modification, or withdrawal sent by Express Mail Next Day Service-Post Office to Addressee is the date entered by the post office receiving clerk on the "Express Mail Next Day Service-Post Office to Addressee" label and the postmark on both the envelope or wrapper and on the original receipt from the U.S. Postal Service. "Postmark" has the same meaning as defined in paragraph (c) of this provision,

excluding postmarks of the Canadian Postal Service. Therefore, offerors should request the postal clerk to place a legible hand cancellation bull's eye postmark on both the receipt and the envelope or wrapper.

2.3.3.8 Notwithstanding paragraph 2.3.3.2 of this provision, a late modification of an otherwise successful offer that makes its terms more favorable to the Authority will be considered at any time it is received and may be accepted.

2.3.3.9 If this solicitation is a request for proposals, proposals may be withdrawn by written notice, or if authorized by this solicitation, by telegram (including mailgram) or facsimile machine transmission received at any time before award. Proposals may be withdrawn in person by an offeror or its authorized representative if the identity of the person requesting withdrawal is established and the person signs a receipt for the offer before award. If this solicitation is an Invitation for bids, bids may be withdrawn at any time prior to bid opening.

[HUD 5369 B §6] Negligence on the part of the proposer in preparing his/her proposal confers no right of withdrawal or modification of his/her proposal after such proposal has been received and opened.

2.3.4 No Public Opening of Proposals: Pursuant to the competitive proposals or RFP process, proposals are not publicly opened, but are held secure until the submittal deadline has passed. The proposals are then opened in private by the PO (or his/her designee) and are, pursuant to the evaluation plan, examined for minimal responsiveness (i.e. minimum compliance with the requirements of the RFP). Persons other than the Authority staff involved in this process are not allowed to be present during the opening, nor may they inspect the proposals until after award has been completed.

2.3.5 Conflicting Conditions: Any provisions detailed within any of the RFP documents which may be in conflict or inconsistent with any of the paragraphs in any of the other RFP documents, including attachments, shall be void to the extent of any such conflict or inconsistency. Further, as stated within Section 1.1.1 of this ITP, unless otherwise specified within the RFP or contract documents, in the event that any provision in any document listed herein conflicts with any provision within this ITP, the provision in the RFP or contract document shall govern.

2.3.6 Interpretations: No official oral interpretation can be made to any proposer as to the meaning of any instruction, condition, specifications drawing (if any), or any other document issued pertaining to this RFP. Every request for an official interpretation shall be made by the prospective proposer, in writing, pursuant to the schedule set within the RFP document issued and as directed by the Authority.

Official interpretations will be issued in the form of addenda, which will be available to each proposer; but it shall be the prospective proposer's responsibility to make inquiry as to addenda issued. All such addenda shall become a part of the RFP documents and the proposed contract with the successful proposer, and all proposers shall be bound by such addenda, whether or not received by the prospective or successful proposer(s). Oral explanations or instructions given before the award of the contract will not be binding. Any information given to a prospective offeror concerning a solicitation will be furnished promptly to all other prospective offerors as an amendment of the solicitation, if that information is necessary in submitting offers or if the lack of it would be prejudicial to any other prospective off offerors. [HUD 5369 B §4]

2.4 Exceptions to Specifications:

- 2.4.1** A proposer may take exception to any of the proposal documents or any part of the information contained therein, by submitting, in writing to the PO, **at least 10 days prior to the proposal deadline**, a complete and specific explanation as to what he/she is taking exception to. Proposed alternate documents or information must also be included. A response by the Authority will be issued in writing within 5 days of receipt of such exception request. The Authority reserves the right to agree with the prospective proposer and issue a revision to the applicable RFP requirements, or may reject the prospective proposer's request.
- 2.4.2** When taking exception, prospective proposers must propose services that meet the requirements of the RFP documents. Exceptions to the specification and/or approved "equal" requests may be discussed at the scheduled pre-proposal conference (if scheduled). All verbal instructions issued by the Authority officers not already listed within the RFP documents shall only become official when issued as addenda or as a written answer issued pursuant to receipt of a written question.

