



PURCHASING DIVISION

901 Broadway, N.E. • Knoxville, TN 37917-6699
865.403.1133 • Fax 865.594.8858
800.848.0298 (Tennessee Relay Center)
Email: purchasing@kcdc.org
<http://www.kcdc.org/en/DoingBusiness.aspx>

Requests for Quotes

After Hours Answering Services

Due Date: June 16, 2014

Check KCDC's web page for addenda and changes before submitting your quote.

Due Time: By 11:00 a.m. (as shown by KCDC's clock)

Quote Number: Q1440

Deliver Quotes to: Knoxville's Community Development Corporation
Purchasing Division
901 Broadway N.E.
Knoxville, Tennessee 37917

Faxed/Emailed Responses are acceptable: **Yes** **No**

Award Results: KCDC posts the award decision to its web page at:
<http://www.kcdc.org/en/DoingBusiness/SolicitationStatus.aspx>.

General Information for Vendors

1. BACKGROUND AND INTENT

- a. Knoxville's Community Development Corporation (KCDC) is the public housing and redevelopment agency for the City of Knoxville and for the County of Knox in Tennessee. KCDC's public housing property portfolio includes twenty-one housing properties with approximately 3,500 dwelling units. KCDC also administers approximately 3,700 vouchers through our Section 8 department and has three tax credit properties.
- b. This is a request for quotes-not sealed bids. KCDC could simply contact three vendors, obtain quotes and move forward but KCDC has chosen to solicit written quotes from all interested parties. However, this is not a formal sealed bid and the normal formal sealed bidding requirements do not apply to this solicitation.
- c. KCDC intends these specifications to result in an "all or none" selection of a capable firm of providing after hours answering services relative to emergency maintenance calls. The selected vendor will forward those calls to the appropriate KCDC employee.
- d. The vendor will provide daily emails that verify the calls received and their outcome. E-mails are to include the:
 - Date of the call
 - Time of the call
 - Name of the person calling
 - Address
 - Unit number
 - Phone number where the caller can be reached.

Additionally, the vendor will provide information on:

- Whether or not they attempted to dispatch the call
 - The time of dispatch
 - Who they attempted to call.
- e. KCDC residents will call a telephone number designated by KCDC for after hour's maintenance emergencies. These calls will be automatically forwarded to the answering service during non-business hours. However there may times callers get to the after-hours answering service during KCDC business hours. If that happens, the operators will tell the residents they need to call their management office, since it is during business hours.
 - f. The vendor will answer calls and then forward them to the appropriate person. Calls will be routed when deemed an emergency situation based on written criteria that will be provided to the vendor (See Appendices B and C). All calls, whether dispatched or not, are to be logged as having been received with all of the same information as noted in Item 1(d).

- g. The maximum number of rings before the service answers will be three.
- h. The vendor will provide service from 4:00 p.m. to 7:30 a.m. Monday to Friday, 24 hours on all weekends and on KCDC holidays.
- i. Currently KCDC averages 500 calls per month. KCDC’s highest month had 869 calls (January-likely due to the extreme cold weather) and the lowest was 275.
- j. The vendor’s primary contact when dispatching calls will be maintenance personnel who will be contacted via a mobile “On-Call” phone. Other employees that the operator may speak with when dispatching calls is the Senior Asset Manager or Asset Manager of the properties.

The vendor will be provided with the name, number and e-mail address of the primary contact at the KCDC office during business hours for discussing issues regarding invoicing and payments or any problems with dispatching calls for the previous night.

KCDC provides the list of appropriate staff members and their telephone number in Appendix A.

2. **CHANGES AFTER AWARD**

It is possible that after award the KCDC may need to revise the service needs or requirements specified in this document. KCDC reserves the right to make such changes after consultation with the vendor. Should additional costs arise, KCDC reserves the right to consider accepting these charges provided the vendor can document the increased costs. KCDC reserves the right to make such changes after consultation with the vendor.

