

**REQUEST
FOR
PROPOSALS**

FOR

AFTER HOURS ANSWERING SERVICES

FOR THE

**HOUSING AUTHORITY OF THE
CITY OF SAN BUENAVENTURA**

And

AFFILIATED ENTITIES

**995 RIVERSIDE STREET
VENTURA, CA 93001**

Submittal Deadline

Thursday, April 27, 2017 at 4:00 PM PST

The responsibility for submitting a response to this RFP at the offices of the Housing Authority of the City of San Buenaventura (the “Authority”) on or before the stated time and date will be solely and strictly the responsibility of the Offeror. The Authority will in no way be responsible for delays caused by the United States Mail delivery or caused by any other occurrence.

I. GENERAL INFORMATION

A. INTRODUCTION/BACKGROUND

The Housing Authority of the City of San Buenaventura (herein referred to as the “HACSB”) was organized in 1949 with the primary goal to provide a decent home in a suitable environment for families which could not afford standard private housing. The Authority’s programs are administered at the local level in accordance with Federal and State Law.

The Department of Housing and Urban Development (HUD) has entered into Annual Contributions contract(s) with the Authority for annual contributions (financial assistance) for the operation of the Programs listed in Exhibit A.

General supervision, direction and program guidance are provided through the HUD Office in Los Angeles, California. HUD has authorized the Authority to procure an audit by an Independent Public Accountant and the Authority desires to obtain such an audit.

HACSB is responsible for the development of low-income rental projects, implementation of financing to promote low-income housing production, management of publicly owned or assisted housing projects, operation of rent-subsidy programs & rehabilitation of existing housing stock. HACSB serves the incorporated and the unincorporated areas of the City of Ventura.

HACSB staff has expertise in real estate development, property management, housing services, rehabilitation and administration, which includes Fiscal Services, Financial Management, Human Resources, Equal Opportunity/Contracting, purchasing, buildings facilities, and risk management. HACSB staff is culturally diverse and provides bilingual services in English, Spanish, or any other language necessary to communicate with our clients served.

HACSB Board of Commissioners consists of seven members appointed by City Council of the City of Ventura. Five members of the Board serve four-year terms and the two Resident Commissioners serve two-year terms. The Board is responsible for establishing HACSB policy, long-term goals, objectives and direction.

For work planning purposes, please note, HACSB works a 4/10 work schedule with Fridays off.

B. PURPOSE

Housing Authority of the City of San Buenaventura (HACSB) and its Affiliates are seeking proposals from qualified After Hour Answering Services

C. BOARD

The powers of the Authority are vested in the Board of Commissioners of the Authority (“the Board”).

D. CONTACT INFORMATION

Juan Jimenez, Maintenance Manager
Housing Authority of the City of San Buenaventura
995 Riverside Street
Ventura, CA 93001
805-648-5008 ext. 2235
jjimenez@hacityventura.org

E. SCOPE OF SERVICES

All work performed shall be at the direction of the Authority's CEO acting as the Contract Officer, or the Deputy Director: Real Estate Development.

- Contractor to provide after- hours maintenance emergency telephone answering services for the Housing Authority of the City of San Buenaventura.
- Operators shall be bi-lingual; English – Spanish.
- Performance of work will be done off-site at Vendor’s office location.
- Contractor shall furnish at their own expense, all labor, tools, equipment, including but not limited to equipment required to provide answering service tasks/functions, as specified herein with no exceptions.
- Contractor’s personnel shall conduct all work in a professional manner, especially when dealing with residents, staff or other callers in high stress situations.
- Contractor is required to answer all incoming calls during off-duty hours and office closures. Approximately 200 to 500 calls can be received during peak months.
- From time to time, Contractor may be requested to answer all incoming emergency and routine maintenance calls during normal business hours when staff is out of the office.
- Vendor shall answer, screen and notify Authority stand-by personnel of service requests during the following time periods:
 - Monday to Thursday: 5:00 p.m. to 7:30 a.m.
 - Friday closures and recognized holidays: 7:30 a.m. to 7:30 a.m. next regular working day.
- Housing Authority shall forward agency service call line to contractor-specified number for access and performance.