2.5 Lump Sum Cost Breakdown (LSCB):

- 2.5.1** The Authority reserves the right to, at any time, request and receive from any or all proposers a LSCB of any or all of the costs proposed. The proposal documents constitute an outline of the work to be completed by the proposer. These documents are intended to include all major items, and the lump sum cost breakdown computed therefrom will be the maximum compensation for all work and materials whatsoever furnished by the proposer in order to comply with the proposal documents in their present form, whether or not indicated in the approximate quantities or pertaining to the items of work as listed.
- 2.5.1.1** The purpose of this LSCB will serve the Authority in two distinct areas:

- 2.5.1.1.1** **Prior to award of proposals:** the Authority may request a LSCB for any or all items reflected within the RFP document as “lump sum” for the purpose of determining an unbalanced cost proposal. The PO, using acceptable methods dictated by the industry, shall conduct the analysis.
- 2.5.1.1.2** **After award:** the Authority may request a LSCB for any or all items reflected within the RFP document as “lump sum” for the purpose of making partial payments to the successful proposer.
- 2.5.1.1.3** Under no circumstances, may any cost item reflected as “lump sum” be increased/decreased as a result of the LSCB analysis.

3.0 PROPOSAL EVALUATION:

- 3.1 Proposal Opening Results:** It is understood by all proposers/prospective proposers that the proposals received are not publicly opened and the results will typically not be a matter of public record until the Authority has concluded all evaluations, has chosen a final top-rated proposer, has completed the award and is ready to issue such results. When the Authority issues such notice, the Authority will inform all proposers as to who was awarded the contract and the dollar amount of the contract.
- 3.2 Initial Evaluation for Responsiveness:** Each proposal received will first be evaluated for responsiveness (e.g., meets the minimum of the published requirements). The Authority reserves the right to reject any proposals deemed by the Authority not minimally responsive. Each proposal will be evaluated on the factors described in the solicitation. The Authority intends to award a contract to the Proposer(s) with the highest ranking scores and whose qualifications and fee proposals the Authority determines is most advantageous to the Authority.
- 3.1.1** All proposal documents submitted by the proposers are not necessarily a matter of public record and as a matter of normal course, the proposals submitted by each proposer will not, until after award has been completed, be available to be viewed by any interested parties except as approved by the Authority’s Legal Counsel (i.e. a proposer will not, prior to completion of award, be allowed to challenge an apparent top-rated proposer by inspecting the proposal that the apparent top-rated proposer submitted). The Authority shall, however, upon request, verify that the proposal documents submitted are/were acceptable.
- 3.3 Evaluation Committee:** The Authority anticipates that it will select a minimum of a three-person committee to evaluate each of the responsive proposals submitted in

response to this RFP. PLEASE NOTE: No proposer shall be informed at any time during or after the RFP process as to the identity of any evaluation committee member. If, by chance, a proposer does become aware of the identity of such person(s), he/she SHALL NOT make any attempt to contact or discuss with such person anything related to this RFP. The designated PO is the only person at the Authority that the proposers shall contact pertaining to this RFP. Failure to abide by this requirement may (and most likely will) cause such proposer(s) to be eliminated from consideration for award.

3.4 Mistake in Proposal Submitted:

3.4.1 A request for withdrawal of a proposal due to a purported error need not be considered by the Authority unless the same is filed in writing by the proposer within 48 hours after the proposal deadline (proposers may of their own volition withdraw a proposal prior to the submittal deadline). Any such request shall contain a full explanation of any purported error and shall, if requested by the Authority, be supported by the original calculations on which the proposal was computed, together with a certification and notarization thereon that such computation is the original and prepared by the proposer or his/her agent, who must be identified on the notarized form. The foregoing shall not be construed that such withdrawal will be permitted, as the Authority retains the right to accept or reject any proposal withdrawal for a mistake.

3.4.2 Unless otherwise prohibited within the RFP documents, a mistake in the cost unit pricing that does not affect the total cost sum submitted may, at the Authority's discretion, be corrected by submitting a corrected cost form, together with a complete explanation in writing, of how the mistake occurred, to the PO, for his/her review. This mistake must be corrected before the issuance of contract documents. If a bidder appears to have made a mistake, the Contracting Officer should immediately notify a bidder of any apparent mistake in his/her bid and request verification of the bid as submitted.

3.5 Irregular Proposal Submittal: A proposal shall be considered irregular for any one of the following reasons, any one or more of which may, at the Authority's discretion, be cause for rejection:

3.5.1 If the forms furnished by the Authority are not used or are altered or if the proposed costs are not submitted as required and where provided.