KCDC also reserves the right to accept proposed service changes from the vendor if they will lower the cost to KCDC and/or provide improved service.

KCDC reserves the right to negotiate the cost for the addition of sites that may be added to KCDC’s portfolio during the term of this award. KCDC also reserves the right to delete sites should KCDC portfolio shrink. If sites are deleted, the cost for services will be renegotiated with the successful vendor.

3. **EVALUTION:**

KCDC will primarily evaluate the responses to this solicitation on the factors shown below. However, KCDC will arrive at the “lowest and best” solution for the final award. This may or may not entail simply awarding to the vendor quoting the lowest cost.

| FACTORS | MAXIMUM POINTS |
|---------|----------------|
| Cost | 100 |
| Total | 100 |

All responses are subject to a determination of “responsive” and “responsible” prior to award. KCDC is the sole judge as to “responsiveness” and “responsibility” of vendors.

KCDC reserves the right to request additional information from vendors to assist in the evaluation process.

4. **GENERAL INSTRUCTIONS**

KCDC no longer inserts "General Instructions to Vendors" in the solicitation document. Instead, these instructions may be found at www.kcdc.org. Click on "Doing Business With KCDC" where you will find a link to the instructions. By submitting a response to this solicitation, the vendor accepts the responsibility for downloading, reading and abiding by the terms and conditions set forth in KCDC's "General Instructions to Vendors." The vendor may wish to review certain applicable HUD instructions which can also be found on KCDC's web site.

5. **INSURANCE**

The contractor shall maintain, at contractor's sole expense, on a primary and non-contributory basis, at all times during the life of the contract insurance coverages, limits, and endorsements described herein. All insurance must be underwritten by insurers with an A.M. Best rating of A:VI or better. Upon award, the contractor shall provide Certificate(s) of Insurance to KCDC evidencing said insurance coverages.

The contractor agrees the insurance requirements herein as well as KCDC's review or acknowledgement, is not intended to and shall not in any manner limit or qualify the liabilities and obligations assumed by the contractor under this contract.

- a. ***Commercial General Liability Insurance:*** occurrence version commercial general liability insurance with a limit of not less than \$1,000,000 each occurrence for bodily injury, personal injury, property damage, and products and completed operations. If such insurance contains a general aggregate limit, it shall apply separately to the work/location in this contract or be no less than \$2,000,000.

Such insurance shall contain or be endorsed to contain a provision that includes KCDC, its officials, officers, employees, and volunteers as additional insureds with respect to liability arising out of work or operations performed by or on behalf of the contractor including materials, parts, or equipment furnished in connection with such work or operations. The coverage shall contain no special limitations on the scope of its protection afforded to the above-listed insureds.

The Additional Insured shall read "Knoxville's Community Development Corporation (KCDC)".

If necessary, umbrella/excess liability insurance can be used in conjunction with the general liability insurance to meet these requirements. Unless the umbrella/excess liability insurance provides coverage on a pure/true follow-form basis, or KCDC is automatically defined as an additional insured, the contractor shall add by endorsement, KCDC, its officials, officers, employees, and volunteers as an additional insured.

- b. ***Automobile Liability Insurance:*** including vehicles owned, hired, and non-owned, with a combined single limit of not less than \$1,000,000 each occurrence. Such insurance shall include coverage for loading and unloading hazards.
- c. ***Workers' Compensation Insurance and Employers Liability Insurance:*** with statutory limits as required by the State of Tennessee or other applicable laws.

d. **Other Insurance Requirements:** Contractor shall:

1. Upon award, furnish KCDC with original Certificates of Insurance and amendatory endorsements effecting coverage required by this section. Certificates of Insurance shall provide a minimum 30-day endeavor to notify KCDC of cancellation when available by contractor's insurance. If the contractor receives a non-renewal or cancellation notice from an insurance carrier affording the required coverage, or receives notice that coverage no longer complies with the insurance requirements herein, contractor shall notify KCDC by email or fax within five (5) business days and provide a copy of the non-renewal for cancellation notice or written specifics as to which coverage is no longer in compliance.

