



Atlanta Housing Authority

Solicitation Type & Number	RFP# 2010-0059
Solicitation Title	<i>Telephone Systems Maintenance and Service Agreement</i>
AHA Website Post Date	Tuesday, March 30, 2010
Pre-Proposal Conference Date, Time, Location	Monday, April 5, 2010 at 10:00 A.M. AHA The Willow Room 230 John Wesley Dobbs Avenue, NE, 2 nd Floor Atlanta, Georgia 30303-2421
Request for Clarification / Questions Deadline	Thursday, April 8, 2010 at 12:00 P.M.
Proposal Due Date and Time	Thursday, April 22, 2010 at 10:00 A.M.
AHA Operating Days / Hours (except for Holidays)	Monday through Friday 8:00 A.M. – 5:00 P.M. Eastern Standard Time

DIRECT INQUIRIES TO...

Point of Contact	Shirley A. Green
Title	Acquisition Services Analyst
E-Mail Address	shirley.green@atlantahousing.org
Fax Number	(404) 888-6092

Respondents are responsible for reading this solicitation and all exhibits, in its entirety, as updates and revisions have been added. By submitting a response to this solicitation, the Respondent acknowledges that it has read the entire document, including any issued addenda, and is responding with full knowledge of all terms, conditions and requirements as set forth.

Vona R. Cox
Vice President, Acquisition & Management Services

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RFP EXHIBITS

EXHIBIT A

Fee Proposal Form

EXHIBIT B

Current Core Hardware Listing

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HUD Form 5369 – B - Instructions to Offerors – Non-Construction

HUD Form 5369 – C - Certifications and Representations of Offerors Non-Construction Contract

EXHIBIT D

Subcontractor Data Form

EXHIBIT E

Section 3 Self-Certification Form

EXHIBIT F

Section 3 Action Plan

EXHIBIT G

Equal Employment Opportunity (“EEO”) Statement

EXHIBIT H

Principal Personnel Disclosure Statement Certification and Instructions

EXHIBIT I

Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion

EXHIBIT J

Performance Record of Responsibility

EXHIBIT K

Addenda Acknowledge Form (if applicable)

EXHIBIT L

Form W-9 - Request for Taxpayer Identification Number and Certification (Rev. October 2007)

EXHIBIT M

AHA Property Listing

NOTE 1:

All forms are available in Adobe's PDF format for viewing and printing. To view and use the forms you must install **Adobe Acrobat Reader** on your computer. *Acrobat 5.0 (minimum) is required for all fillable forms.*

SECTION 1 – OVERVIEW AND SCOPE OF WORK

1.1 Purpose of Procurement

It is the intent of the Housing Authority of the City of Atlanta, Georgia (“AHA”) to enter into a full maintenance and service agreement with one or more qualified Firm(s) to provide direct support for AHA’s telephone system.

The successful Firm shall possess specialized experience for the internal Avaya-based phone switching systems and dependent hardware solutions that provide service to our end-users and subscribers. The successful Firm shall provide all personnel, equipment, transportation and supplies as required in accordance with the requirements stated herein.

1.2 About The Housing Authority of the City of Atlanta, Georgia (“AHA”)

The Housing Authority of the City of Atlanta, Georgia (“AHA”), a public body corporate and politic created under the Housing Authorities Laws of the State of Georgia, is a diversified real estate company with a public mission and purpose. AHA meets its mission by deploying its assets to facilitate affordable housing opportunities for low-income, elderly and disabled households in the City of Atlanta. AHA has broad corporate powers including but not limited to, the power to acquire, manage, own, operate, develop and renovate housing, invest and lend money, create for-profit and not-for-profit entities, administer vouchers, issue bonds for affordable housing purposes and develop commercial, retail and market rate properties that benefit affordable housing. Many of AHA’s programs are funded, in part, and regulated by the U. S. Department of Housing and Urban Development (“HUD”) under the provisions of the U.S. Housing Act of 1937, as amended, and as modified by AHA’s Moving to Work Agreement dated September 23, 2003, as amended and restated effective as of November 13, 2008 and as further amended effective as of January 16, 2009 (“MTW Agreement”). Today, AHA is the largest housing agency in Georgia and one of the largest in the nation, serving approximately 50,000 people. To learn more about AHA and its history, mission and business plan, Respondents are encouraged to visit AHA’s website www.atlantahousing.org.