3.5.2 If all requested completed attachments do not accompany the proposal submitted.

3.5.3 If there are unauthorized additions, conditional or alternate proposals, or irregularities of any kind which may tend to make the proposal incomplete, indefinite or ambiguous as to its meaning or give the proposer submitting the same a competitive advantage over other proposers.

3.5.4 If the proposer adds any provisions reserving the right to accept or reject any award or to enter into a contract pursuant to an award.

3.6 Evaluation Method:

3.6.1 Evaluation Packet for Proposals Deemed Responsive: Internally, an evaluation packet will be prepared for each evaluator, including the following documents:

3.6.1.2 Instructions to Evaluators;

3.6.1.3 Proposal Tabulation Form;

3.6.1.4 Copy of all pertinent RFP documents.

3.6.2 Evaluation: The PO will evaluate and award points pertaining to the Proposed Fees and the Economic Inclusion Participation Factors. The appointed evaluation committee, independent of the PO or any other person at the Authority, shall evaluate the responsive proposals submitted and award points pertaining to the other evaluation factors. Upon final completion of the proposal evaluation process, the evaluation committee will forward the completed evaluations to the PO.

3.7 Evaluation Scoring: Each evaluation factor will be scored on a zero to five scale. The scores will then be averaged for each evaluation factor and then the weighted average score for each evaluation factor will be combined to calculate the overall score.

Score	Description
5	Total Applicability/Excellent: The proposal exceeds all the requirements of the RFP and Specifications in a highly competent and superior manner.
4	Substantial Applicability/Above Average: The proposal meets all the requirements of the RFP and Specifications and, in some respects, exceeds them.
3	Average Applicability: The proposal adequately meets most of the requirements of the RFP and scope. It accomplishes many, but not all of the requirements stated in the RFP and specifications.
2	Limited Applicability/Below Average: The proposal meets some of the requirements of the RFP and scope but contains some deficiencies. The proposal accomplishes some, but not all of the purposes stated in the RFP and specifications.
1	Minimum Responsiveness/Poor: The proposal scarcely meets the requirements and contains many deficiencies. The required documentation is in many respects inadequate, methodologically unsound or scarcely accomplishes the purpose stated in the RFP and specifications.
0	Non-responsive: A zero value typically constitutes no response or an inability of the vendor to meet the minimum requirement as set forth in submitting the RFP criterion.

3.7.1 Determination of Top-ranked Proposer: Typically, the subjective points awarded by the evaluation committee will be combined with the objective points awarded by the PO to determine the final rankings. Contract negotiations may, at the Authority's option, be conducted prior to or after the BOC approval.

3.7.1.1 Ties: In the case of a tie in points awarded, the award shall be decided as detailed within Section 6.12.C of HUD Procurement Handbook 7460.8 REV 2, by “drawing lots or other random means of selection.”

3.7.2 Restrictions: All persons having familial (including in-laws) and/or employment relationships (past or current) with principals and/or employees of a proposer entity will be excluded from participation on the Authority evaluation committee. Similarly, all persons having ownership interest in and/or contract with a proposer entity will be excluded from participation on the Authority evaluation committee.

3.8 Award of Proposal(s): The successful proposer shall be determined by the top-rated responsive and responsible proposer as determined by the evaluation process, provided his/her proposal is reasonable, he/she is able to deliver the specified items in a timely manner and it is, in the opinion of the Authority, to the best interests of the Authority to accept the proposal. All proposers will be notified in a timely manner of the results of the evaluation after award has been completed.

3.8.1 THE AUTHORITY may:

- reject any or all offers if such action is in the HA's interest,
- accept other than the lowest offer,
- waive informalities and minor irregularities in offers received, and
- award more than one contract for all or part of the requirements stated.

3.8.2 Notice of Results of Evaluation: If an award is completed, all proposers will receive by e-mail a Notice of Results of Evaluation. Such notice shall inform all proposers of:

- Which proposer received the award;
- Each proposer's right to a debriefing and to protest.