The certificate holder address shall read:

Knoxville's Community Development Corporation
Attn: Contracting Officer
901 Broadway, NE
Knoxville, TN 37917

2. Provide certified copies of endorsements and policies if requested by KCDC in lieu of or in addition to Certificates of Insurance.
3. Replace certificates, policies, and endorsements for any such insurance expiring prior to completion of services.
4. Maintain such insurance from the time services commence until services are completed. Failure to maintain or renew coverage or to provide evidence of renewal may be treated by KCDC as a material breach of contract.
5. Require all subcontractors to maintain during the term of the resulting contract commercial general liability insurance, automobile liability insurance, and workers' compensation/employers liability insurance (unless subcontractor's employees are covered by contractor's insurance) in the same manor and limits as specified for the contractor. Contractor shall furnish subcontractor(s)' Certificates of Insurance to KCDC without expense prior to subcontractor(s) commencing work.
6. Any deductibles and/or self-insured retentions greater than \$50,000 must be disclosed to and approved by KCDC prior to the commencement of services. Use of large deductibles and/or self-insured retentions will require proof of financial ability as determined by KCDC.

7. Provide a waiver of subrogation for each required policy herein. When required by the insurer, or should a policy condition not permit contractor to enter into a pre-loss agreement to waive subrogation without an endorsement, the policy should be endorsed with a Waiver of Transfer of Rights of Recovery Against Others, or its equivalent. This waiver of subrogation requirement shall not apply to any policy which includes a condition specifically prohibiting such an endorsement, or voids coverage should contractor enter into such an agreement on a pre-loss basis.

8. All policies must be written on an occurrence basis.

e. **Right to Revise or Reject:** KCDC reserves the right, but not the obligation, to review or revise any insurance requirement, not limited to limits, coverages and endorsements based on insurance market conditions affecting the availability or affordability of coverage; or changes in the scope of work / specifications affecting the applicability of coverage.

f. **No Representation of Coverage Adequacy:** The coverages, limits or endorsements required herein protect the primary interests of KCDC, and the contractor agrees in no way should these coverages, limits or endorsements required be relied upon when assessing the extent or determining appropriate types and limits of coverage to protect the contractor against any loss exposures, whether as a result of the project or otherwise.

6. **INVOICING/ORDERING**

a. The vendor will be provided with a purchase order number shortly after the award is made and prior to the vendor providing services. This purchase order number must be referenced on all invoices to insure timely payments. Invoices may be submitted by postal mail, although the preferred method is by e-mail. KCDC reserves the right to make changes in its invoicing needs as policies change or are adjusted.

b. Invoices will include a breakdown by property name of the number of calls received during the billing period. If pricing is based on per minute charges, the vendor will additionally include the total number of minutes for each property

7. **LENGTH OF AWARD**

The length of the contract will initially be 12 months. The contract will have four one-year optional renewals that can be exercised upon KCDC's request.

8. **PRICE STRUCTURE**

a. At the end of the contract term, the successful vendor may request a price increase. Price increase requests must be accompanied by proof of increased cost to the successful vendor. KCDC may, at its option:

1. Accept the proposed price increase.
2. Reject the proposed price increase.
3. Suggest an alternative price increase.

- b. If KCDC rejects a proposed price the successful vendor may:
 - 1. Continue with the existing pricing.
 - 2. Suggest an alternative price increase.
 - 3. End the contract.
- c. Price decreases are allowed at any time with or without notice.
- d. While the successful vendor may offer other services, only those specifically awarded are “on contract.” Other services offered are not covered by the award and can only be procured through specific purchase orders identifying the special services to be offered and the price for them. KCDC’s normal procurement thresholds will apply.