1.3 Scope of Work and Specific Requirements

The successful Firm shall possess specialized experience of the internal Avaya-based phone switching systems and dependant hardware solutions that provide service to our end users and subscribers. The Firm will provide services to include troubleshooting, maintenance, monitoring and researching resolutions for the Avaya-based voice and data platform and any other platform that may be included in AHA’s voice and data systems during the term of the contract with the successful Firm. AHA’s current Core Hardware Systems are identified in **Exhibit B – Current Core Hardware Listing**.

Additionally, the successful Firm shall provide assistance and support of any planned upgrades including equipment purchases, evaluation of benefits of new hardware, sourcing, recommendations and negotiating costs for the current and planned voice systems.

- A. Services will be provided between the hours of 8:00 A.M. and 5:00 P.M. The Firm will provide maintenance support within two hours of notification. The Firm will provide support outside of normal business hours at the agreed upon rate of costs.
- B. The Firm will also provide for the items listed in **Exhibit B – Current Core Hardware Listing**, direct replacement of any specific hardware that does not function as it was designed to. The replacement hardware should be of the same type and features of any

component needing replacement. The hardware should arrive and be installed in an acceptable timeframe as to not impair or cause downtime to AHA's phone system. The Firm will recommend upgrades on existing software and hardware and upon request for replacement, new or upgraded software and hardware, will recommend compatible software and hardware to comply with the needs of AHA.

- C. Remote monitoring on a daily schedule of the equipment listed in **Exhibit B – Current Core Hardware Listing** as well as provide immediate support to any failures and alarms that could, or as a reflection of outages can, cause the voice communications systems to fail in delivering expected services to our subscribers.
- D. In the event extraordinary maintenance is needed, AHA will notify the Firm and arrange an immediate on-site meeting. Based upon the findings, the Firm will prepare a detailed proposal for the repair which will include labor hourly rates as provided on the Fee Proposal Form (**Exhibit A**) by labor classification, the number of hours required to resolve the issue, direct cost of parts with no markup, the expected schedule of completion and warranty information for both parts and labor. AHA reserves the right to negotiate the total cost of the work. *Please be reminded that AHA is a tax-exempt organization and pays no State or local sales taxes and accordingly should not be included on total cost for work.*
- E. **Services must be performed by Avaya-certified technicians.** Response time by Avaya technician will be two hours maximum during the business day (8:00 AM – 5:00 PM) and within three hours during evenings and weekends. Replacement parts may be loaner or temporary until a certified, new part is available. The Firm shall offer alternate solutions should the repair exceed six business hours.

SECTION 2 – SCHEDULE AND COMMUNICATIONS

2.1 Schedule of Events

The following Schedule of Events represents AHA's estimate of the timetable that will be followed in connection with this solicitation:

EVENTS	DATE AND/OR TIME
1. RFP Posted on AHA's website*	Tuesday, March 30, 2010
2. Pre-Proposal Conference	Monday, April 5, 2010 at 10:00 A.M. EST
3. Deadline for Questions and/or Comments	Thursday, April 8, 2010 by 12:00 P.M EST
4. Proposal Due Date and Time	Thursday, April 22, 2010 at 10:00 A.M. EST

* Solicitation available on AHA's website for download

NOTE: AHA reserves the right, at its sole discretion, to adjust this Schedule of Events as it deems necessary. If necessary, AHA will communicate adjustments to any event in the Schedule of Events in the form of an addendum to this RFP. Addenda to this RFP will only be issued and posted on AHA's website at <http://atlantahousing.org/business/vendors/index.cfm?Fuseaction=contracting>. Addenda **will not** be mailed to potential Respondents. It is the responsibility of the Respondent to monitor AHA's website for any addenda issued. Each Respondent must acknowledge all addenda issued so as to ensure that addenda are considered in their proposal response by completing **Exhibit K: Addenda Acknowledgement Form**. This Form must be submitted with the Respondent's response to this Request for Proposals. Failure to include the Form in the proposal response may subject your Firm to disqualification. (See **Exhibit K - Addenda Acknowledge Form**).