3.8.3 The Authority shall award a contract only to a responsible prospective contractor who is able to perform successfully under the terms and conditions of the proposed contract. To be determined responsible, a prospective contractor must –

- Have adequate financial resources to perform the contract, or the ability to obtain them;
- Have a satisfactory performance record;
- Have a satisfactory record of integrity and business ethics;

- Have a satisfactory record of compliance with public policy (e.g., Equal Employment Opportunity); and
- Not have been suspended, debarred, or otherwise determined to be ineligible for award of contracts by the Department of Housing and Urban Development or any other agency of the U.S. Government. Current lists of ineligible contractors are available for inspection at the HA/HUD. [HUD 5369 B §5]

3.8.4 Before an offer is considered for award, the offeror may be requested by THE AUTHORITY to submit a statement or other documentation regarding any of the foregoing requirements. Failure by the offeror to provide such additional information may render the offeror ineligible for award.

3.8.5 THE AUTHORITY will award a contract resulting from this solicitation to the responsible offeror whose offer conforming to the solicitation will be most advantageous to THE AUTHORITY, cost or price and other factors, specified elsewhere in this solicitation, considered.

3.8.6 **Potential "Competitive Range" or "Best and Finals" Negotiations:** The Authority reserves the right to, as detailed within Section 7.2.N through Section 7.2.R of HUD Procurement Handbook 7460.8 REV 2, conduct a "Best and Finals" Negotiation, which may include oral interviews, with all firms deemed to be in the competitive range. Any and all interviews are at the sole discretion of the Authority.

However, the Authority may award a contract on the basis of initial offers received, without discussions. Therefore, each initial offer should contain the offeror's best terms from a cost or price and technical standpoint

3.8.7 A written award or acceptance of offer mailed or otherwise furnished to the successful offeror within the time for acceptance specified in the offer shall result in a binding contract without further action by either party. If this solicitation is a request for proposals, before the offer's specified expiration time, the HA may accept an offer, whether or not there are negotiations after its receipt, unless a written notice of withdrawal is received before award. Negotiations conducted after receipt of an offer do not constitute a rejection or counter offer by THE AUTHORITY.

3.8.8 Neither financial data submitted with an offer, nor representations concerning facilities or financing, will form a part of the resulting contract. [HUD 5369 B § 7]

3.9 Rejection of Proposals:

3.9.1 The Authority reserves the right to, at any time during the proposal process, reject any or all proposals received. In the case of rejection of all proposals, the authority reserves the right to advertise for new proposals or to proceed

to do the work otherwise, if in the judgment of the Authority, the best interest of the Authority will be promoted.

3.9.2 Prospective proposers acknowledge by downloading and receiving the RFP documents and/or by submitting a proposal that the submission of a proposal to the Authority is not a right by which to be awarded that proposal, but merely an offer by the prospective proposer to perform the requirements of the RFP documents in the event the Authority decides to consider an award to that proposer.

3.10 Cancellation of Award: the Authority reserves the right to, without any liability, cancel the award of any proposal(s) at any time before the execution of the contract documents by all parties.

3.11 Disqualification of Proposers: Any one or more of the following shall be considered as sufficient for the disqualification of a proposer and the rejection of his/her proposal:

3.11.1 Evidence of collusion among prospective proposers. Participants in such collusion will receive no recognition as bidders or proposers for any future work of the Authority until such participant shall have been reinstated as a qualified proposer or proposer. The names of all participants in such collusion shall be reported to HUD and any other inquiring governmental agency.

3.11.2 More than one proposal for the same work from an individual, firm, or corporation under the same or different name(s), unless such was specifically allowed by the Authority within the proposal documents issued, including by addendum.

3.11.3 Lack of competency, lack of experience and/or lack of adequate machinery, plant and/or other resources.

3.11.4 Documented unsatisfactory performance record as shown by past work for the Authority or with any other local, State or Federal agency, judged from the standpoint of workmanship and progress.

3.11.5 Incomplete work, which in the judgment of the Authority, might hinder or prevent prompt completion of additional work, if awarded.

3.11.6 Failure to pay or satisfactorily settle all bills due on former contracts still outstanding at the time of letting.

3.11.7 Failure to comply with any qualification requirement of the Authority.

3.11.8 Failure to list, if required, all subcontractors (if subcontractors are allowed by the Authority) who will be employed by the successful proposer(s) to complete the work of the proposed contract.

3.11.9 As required by the RFP documents, failure of the successful proposer to be properly licensed by the City of Cincinnati and/or Hamilton County, Ohio and/or the State of Ohio and/or to be insured by a general liability and/or worker's compensation policy.