9. **QUESTIONS**

Questions pertaining to this document should be submitted to purchasing@KCDC.org at least five days prior to the due date via email with “Questions about Answering Services” in the subject line.

10. **SECTION 3 OF THE HUD ACT OF 1968**

Section 3 is a provision of the Housing and Urban Development Act of 1968 which requires that programs of direct financial assistance administered by the U.S. Department of Housing and Urban Development (HUD) provide, to the greatest extent feasible, opportunities for job training and employment to lower income residents in connection with projects in their neighborhoods. Further, to the greatest extent feasible, contracts in connection with these projects are to be awarded to local businesses. Section 3 is a tool for fostering local economic development, neighborhood economic improvement and individual self-sufficiency.

- a. Recipients and vendors must make a good faith effort to utilize Section 3 area residents as trainees and employees in connection with the project. Targeted recruitment and the selection of Section 3 area residents for available positions are two examples of good faith efforts to meet this requirement.
- b. Recipients and vendors must make a good faith effort to award contracts to Section 3 business concerns for work in connection with the project. An example of a good faith effort to meet this requirement is the implementation of an affirmative action plan, which includes targets for the number and dollar value for awarding contracts to Section 3 business concerns.
- c. Recipients and vendors must keep records and submit reports to HUD documenting the good faith efforts taken and the results of these actions. Examples of such documentation include letters to community organizations, employment development and business development centers, copies of solicitations for bids or proposals; and copies of affirmative action plans.
- d. How can businesses find Section 3 residents to work for them? By recruiting in the neighborhood and public housing developments to tell about available training and job opportunities. Distributing flyers, posting signs, placing ads, and contacting resident organizations and local community development and employment agencies to find potential workers are a few effective ways of getting jobs and people together.

- e. All contracts awarded are subject to Section 3 requirements. Vendor shall seek to fill any and all position that are needed and unfilled with residents of KCDC communities. For additional information, please go to <http://www.hud.gov/offices/fheo/section3/Section3.pdf>. The successful vendor will supply KCDC with job announcements for any position that must be filled as a result of the award of KCDC work. Additionally the successful vendor will supply the same job announcement to the Knoxville-Knox County Committee Action Committee's Workforce Connections group. These can be faxed to 544-5269.
- f. A Section 3 resident is one who lives within a public housing authority's site. It is also people who live in an area with a HUD assisted program and whose income is below HUD's low income requirements.
- g. A Section 3 business is one that:
 - 1. Is at least 51% owned by a Section 3 resident; or
 - 2. Employs Section 3 residents for at least 30% of its employee base; or
 - 3. Makes a commitment to sub contract at least 25% of the project's dollars to a Section 3 business.

11. **SUBCONTRACTORS**

- a. Subcontractors must be approved by KCDC prior to beginning work. They must not be on the Debarment List as published by the United States Department of Housing and Urban Development.
- b. Vendors may not use the services of other vendors/subcontractors not named in the quote without prior written permission from KCDC. The vendor shall be completely responsible for the actions of its subcontractors, the same as if the vendor directly employed them.
- c. Subcontractors must also carry the same insurance coverages as outlined herein.

THIS AND THE PREVIOUS PAGES DO NOT NEED TO BE RETURNED.