- Contractor shall answer calls from public housing residents, with the following phrase, “Housing Authority of the City of San Buenaventura answering service. May I help you?”
- Contractor shall record the following information from each caller and forward the information to the maintenance staffer on standby for response:
 - Caller’s name and phone number
 - Caller’s address and apartment number (if applicable)
 - Location of problem within unit. i.e.; bedroom, living room, etc.
 - Examples of emergency maintenance calls: lockouts, over flowing sink, tub; clogged toilet, range and/or refrigerator repairs, no heat or electricity, etc.
 - Does technician have permission to enter premises if no one is home.
- Contractor shall comply with HUD documents “Certifications and Representations of Offerors” and “Instructions to Offerors Non-Constructions” (refer to attachment A and B).
- Holiday Service

Contractor will provide twenty-four (24) hour holiday answering services to HACSB. Twenty-four (24) hour holiday service is from 7:30 a.m. to 7:30 a.m. next regular working day. HACSB’s official holidays are as follows:

- New Year’s Day (January 1 or observed on closest weekday)
 - Martin Luther King Jr.’s Birthday (Observed third Monday in January)
 - President’s Day (observed third Monday in February)
 - Memorial Day (Observed last Monday in May)
 - Independence Day (July 4 or observed on closest weekday)
 - Labor Day (Observed first Monday in September)
 - Veteran’s Day (Observed November 11)
 - Thanksgiving /Day (Observed fourth Thursday in November)
 - Day following Thanksgiving Day (Fourth Friday in November)
 - Christmas Day and New Year’s Closure Week
- Reports

HACSB may request a report of service calls periodically; the request may be for a daily report of a specific call or a monthly summary of all calls received. The Contractor will receive advance notice of all requests.

F. EXPENSE ASSOCIATED WITH PROPOSAL SUBMISSION

All expenses involved with the preparation and submission of proposals to the Authority shall be borne by the Offeror.

G. HOUSING AUTHORITY OPTIONS

The Authority may, at its sole and absolute discretion, reject any and all, or parts of any and all, proposals; re-advertise this RFP; postpone or cancel, at any time, this RFP process; or waive any irregularities in this RFP or in the proposals received as a result of this RFP. Also, the determination or the criteria and process whereby proposals are evaluated, the decision as to who shall receive a contract award, or whether or not an award shall ever be made as a result of this RFP, shall be at the sole and absolute discretion of the Authority.

II. RFP INSTRUCTIONS

A. RFP Submission and Format

Please submit one (1) original, two (2) copies, and (1) USB/CD copy of your response in the same package clearly marked on the outside “Response to RFP for After Hours Answering Services” to the Housing Authority of the City of San Buenaventura addressed to:

**Juan Jimenez, Maintenance Manager
Housing Authority of the City of San Buenaventura
995 Riverside Street
Ventura, CA 93001**

The Proposal will be organized as follows:

- **Cover Letter** - This letter should introduce the project team, naming the key players and highlighting your company’s qualifications for this project;
- **Company Profile** - Company history; number of years in business; including whether the company is a Section 3, minority or women owned business;
- **Project Experience & References** - Please provide a list of services provided for similar size projects completed or in progress along with three references of similar type projects (please include name, title, organization, contact number); Note: do not use Housing Authority of the City of San Buenaventura staff for reference purposes;

- **Project Fees** – Please provide General Terms and Conditions and fees for this work.
- **Legal Factors** – Please provide a list of outstanding lawsuits including claims both settled and unsettled for the past five (5) years, along with a self-certification that the Respondent has no active federal, state or public agency disqualification.
- **PSA** – A copy of the Professional Services Agreement is attached.

B. RFP Terms and Conditions

The Authority reserves the right to select more than one respondent (and will accept joint venture proposals), to select a respondent(s) for specific purposes or for any combination of specific purposes and to defer the selection of any respondent(s) to a time of the Authority's choosing.

1. Board and Staff Communications

Under no circumstances may any member of the Board or any staff member other than the contacts specified in Paragraph I(D) be contacted during this RFP process by any entity intending to submit a response to this RFP. Failure to comply with this request will result in disqualification. All questions should be directed to the individuals identified in paragraph I(D) in writing (preferred) at jjimenez@hacityventura.org or by phone at (805) 648-5008 ext. 2235 no later than five (5) working days prior to the submission deadline.

2. Timetable for Submission

The deadline for submissions in response to this Request for Proposals is **4:00 PM PST, Thursday, April 27th**. Electronic and FAX responses will not be accepted for this request.

3. Release of Information

Information submitted in response to this RFP will not be released by the Authority during the proposal evaluation process or prior to a contract award.

4. Propriety Information

- All materials submitted in response to a federally funded solicitation must be made available to the public once a selection has been made. Hence potential Respondents are forewarned that any proprietary information contained in their response will upon request be available to the public after contract award.

- All work papers prepared in connection with the contracted services will remain the property of the successful bidder. The work papers must be retained for a period of five years and be made available to HACSB upon request.
- All reports rendered to HACSB are the exclusive property of HACSB and subject to its use and control.