3.11.10 Any legal reason to be determined, in good faith, to be in the best interests of the Authority.

3.12 Burden of Proof: If requested by the Authority, it shall be the responsibility of the proposer(s) to furnish the Authority with sufficient data or physical samples, within a specified time, so that the Authority may determine if the goods or services offered conform to the Specifications.

3.12.1 Right to Negotiate Final Fees: THE AUTHORITY shall retain the right to negotiate the amount of fees that are paid to the successful proposer, meaning the fees proposed by the top-rated proposer may, at THE AUTHORITY's options, be the basis for the beginning of negotiations. Such negotiations shall begin after THE AUTHORITY has chosen a top-rated proposer. If THE AUTHORITY and such proposer can not arrive at a mutually agreed upon price or terms for the work to be performed, THE AUTHORITY shall retain the right to end such negotiations and begin negotiations with the next-rated proposer or cancel the solicitation in its entirety. THE AUTHORITY shall also retain the right to negotiate with and make an award to more than one proposer, as long as such negotiation(s) and/or award(s) are addressed in the above manner (i.e. top-rated first, then next-rated following until a successful negotiation is reached).

4.0 Right to Protest:

4.1 Rights: Any prospective or actual proposer, offeror, or contractor who is allegedly aggrieved in connection with the solicitation of a proposal or award of a contract, shall have the right to protest. An alleged aggrieved protestor claiming this right is hereby informed that these regulations do not provide for administrative appeal as a matter of right for that alleged aggrieved protestor.

4.1.1 An alleged aggrieved "protestor" is a prospective or actual proposer who feels that he/she has been treated inequitably by the Authority and wishes the Authority to correct the alleged inequitable condition or situation. To be eligible to file a protest with the Authority pertaining to an RFP or contract, the alleged aggrieved protestor must have been involved in the RFP process in some manner as a prospective proposer (i.e. registered and received the RFP documents) when the alleged situation occurred. The Authority has no obligation to consider a protest filed by any party that does not meet these criteria.

4.2 Administrative Powers: It is totally within the administrative powers of the CEO to grant or deny any requests for administrative appeal. If, in the opinion of the CEO, the

alleged aggrieved protestor merits an administrative review, the CEO shall direct that alleged aggrieved protestor to submit additional data.

- 4.3 Procedure to Protest:** An alleged aggrieved protestor shall comply with the following protest procedures, and failure to comply in the manner prescribed shall automatically relieve the Authority from accepting or considering that protest:

4.3.1 The alleged aggrieved protestor must file, in writing, to the PO the exact reason for the protest, attaching any supportive data. The protestor must state within the written protest document specifically (not by inference) what action by the Authority or condition is being protested as inequitable, making, where appropriate specific reference to the RFP documents issued. The protest document must also state the corrective action requested. Failure by the alleged aggrieved protestor to fully submit such information shall relieve the Authority from any responsibility to consider the protest and take any corrective action.

4.3.2 The written instrument containing the reason for the protest must be received by the PO within 10 days after the occurrence of any of the following:

4.3.2.1 the deadline for receiving proposals;

4.3.2.2 receipt of notification of the results of the evaluation or the award; or

4.3.2.3 the alleged aggrieved protestor knows or should have known the facts.

4.3.3 In any case, protests shall be filed no more than 10 days after any of the above (unless the occurrence being protested occurred in its entirety after the proposal deadline). Protests received after these dates shall not be considered.

4.3.4 The PO shall review the written protest and supportive data, if any. He/she shall, within 10 days after receipt of the written protest, issue a written opinion and decision. This document shall state the reasons for the action taken as well as inform the alleged aggrieved protestor of the right of further administrative review. A copy of this written opinion and decision shall be forwarded to the CEO.

4.3.5 The determination of the Authority with regard to such protest or to proceed to award notwithstanding such protest shall be final unless appealed by the protestor. [HUD 5369 B §8]

4.3.6 Administrative Appeal: If the alleged aggrieved protestor does not agree with the written opinion and decision issued by the PO, the alleged aggrieved protestor may, after receipt of the written opinion and decision issued by the PO request an administrative appeal hearing be granted (such request must be delivered in writing to the PO within 5 days of receipt of the written opinion

CINCINNATI METROPOLITAN HOUSING AUTHORITY

and decision; failure to do so within such 5 days shall relive the Authority of any responsibility to consider such request). The following procedures must be complied with in the manner prescribed; failure by the alleged aggrieved protestor to comply shall automatically relieve the Authority from accepting or acting on that request for administrative hearing:

4.3.6.1 The alleged aggrieved protestor must file, in writing, his/her request for an administrative hearing, to the CEO, within 5 days of receipt of the written opinion and decision and failure to do so within such 5 days shall relive the Authority of any responsibility to consider such request.