| General Information about the Vendor | |
|--|--|
| Sign Your Name to the Right of the Arrow → | |
| Printed Name and Title → | |
| Company Name → | |
| Street Address → | |
| City/State/Zip → | |
| Contact Person (Please Print Clearly) → | |
| Telephone Number → | |
| Fax Number → | |
| Cell Number → | |
| Vendor's e-mail address (Please Print Clearly) → | |
| <p>Please acknowledge addenda have been issued by checking below as appropriate:</p> <p>None: <input type="checkbox"/> Addendum 1 <input type="checkbox"/> Addendum 2 <input type="checkbox"/> Addendum 3 <input type="checkbox"/> Addendum 4 <input type="checkbox"/> Addendum 5 <input type="checkbox"/></p> <p>Addenda are not mailed but posted at www.kcdc.org. Click on "Doing Business With KCDC" and then on "Open Solicitations" to find addenda. Please check for addenda prior to submitting a bid.</p> | |
| Statistical Information | |
| <p>This business is owned & operated by persons at least 51% of the following ethnic background</p> | |
| White ¹ <input type="checkbox"/> | Black ² <input type="checkbox"/> |
| Hispanic ⁴ <input type="checkbox"/> | Asian/Pacific ⁵ <input type="checkbox"/> |
| | Native Americans ³ <input type="checkbox"/> |
| | Hasidic Jew ⁶ <input type="checkbox"/> |
| <p>As defined on KCDC's webpage (see the "General Instructions to Vendors"), this business qualifies as being:</p> | |
| Small Business <input type="checkbox"/> | Section 3 <input type="checkbox"/> |
| | Woman Owned <input type="checkbox"/> |
| <p>Cost per Month for Base Service Described Herein</p> | |
| | \$ |
| Detail All Other Costs | |
| Other: | \$ |
| Other: | \$ |
| Other: | \$ |
| | \$ |

The undersigned agrees that the following conditions are or will be met.

NON-COLLUSION AFFIDAVIT

1. Vendor fully understands the preparation and contents of the attached offer and of all pertinent circumstances respecting such offer;
2. Such offer is genuine and is not a collusive or sham offer;
3. Neither the said vendor nor any of its officers, partners, owners, agents, representatives, employees or parties interest, including this affiant, has in any way colluded conspired, connived or agreed, directly or indirectly, with any other responder, firm, or person to submit a collusive or sham offer in connection with the contract or agreement for which the attached offer has been submitted or to refrain from making an offer in connection with such contract or agreement, or collusion or communication or conference with any other firm, or, to fix any overhead, profit, or cost element of the offer price or the offer price of any other firm, or to secure through any collusion, conspiracy, connivance, or unlawful agreement any advantage against KCDC or any person interested in the proposed contract or agreement; and
4. The price or prices quoted in the attached offer are fair and proper and are not tainted by any collusion, conspiracy, connivance, or unlawful agreement on the part of the firm or any of its agents, representatives, owners, employees, or parties in interest, including this affiant.

AFFIDAVIT OF ELIGIBILITY

1. The vendor is not ineligible for employment on public contracts as a result of a conviction or guilty plea or a plea of nolo contendere to violations of the Sherman Anti-Trust Act, mail fraud or state criminal violations with a contract let by the State of Tennessee or any political subdivision of the State of Tennessee.
2. No commissioner or officer of KCDC or other person whose duty it is to vote for, let out, overlook or in any manner superintend any of the work for KCDC has a direct interest in the responder.

CONFLICTS OF INTEREST CERTIFICATION

No employee, officer or agent of the grantee or subgrantee shall participate in selection, or in the award or administration of a contract supported by Federal funds if a conflict of interest, real or apparent, would be involved. Such a conflict would arise when:

1. The employee, officer or agent,
2. Any member of his immediate family,
3. His or her partner, or
4. An organization which employs, or is about to employ, any of the above, has a financial or other interest in the firm selected for award.

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Solicitation Document B Affidavits-Continued

The grantee's or subgrantee's officers, employees or agents will neither solicit nor accept gratuities, favors or anything of monetary value from vendors, potential vendors, or parties to subagreements.

By submission of this form, the vendor is certifying that no conflicts of interest exist.