5. Terms of Contract

- The contract award will be made based on the RFP that best meets the needs of the HACSB taking into consideration compliance with the general requirements of the RFP, evaluation criteria, scope of the work or any other factors deemed to be appropriate and shall not be confined to price alone. The HACSB also reserves the right to accept or reject any and all RFP's received, waive irregularities and negotiate with individual firms regarding the terms of the RFP's or parts thereof, as set forth in section I(H) above.
- The contract will be for one (1) year firm fixed contract with the option to renew at the sole discretion of HACSB for up to four (4) additional one year periods.
- **Insurance:** Before the services can be rendered, the selected firm must provide proof of Professional Liability Insurance (including Errors and Omissions) in a minimum amount of \$1,000,000 per occurrence and Workers' Compensation as required by Law. Certificates of Insurance acceptable to the Housing Authority must be submitted prior to commencement of any work. These certificates shall contain a provision that coverage afforded under the policies will not be cancelled unless thirty (30) day prior written notice has been given to the HACSB. If the insurance described above is cancelled, HACSB reserves the right to terminate the contractual relationship upon thirty (30) days' notice.

| Professional Liability | Required Limits |
|---|---|
| HACSB and its affiliates must be named as an Additional Insured and be a Certificate Holder. This is required for vendors who render observational services to HACSB such as appraisers, inspectors, attorneys, engineers or consultants. | \$1,000,000 |
| Business Automobile Liability | Required |
| HACSB and its affiliates must be named as an additional insured and as the certificate holder. This is required for any vendor that will be using their vehicle to do work on HACSB properties. | \$500,000 combined Single limit, per occurrence |
| Workers Compensation and Employer's Liability | Required Limits |

| | |
|--|--|
| Workers' Compensation coverage is Statutory and has no pre-set limits. Employer's Liability limit is \$500,000. Workers' Compensation is required for any vendor made up of more than two persons. A Waiver of Subrogation in favor of HACSB must be included in the Workers' Compensation policy. | Statutory \$500,000 bodily injury for each accident \$500,000 bodily injury by disease for each employee \$500,000 bodily injury disease aggregate |
| Commercial General Liability | Required Limits |
| This is required for any vendor who will be doing hands on work at HACSB properties. HACSB and its affiliates must be named as an Additional Insured and as the Certificate Holder. | \$1,000,000 per accident \$2,000,000 aggregate |

- **Vendor Representative:** The HACSB reserves the right to request a change in the selected firm's representation if, at our discretion, assigned personnel are not satisfying the needs of HACSB.
- **Infringement and Indemnification:** The firm awarded this contract, agrees to protect, defend and hold harmless HACSB against any demand for payment for use of any patented material, process, article, or device that it may enter into the rendering of the necessary services. Furthermore, the selected firm agrees to indemnify and hold harmless HACSB, its Board of Commissioners and employees from any liability whatsoever; including wrongful death, based or asserted upon any act or omission of the bidder, its employees, sub-contractors and agents relating to or in any way connected with the accomplishment of the work or performance of service under this agreement. As part of the foregoing indemnity the successful bidder agrees to carry a minimum Commercial General Liability insurance coverage of \$1,000,000 per each occurrence and naming HACSB as additional insured.
- **Liquidated Damages:** For each day that performance under a resulting contract from this RFP is delayed beyond the time specified for completion, the successful proposer shall be liable for liquidated damages in the amount of \$50.00 per day. However, the timeframe for performance may be adjusted at HACSB's discretion in writing and received by the successful proposer prior to default under any resulting contract
- **Unacceptable Employees:** If any employee of the Contractor is deemed unacceptable by HACSB, Contractor shall immediately replace such personnel with a substitute acceptable to HACSB.

6. The Authority Reserves the Right to:

- Request an oral interview with and any additional information from firms prior to final selection of the Consultant.

- Consider information about a firm in addition to the information submitted in the response or interview.
- Reject any and all responses and waive any irregularities.
- Negotiate the fees proposed by all proposers. If such negotiations are not, in the opinion of HACSB successfully concluded within a reasonable timeframe as determined by HACSB, HACSB shall retain the right to end such negotiations.
- 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 from HACSB.
- Reduce or increase estimated or actual quantities in whatever amount necessary without prejudice or liability to HACSB, if:
 - a. Funding is not available,
 - b. Legal restrictions are placed upon the expenditure of monies for this category of service or supplies; or,
 - c. HACSB's requirements in good faith change after award of the contract.
- Without any liability; cancel the award of any proposal(s) at any time before the execution of the contract documents by all parties

7. Non Discrimination/Conflict of Interest.

- **Affirmative Action:** The Offeror warrants adhering to all civil rights, equal opportunity, and fair housing and Section 3 regulations. HACSB strongly encourages minority-owned and women-owned businesses, socially and economically disadvantaged business enterprises, and small businesses to submit proposals, to participate as partners, or to participate in other business activity in response to this RFP.

Section 3 of the Housing and Urban Development Act of 1968 requires HACSB to the greatest extent feasible to provide employment opportunities to the Section 3 residents. Section 3 residents include residents of HACSB communities and other low-income residents of the City of San Buenaventura.