- A. **Submission Requirements:** An **original and five (5) copies** of proposals are due on or before, **Thursday, April 22, 2010 at 10:00 A.M.** Proposals must be submitted no later than the Proposal Due Date and Time. A late proposal will only be considered as set forth in **Exhibit B - HUD Form-5369-B**, Paragraph 6.
- B. Respondents shall submit **one electronic (or soft) copy** of their proposal on CD-ROM or DVD. The electronic version of the proposal shall contain a single file containing the proposal utilizing Microsoft Office 2003 or 2007 software or utilizing a PDF format. The contents of the CD shall be an exact submission of the hard copy of the proposals (i.e., documents should bear signatures, where applicable and be filled out entirely). The CD-ROM or DVD shall be submitted to AHA at the same time as the hard copy submittals required under this Section.
- C. A **Pre-Proposal Conference** will be held at **10:00 A.M., Monday, April 5, 2010** at AHA, 230 John Wesley Dobbs Avenue, NE, 2nd Floor, Willow Room, Atlanta, Georgia 30303-2421. Attendees should bring a copy of this solicitation to the Conference.

2.2 Communications

In order to maintain a fair and impartial competitive process, AHA shall avoid private communication concerning this procurement with prospective Respondents during the entire procurement process. Please respect this policy and do not attempt to query AHA personnel regarding this RFP.

AHA will receive requests for additional information and/or clarification relative to this solicitation between Tuesday, March 30, 2010 and 12:00 Noon, Thursday, April 8, 2010. Questions must be submitted in writing via facsimile to the attention of Shirley A. Green, Acquisition Services Analyst at 404-888-6092 or via email at shirley.green@atlantahousing.org. AHA **will not** receive requests for information after the date stated above. Responses to these requests will be addressed in writing and issued as an addendum to this RFP. Unless an answer or information is provided by AHA in writing as part of an addendum, such information shall have no effect and may not be relied upon by the Respondent.

All requests for information or clarification and claims pertaining to this solicitation must be addressed in writing to:

Shirley A. Green, Acquisition Services Analyst
The Housing Authority of the City of Atlanta, Georgia
Acquisition & Management Services
230 John Wesley Dobbs Avenue, NE, 5th Floor
Atlanta, Georgia 30303-2421
Fax: (404) 888-6092
Email: shirley.green@atlantahousing.org

NOTE: All inquiries must be received no later than 12:00 Noon Eastern Standard Time, Thursday, April 8, 2010.

It is the responsibility of the Respondent to monitor AHA's website for any addenda issued. Each Respondent must acknowledge all addenda issued on AHA's website so as to ensure that addenda are considered in their proposal response (see **Exhibit K - Addenda Acknowledge Form**).

SECTION 3 – PROPOSAL SUBMISSION

3.1 Submission of Proposals

- A. All proposals (**an original and five (5) copies** and **one soft copy** on CD-ROM or DVD – see Section 2.1.B., above) shall be enclosed in an envelope/box, securely sealed, and clearly labeled as follows:

PROPOSAL DOCUMENTS

Name of Respondent

Telephone Systems Maintenance and Service Agreement

RFP# 2010-0059

Thursday, April 22, 2010 at 10:00 A.M.

NOTE: Please mark all originals as '**ORIGINAL**' and all copies as '**COPY**'.

- B. All proposals transmitted by mail or hand delivered shall be addressed with the same information to:

Shirley A. Green, Acquisition Services Analyst
The Housing Authority of the City of Atlanta, Georgia
Acquisition & Management Services
230 John Wesley Dobbs Avenue, NE, 5th Floor
Atlanta, Georgia 30303-2421

- C. Each proposal and all materials submitted to AHA in response to this RFP shall become the property of AHA. Selection or rejection of a proposal does not affect this right.
- D. Submittal of proposals by facsimile or email transmission is not acceptable, and any proposal so transmitted will be rejected as non-responsive.

3.2 Mandatory Submittals

The following Mandatory Submittals that must be included as a part of the proposal and received by the due date and time are:

MANDATORY SUBMITTALS
Exhibit A - Fee Proposal Form
Exhibit C - HUD Form 5369-C: Certifications and Representations of Offerors Non-Construction Contract
Exhibit D - Subcontractor Data Form
Exhibit E - Section 3 Self-Certification Form
Exhibit F - Section 3 Action Plan
Exhibit G - Equal Employment Opportunity ("EEO") Statement
Exhibit H - Principal Personnel Disclosure Statement Certification and Instructions
Exhibit I - Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion
Exhibit J - Performance Record of Responsibility
Exhibit K - Addenda Acknowledge Form (if applicable)
Exhibit L - Form W-9 - Request for Taxpayer Identification Number and Certification (Rev. October 2007)

NOTE 1: *Forms shall be completed, signed, and notarized where required or marked “Not Applicable” where appropriate.*