The undersigned hereby acknowledges receipt of the above applicable laws and verifies that the bid submitted in response to this solicitation is in full compliance with the listed requirements.

| ITEM | RESPONSE |
|--|----------|
| Signed by _____→ | |
| Printed Name _____→ | |
| Title _____→ | |
| Subscribed and sworn to before me this date _____→ | |
| By (Notary Public) _____→ | |
| My Commission Expires on _____→ | |

Certifications and Representations of Offerors
Non-Construction Contract

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

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/offerors 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:

1. EXPERIENCE:

| | | |
|--|------------------------------|-----------------------------|
| Years in business | | |
| Years in business under this name | | |
| Years performing this type of work | | |
| Total number of Business Clients | | |
| Value of work now under contract | \$ | |
| Value of work in place last year | \$ | |
| Percentage (%) of work usually self-performed (not sub contracted) | | |
| Has your firm: | | |
| Failed to complete a contract? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Been involved in bankruptcy or reorganization? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Pending judgment claims or suits against firm? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

2. PERSONNEL, EQUIPMENT & MATERIALS:

| | | |
|---|-----------------|------------------|
| How many total employees does your company employ | | |
| Area | Fulltime | Part Time |
| Clerical | | |
| Operators | | |
| Supervisors | | |
| Other resources: | | |
| | | |

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Solicitation Document E References

Provide client references as similar as possible to this work. A firm may only be listed as a reference once-even if you have done multiple jobs for them.

One

| | | | |
|-------------------------------------|--|----------------|--|
| Name of the business | | | |
| Contact person | | | |
| Contact person title | | | |
| Contact person's telephone number | | | |
| Contact person's email address | | | |
| Description of the service provided | | | |
| Contract began | | Contract ended | |
| Number of Residents Served | | | |

Two

| | | | |
|-------------------------------------|--|----------------|--|
| Name of the business | | | |
| Contact person | | | |
| Contact person title | | | |
| Contact person's telephone number | | | |
| Contact person's email address | | | |
| Description of the service provided | | | |
| Contract began | | Contract ended | |
| Number of Residents Served | | | |

Three

| | | | |
|-------------------------------------|--|----------------|--|
| Name of the business | | | |
| Contact person | | | |
| Contact person title | | | |
| Contact person's telephone number | | | |
| Contact person's email address | | | |
| Description of the service provided | | | |
| Contract began | | Contract ended | |
| Number of Residents Served | | | |

After Hours Answering Service Q1440

Appendix A Call Contacts

KCDC AFTER-HOURS EMERGENCY CONTACTS

In all cases, if On-call person, maintenance staff or managers cannot be reached, contact Sean Gilbert at 755-5953.

| <u>PROPERTY NAME</u> | <u>ON-CALL #</u> | <u>IF NO RESPONSE, MAINTENANCE STAFF AND/OR MANAGERS TO CALL</u> |
|--|------------------|---|
| Austin Homes/The Vista at Summit Hill | 755-6038 | Manager: Adronicus Thomas 755-5990 |
| Autumn Landing (formerly Virginia Walker) | 740-3378 | Manager: Kristie Toby 755-5989 |
| Cagle Terrace | 661-4838 | Maint. Supervisor: Larry Medley 755-6026, Manager: Darlene Thomson 755-5961 |
| Isabella Towers | 679-3993 | Manager: Becky Fetters 389-6012 |
| Lonsdale Homes | 661-4834 | Managers: Jack Haynes 388-0115, Linda Jeter 755-5965 |
| Guy B. Love Towers | 661-4836 | Manager: Steve Ellis 755-5988 |
| Montgomery Village/The Verandas on Flenniken | 755-6029 | Maint Staff: Mike Givens 740-1378, Mgrs: Bill Clanton 755-5960, James Pruitt 755-5964 |
| Nature's Cove (formerly Bakertown Apts.) | 740-3378 | Manager: Kristie Toby 755-5989 |
| North Ridge Crossing/Valley Oaks Apartments | 679-3991 | Managers: Darrell Lindsey 740-6763, Vickie Worrell 755-5985 |
| Northgate Terrace/The Manor at Northgate | 388-1705 | Manager: Terri Evans 755-5994 |
| Walter P. Taylor Homes/Lee Williams Complex/ The Residences at Eastport/Five Points Duplexes/ Five Points Family Multiplexes | 661-4837 | Managers: Kim Clark 755-5974, Rhonda Harris 755-5959 |
| Western Heights/Mechanicsville/ Passport Homes & Residences | 661-4833 | Managers: Sam Chambers 755-5954, Lisa Weddle 755-5957 |