4.3.6.2 The request for an administrative appeal hearing must contain the specific reasons for the appeal and all supporting data for those reasons.

4.3.6.3 It shall be within the administrative powers of the CEO to, after review of the request submitted, grant or deny any request for administrative appeal.

4.3.6.4 If the CEO, after complete review of the alleged aggrieved protestor's written request and supporting data, decides that the request does not merit further consideration, he/she shall render his/her decision in writing to the alleged aggrieved protestor. A decision rendered under this paragraph shall be made within 10 days after the receipt of the alleged aggrieved protestor's request for an administrative hearing. This decision shall be final without further administrative recourse.

4.3.6.5 If the CEO, after review of the alleged aggrieved protestor's written request, decides that the request merits further consideration, he/she shall forward the protestor's written request, along with a cover letter explaining why it merits further consideration and with a recap of all proposals submitted and a copy of the original written protest, to the Authority's Legal Counsel for consideration. The Authority's Legal Counsel shall issue to the alleged aggrieved protestor a decision, in writing, within 10 days of his/her receipt of such documents.

4.3.5.5 Such written decision delivered to the alleged aggrieved protestor shall exhaust the Authority internal protest and administrative appeal process available to the alleged aggrieved protestor.

5.0 Additional Considerations:

5.1 Estimated Quantities: Unless otherwise stated within the RFP documents, the quantities reflected within the RFP documents, to the best of the Authority's knowledge,

reflect projected consumption data. These quantities are not meant to infer or imply actual consumption figures or quantities that will be purchased by the Authority under the finalized contract; but, pursuant to all RFP documents, these quantities will be used as calculation figures to determine the successful proposer.

5.2 Lobbying Certification: By proposing to do business with the Authority or by doing business with the Authority, each proposer certifies the following:

5.2.1 No Federal appropriated funds have been paid or will be paid, by or on behalf of the proposer, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of an Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into any cooperative agreement, and the extension, continuation, renewal, amendment or modification of any Federal contract, grant, loan or cooperative agreement.

5.2.2 If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of an Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form –LLL, “Disclosure Form to Report Lobbying”, in accordance with its instructions.

5.2.3 The successful proposer shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontractors, subgrants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

5.2.4 This clause is a material representation of fact upon which reliance was placed when the award was made or entered into. The signing of a contract or acceptance of award certifies compliance with this certification, which is a prerequisite for making or entering into a contract, which is imposed by Section 1352, Title 31, U.S. Code. Any person who fails to file the required certifications shall be subject to civil penalty of not less than \$10,000.00 and not more than \$100,000.00 for each such failure.

5.3 Contract Conditions:

5.3.1 Contract Award Procedure: If a contract is awarded pursuant to this RFP, the following detailed procedures will be followed:

5.3.1.1 By completing, executing and submitting the Contract Award and Acceptance, the “proposer is thereby agreeing to abide by all terms and conditions pertaining to this RFP as issued by THE AUTHORITY, either in hard copy or on the noted System.”

5.3.2 Contract Conditions: The following provisions are considered mandatory conditions of any contract award made by THE AUTHORITY pursuant to this RFP:

5.3.2.1 Contract Form: THE AUTHORITY will not execute a contract on the successful proposer's form of contract and contracts will only be executed on THE AUTHORITY's form of contract and by submitting a proposal the successful proposer agrees to do so. See Attachment H for Professional Services Agreement General Terms and Conditions and Attachment A for Proposer's Statement.

5.3.2.2 Please note that THE AUTHORITY has no legal right or ability to (and will not) at any time negotiate any clauses contained within ANY of the HUD forms included as a part of this RFP.

5.4 Headings: The headings, titles, and captions in this Attachment are inserted for convenience only and are in no way intended to describe, interpret, define, prioritize or limit the scope, extent, or intent of this Attachment or any provision herein.

Last Revision Date: 3/3/2024