The firm awarded the contract agrees to use its best efforts to subcontract and employ Section 3 residents, minority business enterprises and/or women business enterprises. HACSB is an equal opportunity employer and requires its entire contractor to comply with polices and regulations concerning equal employment opportunity.

III. SELECTION PROCESS AND CRITERIA

PROVIDE YOUR GRADING CRITERIA

Evaluation and Selection Criteria for Contract Award

Selection criteria will be based on the following:

| CRITERION DESCRIPTION | POINTS |
|---|---------------|
| Qualifications, Licensing, and Experience: Contractor must have provided answering services for three (3) large projects within the last five (5) years Experience should be with projects of similar size and complexity Projects submitted must be in California. Please include information on any projects the firm has worked on in the City of Ventura. | 45 |
| Agency Approach and Operations | 15 |
| Timeframe: Able to meet all deadlines specified (timeframe for reports and other requested documents) | 15 |
| Price Proposal: Price to provide services | 15 |
| Section 3, Minority or Women Owned | 10 |
| TOTAL POINTS | 100 |

IV. PROFESSIONAL SERVICES AGREEMENT

A copy of the Housing Authority's Professional Services Agreement is attached please review. Please provide comments or agreement to the terms listed. (refer to Attachment "C")

ATTACHMENT "A"
Certifications and Representations of Offerors

Certifications and Representations of Offerors Non-Construction Contract

Public reporting burden for this collection of information is estimated to average 5 minutes 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.

This form includes clauses required by OMB's common rule on bidding/offering procedures, implemented by HUD in 24 CFR 85.36, and those requirements set forth in Executive Order 11625 for small, minority, women-owned businesses, and certifications for independent price determination, and conflict of interest. The form is required for nonconstruction contracts awarded by Housing Agencies (HAs). The form is used by bidders/offers to certify to the HA's Contracting Officer for contract compliance. If the form were not used, HAs would be unable to enforce their contracts. Responses to the collection of information are required to obtain a benefit or to retain a benefit. The information requested does not lend itself to confidentiality.

1. Contingent Fee Representation and Agreement

(a) The bidder/offeror represents and certifies as part of its bid/offer that, except for full-time bona fide employees working solely for the bidder/offeror, the bidder/offeror:

- (1) has, has not employed or retained any person or company to solicit or obtain this contract; and
- (2) has, has not paid or agreed to pay to any person or company employed or retained to solicit or obtain this contract any commission, percentage, brokerage, or other fee contingent upon or resulting from the award of this contract.

(b) If the answer to either (a)(1) or (a) (2) above is affirmative, the bidder/offeror shall make an immediate and full written disclosure to the PHA Contracting Officer.

(c) Any misrepresentation by the bidder/offeror shall give the PHA the right to (1) terminate the resultant contract; (2) at its discretion, to deduct from contract payments the amount of any commission, percentage, brokerage, or other contingent fee; or (3) take other remedy pursuant to the contract.

2. Small, Minority, Women-Owned Business Concern Representation

The bidder/offeror represents and certifies as part of its bid/offer that it:

- (a) is, is not a small business concern. "Small business concern," as used in this provision, means a concern, including its affiliates, that is independently owned and operated, not dominant in the field of operation in which it is bidding, and qualified as a small business under the criteria and size standards in 13 CFR 121.
- (b) is, is not a women-owned small business concern. "Women-owned," as used in this provision, means a small business that is at least 51 percent owned by a woman or women who are U.S. citizens and who also control and operate the business.
- (c) is, is not a minority enterprise which, pursuant to Executive Order 11625, is defined as a business which is at least 51 percent owned by one or more minority group members or, in the case of a publicly owned business, at least 51 percent of its voting stock is owned by one or more minority group members, and whose management and daily operations are controlled by one or more such individuals.

For the purpose of this definition, minority group members are:

(Check the block applicable to you)

- Black Americans Asian Pacific Americans
- Hispanic Americans Asian Indian Americans
- Native Americans Hasidic Jewish Americans

3. Certificate of Independent Price Determination

(a) The bidder/offeror certifies that—

- (1) The prices in this bid/offer have been arrived at independently, without, for the purpose of restricting competition, any consultation, communication, or agreement with any other bidder/offeror or competitor relating to (i) those prices, (ii) the intention to submit a bid/offer, or (iii) the methods or factors used to calculate the prices offered;
- (2) The prices in this bid/offer have not been and will not be knowingly disclosed by the bidder/offeror, directly or indirectly, to any other bidder/offeror or competitor before bid opening (in the case of a sealed bid solicitation) or contract award (in the case of a negotiated solicitation) unless otherwise required by law; and
- (3) No attempt has been made or will be made by the bidder/offeror to induce any other concern to submit or not to submit a bid/offer for the purpose of restricting competition.