NOTE 2: *All forms are available in Adobe's PDF format for viewing and printing. To view and use the forms you must install **Adobe Acrobat Reader** on your computer. Acrobat 5.0 (minimum) is required for all fillable forms.*

3.3 Proposal Format and Structure

The proposals (**an original and five (5) copies**) shall be submitted in a suitable binder with no loose documents, securely bound with tabs clearly identifying each section presented below and properly identified in a table of contents. The sections are as follows:

- A. Letter of Interest
- B. Methodology
- C. Knowledge & Experience
- D. Staffing & Qualifications
- E. Fee Proposal
- F. Commitment to Diversity
- G. Mandatory Forms

Proposal responses should not exceed **fifty (50)** pages, excluding résumés, Fee Proposal Form, Mandatory Forms and any other applicable exhibits specifically requested by AHA within this solicitation. **Respondents are cautioned that if their Proposal exceeds the page limitation, AHA will evaluate up through the permitted number of pages only. Information contained on pages beyond that limit will not be considered.** Brevity with respect to proposals is strongly encouraged. The Evaluation Committee will look favorably upon succinct and direct language.

All information must be incorporated into a response to a specific requirement and clearly referenced. Any information not meeting these criteria will be deemed extraneous and will in no way contribute to the evaluation process.

A page is considered to be one side of a single side of an 8½” x 11” paper, single spaced, using not smaller than an 11 point font, and containing margins at the top, bottom and sides of no less than one inch in width. Foldouts containing charts, spreadsheets, and oversize exhibits are permissible and will be included in page count. AHA will allow a font size no smaller than 9 point for information included in tables and charts **only**. **All proposal pages must be consecutively numbered.**

Note: *Emphasis should be placed on conformity to AHA's instructions, requirements of this RFP, and completeness and clarity of content.*

SECTION 4 – EVALUATION AND AWARD

The proposal evaluation process is designed to award the contract, not necessarily to the Respondent of least cost, but rather to the Respondent submitting the most advantageous proposal (i.e., the best combination of qualifications and experience, technical approach, and cost), based upon the evaluation factors specifically established within this RFP.

All proposals shall set forth full and accurate information in response to all evaluation factors in the order listed below to be considered responsive. Proposals will be evaluated based on the responsiveness of the Respondent's information to the Evaluation Factors which will demonstrate the Respondent understands of the Evaluation Factors.

The maximum points that shall be awarded for each of the Evaluation Factors are detailed and described below.

A.	Letter of Interest	0 Points
B.	Methodology/Technical Approach	20 Points
C.	Knowledge and Experience	40 Points
D.	Staffing and Qualifications	30 Points
E.	Fee Proposal	10 Points
F.	Commitment to Diversity	0 Points

Maximum Possible Points = 100 points

4.1 Evaluation Factors and Points

The maximum points that shall be awarded for each of these categories are detailed below.
Note: *Categories with 0 points are REQUIRED to be addressed as a part of your proposal.*

Respondents must provide all of the following information to be considered responsive.

Proposals will be evaluated based on the following Evaluation Factors:

EVALUATION FACTOR A

Letter of Interest

0 Points

The Letter shall include the following:

- i. Statement of Team/Firm's interest in working with AHA;
- ii. Summary of how the Team/Firm is responsive to AHA's requirements related to experience, qualifications, and professional expertise;
- iii. Details of Team/Firm's workload and ability to be responsive to AHA requirements; and
- iv. Identify the name and signature of an authorized representative of the Team/Firm authorized to negotiate services and cost with AHA. Include their phone and fax numbers and email address.

EVALUATION FACTOR B

Methodology/Technical Approach

20 Points

The proposed Project Approach must demonstrate the Respondent's clear understanding of the requirements in performing the required services. The Respondent's proposal must illustrate the capability and capacity to timely execute the services.

SUBFACTORS	WEIGHT
B1. The Respondent's proposal response must address the requirements of the RFP and provide a quality approach to providing the services outlined in the RFP.	15 points
B2. Identify Respondent's ability to troubleshoot and repair existing infrastructure.	5 points
EVALUATION FACTOR B TOTAL	20 points

EVALUATION FACTOR C

Knowledge and Experience

40 Points

SUBFACTORS	WEIGHT
C1. Provide a detailed narrative of the Firm's qualifications demonstrating a minimum of five years experience in providing the required services which can be documented through the references/work experience.	15 points
C2. Provide a narrative of the firm's experience in providing service to Avaya-based hosted telephone systems within a quasi-governmental agency. <u>Avaya Gold Level Partnership is a minimum requirement.</u>	25 points
EVALUATION FACTOR C TOTAL	40 Points

EVALUATION FACTOR D

Staffing and Qualifications

30 Points

This evaluation factor will score the Respondent's qualifications, capacity and experience of Respondent and key members of the Team identified for specific jobs assigned to the AHA contract.