Last Updated 6/1/14

After Hours Answering Service Q1440

Appendix B High Rise Properties After Hours Emergency Call Handling procedures

KCDC HI-RISE PROPERTIES AFTER-HOURS EMERGENCY CALL HANDLING

Maintenance staff will respond to the following situations:

Commode - Overflowing or Continuing to run (Only if one toilet in unit)

Commode - Stopped up (Only if one toilet in unit)

Sewage backing up in tub or any sinks

Water Heater – Leaks in pipes or water heater unit

Water Heater - No Hot Water (only on Friday thru Sunday)

Water Leaks/Flooding – Interior Only

Furnished Appliances (Stoves, Refrigerators) - Shocks resident or sparks occurring from appliance

Refrigerators - Only on weekend or holiday, (includes Friday night for weekends)

No Heat -Only if outside temperature is below 50degrees or falling

A/C – High-rises and Eastport - Resident must be on oxygen or must be 2 days or more weekend or holiday with temps over 90 degrees

No Power to unit - Only after resident has contacted KUB to verify no area outage - Answering service to provide KUB number for resident to call.

Elevators - Only if **all** elevators in building are not working

High Rise Main Entrance Doors not operable

Garbage Chutes stopped up (Weekends only)

Major Damages from Fire - Any calls from Fire Department

Major Damages from Wind - Roof/Windows damaged causing leaks inside unit.

Lock outs- Only if before 10:00pm. Resident must be able to have in possession supporting documents assuring they are on lease for this unit. Resident must agree to a **\$75 fee** for this service.

Welfare Checks - Person calling **must call 911 first** and KCDC will only respond after call from Emergency Services, Fire Dept. or Police Dept. is made to KCDC Emergency number.

NOTE: High-Rise locations are Northgate Terrace, Cagle Terrace, Love Towers and Isabella Towers.

Revised 8/16/13

After Hours Answering Service Q1440

Appendix C Family Style Properties After Hours Emergency Call Handling procedures

KCDC FAMILY-STYLE PROPERTIES AFTER-HOURS EMERGENCY CALL HANDLING

Maintenance staff will respond to the following situations:

Commode - Overflowing or Continuing to run (Only if one toilet in unit)
Commode - Stopped up (Only if one toilet in unit)
Sewage backing up in tub or any sinks
Water Heater – Leaks in pipes or water heater unit
Water Heater - No Hot Water (only on Friday thru Sunday)
Water Leaks/Flooding – Interior Only

Furnished Appliances (Stoves, Refrigerators) - Shocks resident or sparks occurring from appliance
Refrigerators - Only on weekend or holiday, (includes Friday night for weekends)

No Heat -Only if outside temperature is below 50degrees or falling
A/C Not Working – None dispatched for Family-style properties **(with the exception of Eastport, which is all elderly)**. Family-style residents will need to call their Management office Monday thru Friday during business hours.

No Power to unit - Only after resident has contacted KUB to verify no area outage - Answering service to provide KUB number for resident to call.
Gas Leaks - Any reported smell at locations of Austin, Taylor, Lee Williams, North Ridge, Passport Homes, Passport Residences, KHDC, and Mechanicsville. Resident must supply Street Address.

Elevator not working – Autumn Landing Only

Major Damages from Fire - Any calls from Fire Department
Major Damages from Wind - Roof/Windows damaged causing leaks inside unit.

Lock outs- We will not respond to Lock Outs after regular business hours. Residents will need to call their Management office Monday thru Friday during business hours.

Welfare Checks - Person calling must call 911 first and KCDC will respond after call from Emergency Services, Fire Dept. or Police Dept. is made to KCDC Emergency number.

Revised 8/16/13