(b) Each signature on the bid/offer is considered to be a certification by the signatory that the signatory:

- (1) Is the person in the bidder/offeror's organization responsible for determining the prices being offered in this bid or proposal, and that the signatory has not participated and will not participate in any action contrary to subparagraphs (a)(1) through (a)(3) above; or
- (2) (i) Has been authorized, in writing, to act as agent for the following principals in certifying that those principals have not participated, and will not participate in any action contrary to subparagraphs (a)(1) through (a)(3) above (insert full name of person(s) in the bidder/offeror's organization responsible for determining the prices offered in this bid or proposal, and the title of his or her position in the bidder/offeror's organization);
(ii) As an authorized agent, does certify that the principals named in subdivision (b)(2)(i) above have not participated, and will not participate, in any action contrary to subparagraphs (a)(1) through (a)(3) above; and

(iii) As an agent, has not personally participated, and will not participate in any action contrary to subparagraphs (a)(1) through (a)(3) above.

(c) If the bidder/offeror deletes or modifies subparagraph (a)2 above, the bidder/offeror must furnish with its bid/offer a signed statement setting forth in detail the circumstances of the disclosure.

4. Organizational Conflicts of Interest Certification

(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 a proposed contract and a prospective contractor's organizational, financial, contractual or other interest are such that:

- (i) Award of the contract may result in an unfair competitive advantage;
- (ii) The Contractor's objectivity in performing the contract work may be impaired; or
- (iii) That the Contractor has disclosed all relevant information and requested the HA to make a determination with respect to this Contract.

(b) The Contractor agrees that if after award he or she discovers an organizational conflict of interest with respect to this contract, he or she shall make an immediate and full disclosure in writing to the HA which shall include a description of the action which the Contractor has taken or intends to eliminate or neutralize the conflict. The HA may, however, terminate the Contract for the convenience of HA if it would be in the best interest of 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 HA, the HA may terminate the Contract for default.

(d) The Contractor shall require a disclosure or representation from subcontractors and consultants who may be in a position to influence the advice or assistance rendered to the HA and shall include any necessary provisions to eliminate or neutralize conflicts of interest in consultant agreements or subcontracts involving performance or work under this Contract.

5. Authorized Negotiators (RFPs only)

The offeror represents that the following persons are authorized to negotiate on its behalf with the PHA in connection with this request for proposals: (list names, titles, and telephone numbers of the authorized negotiators):

6. Conflict of Interest

In the absence of any actual or apparent conflict, the offeror, by submission of a proposal, hereby warrants that to the best of its knowledge and belief, no actual or apparent conflict of interest exists with regard to my possible performance of this procurement, as described in the clause in this solicitation titled "Organizational Conflict of Interest."

7. Offeror's Signature

The offeror hereby certifies that the information contained in these certifications and representations is accurate, complete, and current.

Signature & Date:

Typed or Printed Name:

Title:

ATTACHMENT "B"
Instructions to Offerors Non-Construction

Instructions to Offerors Non-Construction

U.S. Department of Housing
and Urban Development
Office of Public and Indian Housing



- 03291 -

1. Preparation of Offers

(a) 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.

(b) Each offeror shall furnish the information required by the solicitation. The offeror shall sign the offer and print or type its name on the cover sheet and each continuation sheet on which it makes an entry. Erasures or other changes must be initialed by the person signing the offer. Offers signed by an agent shall be accompanied by evidence of that agent's authority, unless that evidence has been previously furnished to the HA.

(c) Offers for services other than those specified will not be considered.

2. Submission of Offers

(a) Offers and modifications thereof shall be submitted in sealed envelopes or packages (1) addressed to the office specified in the solicitation, and (2) showing the time specified for receipt, the solicitation number, and the name and address of the offeror.

(b) Telegraphic offers will not be considered unless authorized by the solicitation; however, offers may be modified by written or telegraphic notice.

(c) Facsimile offers, modifications or withdrawals will not be considered unless authorized by the solicitation.

3. Amendments to Solicitations

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

(b) Offerors shall acknowledge receipt of any amendments to this solicitation by

- (1) signing and returning the amendment;
- (2) identifying the amendment number and date in the space provided for this purpose on the form for submitting an offer,
- (3) letter or telegram, or
- (4) facsimile, if facsimile offers are authorized in the solicitation. The HA/HUD must receive the acknowledgment by the time specified for receipt of offers.

4. Explanation to Prospective Offerors

Any prospective offeror desiring an explanation or interpretation of the solicitation, statement of work, etc., must request it in writing soon enough to allow a reply to reach all prospective offerors before the submission of their offers. 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 offerors.