SUBFACTOR	WEIGHT
D1. Provide overall staffing approach to support the required deliverables to AHA.	20 Points
D2. Provide detailed information on staff, Contractor/Consultant and Sub-contractors related to requirements identified in the RFP, specifically work on pertinent projects with similar size and scope.	10 Points
EVALUATION FACTOR D TOTAL	30 Points

EVALUATION FACTOR E

Fee Proposal Form

10 Points

Respondent shall include a fixed monthly cost for routine maintenance, monitoring and servicing as well as loaded hourly rates by staff position for Avaya Certified Technicians utilizing the Fee Proposal Form identified in **Exhibit A – Fee Proposal Form**. Fixed fees and hourly rates shall include all labor, administrative expenses, travel expenses, equipment, materials, profit and overhead necessary to perform routine maintenance work under the terms and conditions of this solicitation. Additionally, the Respondent shall provide loaded hourly rates by staff position for Avaya Certified Technicians for Non-Routine, Extraordinary and/or Emergency work.

SUBFACTOR	WEIGHT
E1. Provide loaded costs for equipment on Exhibit B – Current Core Hardware Listing as well as Avaya-certified technician hourly rates. The Respondent shall utilize Exhibit A – Fee Proposal Form to state all fees.	10 points
EVALUATION FACTOR E TOTAL	10 points

EVALUATION FACTOR F

Commitment to Diversity

0 Points

Indicate any past or current successes and/or proposed activities relating to Section 3 and MBE/WBE initiatives.

The establishment, application and interpretation of the above evaluation criteria shall be solely within the discretion of AHA.

MAXIMUM TOTAL POSSIBLE POINTS.....

100 POINTS

4.2 Evaluation and Award Process

An evaluation committee shall be established to evaluate proposals based solely on the evaluation factors set forth in the RFP. Factors not specified in the RFP will not be considered. AHA reserves the right to waive any minor irregularities or technicalities in the proposals received. Proposals shall be evaluated on an individual basis against the requirements stated in the RFP.

After evaluations, the committee will determine a competitive range. The competitive range includes the proposals that have a reasonable chance of being selected for award considering both the technical aspects and cost of the proposal. AHA may negotiate with the Respondents who fall within the competitive range. If required, only those Respondents within the competitive range will be selected for an oral presentation, interview, and/or site visit. The presentation/interview process will be arranged to assist the evaluation committee in differentiating those Respondents within the competitive range. Points will be deducted from the Respondent's preliminary score as deemed necessary by the evaluation committee. In the case where proposals are scored equally, price shall be the determining factor.

AHA reserves the right to negotiate the final scope of services, price, schedule and any and all aspects of this solicitation with all Respondents in the competitive range. Once negotiations are complete, AHA shall establish a common date and time for the submission of best and final offers. If a Respondent does not submit a notice of withdrawal of its offer, or a best and final offer, the Respondent's immediate previous offer shall be construed as its best and final offer.

The best and final offers shall be evaluated in essentially the same manner as the initial offers. The contract shall be awarded to the responsible firm whose qualifications, price and other factors considered, are the most advantageous to AHA.

AHA reserves the right to award this contract to one Respondent, to make multiple awards and to award without discussions.

4.3 Responsibility Determination

Based on the scope size, complexity and potential risk to AHA, the following processes will be followed to determine and document Respondent responsibility. Respondents who after proposal evaluation make the competitive range may be asked to submit additional information. Failure by the Respondent to provide such additional information within the allotted time may render the Respondent ineligible for award.

AHA shall make an assessment of the Respondent's responsibility, that is, whether in the opinion of AHA the Respondent is capable of undertaking and completing the RFP scope of work delineated within this RFP in a satisfactory manner. AHA will award a contract only to responsible Respondent's that have the ability to successfully perform under the terms of this RFP. AHA's determination includes an assessment of the Respondent's technical resources/ability to perform the scope of work in accordance with the RFP requirements. The responsibility determination also includes consideration of a Respondent's integrity, compliance with public policy, past performance with AHA (if any), and eligibility to perform government work (e.g., debarment/suspension from any Federal, State, or local government).