5. Responsibility of Prospective Contractor

(a) The HA 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 -

- (1) Have adequate financial resources to perform the contract, or the ability to obtain them;

- (2) Have a satisfactory performance record;
- (3) Have a satisfactory record of integrity and business ethics;
- (4) Have a satisfactory record of compliance with public policy (e.g., Equal Employment Opportunity); and
- (5) 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.

(b) Before an offer is considered for award, the offeror may be requested by the HA 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.

6. Late Submissions, Modifications, and Withdrawal of Offers

(a) 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 -

- (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) Was sent by mail, or if authorized by the solicitation, was sent by telegram or via facsimile, and it is determined by the HA/ HUD that the late receipt was due solely to mishandling by the HA/ HUD after receipt at the HA;
- (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
- (4) Is the only offer received.

(b) Any modification of an offer, except a modification resulting from the HA'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.

(c) A modification resulting from the HA'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 HA after receipt at the HA.

(d) 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 or 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.

(e) The only acceptable evidence to establish the time of receipt at the HA is the time/date stamp of HA on the offer wrapper or other documentary evidence of receipt maintained by the HA.

(f) 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.

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

(h) 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 a 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.

7. Contract Award

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

(b) The HA may

- (1) reject any or all offers if such action is in the HA's interest,
- (2) accept other than the lowest offer,
- (3) waive informalities and minor irregularities in offers received, and (4) award more than one contract for all or part of the requirements stated.

(c) If this solicitation is a request for proposals, the HA 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.

(d) 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 counteroffer by the HA.

(e) Neither financial data submitted with an offer, nor representations concerning facilities or financing, will form a part of the resulting contract.

8. Service of Protest

Any protest against the award of a contract pursuant to this solicitation shall be served on the HA by obtaining written and dated acknowledgment of receipt from the HA at the address shown on the cover of this solicitation. The determination of the HA with regard to such protest or to proceed to award notwithstanding such protest shall be final unless appealed by the protestor.

9. Offer Submission

Offers shall be submitted as follows and shall be enclosed in a sealed envelope 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 envelope.**

It is very important that the offer be properly identified on the face of the envelope 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, and only date stamp those envelopes which do not contain identification of the contents and deliver them to the appropriate procuring activity only through the routine mail delivery procedure.

[Describe bid or proposal preparation instructions here:]

ATTACHMENT "C"
Professional Services Agreement

PROFESSIONAL SERVICES AGREEMENT

This Agreement is entered into as of this _____ between the Housing Authority of the City of San Buenaventura, its directors, officers, agents and other representatives (collectively, "HACSB") and _____ its heirs, successors or assigns, agents, or other representatives ("collectively, Contractor").

RECITALS

Whereas, Contractor possess particular skill and expertise in the area of _____ and performs such services on a consulting basis;

Whereas, HACSB is in need of such services;

Now, therefore, HACSB wishes to engage the services of Contractor subject to the terms and conditions set forth herein:

1. **Scope of Consulting Duties.** In exchange for the compensation set forth below, Contractor shall provide consulting services outlined in Exhibit A.

2. **Reporting.** Contractor shall receive direction with regard to consulting services desired from _____ and shall direct all reports, questions or communications to _____ as needed.

3. **Timing of Services.** Except for meeting any project deadlines and complying with any budget limitations established by HACSB with the agreement of Contractor, Contractor shall set his/her own hours and days of work, and shall be solely responsible for determining the dates, amount and frequency of time spent performing services to HACSB.

4. **Compensation.** Contractor shall be paid a rate of \$x per hour in hourly fees OR per the Time and Materials Fee Schedule attached as Exhibit B to this contract during which consulting services are rendered pursuant to the terms of this Agreement, with total payment for all services rendered hereunder not to exceed _____ without the prior written approval of HACSB. Contractor shall invoice HACSB for all such services performed by no later than the last business day of each month, and shall provide supporting documentation for all such invoicing. HACSB shall pay each invoice by no later than thirty (30) days following receipt of said invoice by check made payable to Contractor. Contractor shall provide appropriate tax identification information to HACSB.

5. **Expenses and Equipment.** Contractor shall be solely responsible for all personal out-of-pocket expenses (including but not limited to travel charges, mileage, meals, supplies, electronic equipment, business accounts or other personal expenses) incurred in connection with the performance of the duties described hereunder.

6. **Staff.** Contractor shall have the right to retain staff as necessary to support Contractor's performance of the services contemplated hereunder, without the prior approval of HACSB. Contractor shall inform HACSB of the identity of any such personnel within three (3) business days of retaining such personnel.

7. Compliance With Laws. The Contractor, in its performance of its obligations under this Agreement, shall comply with all laws, ordinances, codes, rules, regulations, licensing, permitting or certification requirements that are applicable to the conduct of the Contractor's business and its performance of the services under this Agreement. If the Contractor performs services contrary to applicable laws, ordinances, codes, rules and regulations, the Contractor shall assume responsibility for such services and shall bear the costs attributable to correction.

8. Term of Agreement. This Agreement will be deemed awarded only after the Agreement has been formally approved and signed by both parties. Contractor will have no authority to start work, no payment will be authorized by HACSB, and HACSB will not be liable for any materials purchased or services rendered by the Contractor prior to the award of the contract. This agreement shall commence on _____, and shall continue until terminated by either party. Upon termination, Contractor shall be entitled to payment in full for all services performed prior to notice of termination.

9. Termination of Agreement. Either party may terminate this Agreement upon ten (10) days' written notice to the other party. HACSB may immediately terminate this Agreement for cause if Contractor fails or refuses to comply with the policies or reasonable directives of HACSB, is guilty of misconduct in connection with performance of his/her services to HACSB, or materially breaches provisions of this Agreement.

10. Assignment. Contractor shall have no right to assign his/her rights and obligations hereunder to any third party. HACSB may assign its rights and obligations under this Agreement to a third party only upon the written approval of Contractor.

11. Scope of Authority. Contractor has no authority to take action outside the scope of the duties described above on behalf of HACSB without the prior approval of HACSB, and may not hold him/herself out as having such authority. Neither party has the right to bind the other party to any agreement with a third party or to incur any obligation or liability on behalf of the other party.

12. Confidentiality. Contractor acknowledges that during the engagement he/she will have access to and become acquainted with various trade secrets, inventions, innovations, member records or information, processes, information, records, data and ideas by HACSB and/or used by HACSB in connection with the operation of its business. Contractor agrees that he/she will not disclose any of this property or information, directly or indirectly, or use any of it in any manner for the benefit of him/herself or for any third party, either during the term of this Agreement or at any time thereafter, except as required in the course of his/her provision of services to HACSB. All customer records or information, business records or information, files, records, documents, letters, notes, media lists, original artwork and similar items relating to the business of HACSB, whether prepared by Contractor or otherwise coming into his/her possession, shall remain the exclusive property of HACSB. Upon the termination of this Agreement, or whenever requested by HACSB, Contractor shall immediately deliver to HACSB all such property, information, and other items in his/her possession or under her control. Contractor further agrees that he/she will at all times preserve the confidential nature of his/her relationship to HACSB and of the services hereunder.

13. Conflicts of Interest. Contractor represents that he/she is free to enter into this Agreement and that this engagement does not violate the terms of any agreement between

Contractor and any third party. During the term of this agreement, Contractor shall perform the required duties in a timely and productive manner. Contractor is expressly free to perform services for other parties while performing services for HACSB, as long as such provision of services does not impair Contractor's ability to perform his/her duties to HACSB or pose a conflict of interest or breach of confidentiality for HACSB, in HACSB's sole discretion.

14. Independent Contractor. This Agreement shall not render Contractor an employee, partner, agent of, or joint venture with HACSB for any purpose. Contractor is and will remain at all times an Independent Contractor in his/her relationship to HACSB. Contractor shall not be eligible for and shall have no claim against HACSB hereunder or otherwise for vacation pay, sick leave, retirement benefits, social security, worker's compensation, health or disability benefits, unemployment insurance benefits, tax liability or employee benefits of any kind.

15. Taxes. HACSB shall not be responsible for withholding taxes with respect to Contractor's compensation hereunder. As an independent contractor, Contractor shall be solely responsible for the payment of any and all taxes charged by any federal, state or local taxing authority as a result of Contractor's work performed or compensation paid pursuant to this Agreement. Contractor shall indemnify and hold harmless HACSB from any and all such tax liabilities.

16. Licenses and Insurance. As an independent contractor, Contractor shall be solely responsible for determining and obtaining all personal or business licenses and insurance necessary for him/her to lawfully and safely perform the duties contemplated hereunder, including without limitation general liability insurance, errors and omissions insurance, professional liability insurance, medical insurance, disability insurance, workers' compensation insurance, business tax license and driver's license as needed.

17. Choice of Law. The laws of the state of California shall govern the validity of this Agreement, the construction of its terms and the interpretation of the rights and duties of the parties hereto.

18. Arbitration. Any controversies arising out of this Agreement or its interpretation shall be resolved by arbitration in accordance with the provisions of the California Arbitration Act, section 1280 et seq. of the California Code of Civil Procedure. If the parties are unable to agree on a neutral arbitrator, then each party shall select one person, who shall then choose a third impartial arbitrator whose decision shall be final and conclusive on both parties. The parties shall share the fees and costs of arbitration on a 50/50 basis, except that each party shall bear its respective attorneys' fees and costs arising in any dispute under this Agreement. Venue for such arbitration shall be in Ventura County, California unless otherwise mutually agreed between the parties.

19. Waiver. Waiver by one party hereto or breach of any provision of this Agreement by the other shall not operate or be construed as a continuing waiver.

20. Notices. Any and all notices, demands, or other communications required or desired to be given hereunder by any party shall be in writing and shall be validly given or made to another party if personally served, or if deposited in the United States mail, certified or registered, postage prepaid, return receipt requested. If such notice or demand is served personally, notice shall be deemed constructively made at the time of such personal service. If such notice, demand or other

communication is given by mail, such notice shall be conclusively deemed given five days after deposit thereof in the United States mail addressed to the party to whom such notice, demand or other communication is to be given as follows:

If to Contractor: _____

If to HACSB: xxxxxx
 995 Riverside Street
 Ventura, CA 93001
 Telephone: (805) 648-5008 ext. xxxxx

Any party hereto may change its address for purposes of this paragraph by written notice given in the manner provided above.

21. Modification or Amendment. No amendment, change or modification of this Agreement shall be valid unless it is in writing signed by the parties hereto.

22. Attorneys' Fees and Costs. In the event any dispute or claim arises out of this Agreement, the prevailing party shall be entitled to recover its reasonable fees and costs from the other party.

23. Standard of Care. The Contractor and its employees, subcontractors, and other persons or entities performing portions of the services for or on behalf of the Contractor, shall perform all services in a manner consistent with the standard of professional skill and care under California law, applicable to those who specialize in providing such services, under circumstance similar to that of the services which are the subject of this Agreement.

24. Indemnification. To the fullest extent permitted by law, Contractor shall indemnify, hold harmless, and at Owner's request defend, the Owner and its officers, directors, employees, and agents, from and against claims, liabilities, damages, losses, costs, and expenses, including but not limited to attorneys' fees, arising out of or resulting from performance of the services, failure to perform the services or condition of the services, to the extent caused in whole or in part by the negligent acts or omissions of the Contractor, a subconsultant, anyone directly or indirectly employed by them or anyone for whose acts they may be liable. Such obligation shall not be construed to negate, abridge, or reduce other rights or obligations of indemnity which would otherwise exist as to a party or person described in this Section. The provisions of this Section shall survive the expiration or termination of this Agreement.

25. Ownership of Work Product. All documents, reports, surveys, materials, architectural and engineering drawings, and specifications (“Work Product”) developed or assembled by the Contractor in connection with this Agreement shall be the exclusive property of the Owner. The Owner shall own all of the right, title and interest, in and to the Work Product including without limitation, all trademarks, copyrights, trade secrets, patents, and any and all other intellectual property rights. The Owner shall have the unrestricted right to use and disclose the Work Product in any manner and for any purpose related to the Project without payment of further compensation to the Contractor. The Owner shall have the rights granted in this Section regardless of whether this Agreement is terminated early or Contractor fully performs its services under this Agreement. The Owner shall have access to the Work Product in whatever form at all times during the term of this Agreement. Any Work Product in the possession of the Contractor upon completion or termination of this Agreement shall be delivered to the Owner promptly upon payment to the Contractor for services rendered in accordance with this Agreement prior to termination or completion. Copies of the Work Product including reproducible copies may be retained by the Contractor but the Contractor warrants that the Work Product shall not be made available by the Contractor to any person or entity for use without the prior approval of the Owner other than in connection with the Project.

26. Nondiscrimination. There shall be no discrimination against or segregation of any person, or group of persons, on account of race, color, religion, creed, national origin or ancestry, sex, gender identity, age, marital or domestic partner status, sexual orientation or disability in the performance of this Agreement. Contractor will ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, religion, creed, national origin or ancestry, sex, gender identity, age, marital or domestic partner status, sexual orientation or disability. Such action shall include, but not be limited to, the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; selection for training, including apprenticeship; and provision of any services or accommodations to clients or the general public.

27 Entire Understanding. This document and any exhibit attached constitute the entire understanding and agreement of the parties, and any and all prior agreements, understandings, and representations are hereby terminated and canceled in their entirety and are of no further force and effect.

28. Unenforceability of Provisions. If any provision of this Agreement, or any portion thereof, is held to be invalid and unenforceable, then the remainder of this Agreement shall nevertheless remain in full force and effect.

29. Knowing and Voluntary Execution. HACSB and Contractor agree that each party has the authority to enter into this agreement, and that each party does so knowingly and voluntarily and with full understanding of its terms.

IN WITNESS WHEREOF the undersigned have executed this Agreement as of the date(s) reflected below. The parties hereto agree that facsimile signatures shall be as effective as if originals.

Date: _____ **Housing Authority of the City of San Buenaventura.**

By: xxxxxxxxxxxxxxxx
Its: xxxxxxxxxxxx

Date: _____ _____

By:
Its:

EXHIBIT A

Scope of Work

EXHIBIT B

TIME AND MATERIALS FEE SCHEDULE