A. Technical Resources/Ability

All Respondents shall fully complete and submit a *Performance Record of Responsibility Form* (see **Exhibit J**). AHA will conduct a survey relating to the Respondent's record of performance on past and present projects that are similar to the scope of work identified in this RFP, which may include services/projects not identified by the Respondent. AHA will make a finding of the Respondent's Technical Resources/Ability to perform the RFP scope of work based upon the results of the survey.

A Respondent will be determined responsible if AHA determines that the results of the Technical Resources/Ability survey reflect that the Respondent is capable of undertaking and completing the RFP scope of work in a satisfactory manner.

SECTION 5 - CONTRACT PERFORMANCE

The Contractor shall be responsible for the completion of all work set out in the contract. All work is subject to inspection, evaluation, and acceptance by AHA. AHA may employ all reasonable means to ensure that the work is progressing and being performed in compliance with the contract. At all reasonable times, AHA may inspect those areas of the Contractor's place of business that are related to the performance of the contract. If AHA requires such an inspection, the Contractor shall provide reasonable access and assistance.

5.1 Contract Period (Initial and Option Terms)

The Initial Term of the contract shall be from the effective date of the Contract (i.e., the date on which the original Contract is executed by AHA) until June 30, 2012. AHA's fiscal year is from July 1st through June 30th. AHA has a right to renew the Contract for three (3) terms, with each term not to exceed one year, which options shall be exercisable at the sole discretion of AHA. Renewal will be accomplished through the issuance of a Contract Extension Letter. In the event that the contract, if any, resulting from the award of this RFP shall terminate or be likely to terminate prior to the making of an award for a new contract for the identified products and/or services, AHA may, with the written consent of the awarded Contractor, extend the contract for such period of time as may be necessary to permit AHA's continued supply of the identified products and/or services. The contract may be amended in writing from time to time by mutual consent of the parties. Unless this RFP states otherwise, the resulting award of the contract does not guarantee volume or a commitment of funds.

The successful Respondent(s) shall complete all work hereunder within the terms of the Contract.

5.2 Service Location

The services will be rendered primarily at the Respondent's office location, on-site at AHA's Headquarters, 230 John Wesley Dobbs, NE, Atlanta, Georgia 30303 and at various AHA properties, **Exhibit M - AHA Property Listing**.

5.3 Holidays

AHA recognizes the following holidays as vacation days for its employees:

New Year's Day	Independence Day	Day after Thanksgiving
Martin Luther King, Jr.'s Birthday	Labor Day	Christmas Day
Memorial Day	Thanksgiving Day	Day after Christmas

If a holiday falls on a Sunday, the following Monday will be observed. If a holiday falls on a Saturday, the preceding Friday will be observed.

SECTION 6 – CONTRACT ADMINISTRATION TEAM

6.1 Contracting Officer ("CO") and Contracting Officer's Representative ("COR")

Acceptance of services will be the responsibility of the Contracting Officer ("CO"), who also serves as AHA's President and Chief Executive Officer, or her designee. The Contracting Officer is responsible for final approval and acceptance of all services rendered.

Upon contract execution, the Contracting Officer will delegate a Contracting Officer's Representative ("COR") and Department Contracts Administrator(s) ("DCAs") to assist with the administration of the resultant Contract.

6.2 Contract Payments

All contract payments will be made – on no more than a monthly basis within 30 calendar days of receipt of approved deliverables and an itemized invoice and all supporting documentation as long as Contractor is in compliance with the terms of the contract. AHA will make no advance payments for the goods and/or services that are subject of this RFP, unless otherwise noted in the contract. Invoices may be submitted on no more than a monthly basis.

SECTION 7 – ADMINISTRATIVE TERMS AND CONDITIONS

7.1 Required AHA Vendor Registration

All Respondents who are determined to have a reasonable chance of being selected for award must be registered with AHA through AHA's website. However, registration with AHA is not required to make an offer (any unregistered Respondent must simply register as required upon determination by AHA that there is a reasonable chance of being selected for award). Refer to the following Internet URL for more information about Vendor Registration and to register on-line - <http://www.atlantahousing.org/business/vendors/index.cfm>.

7.2 Cancellation of Solicitation

AHA reserves the right to cancel a solicitation where it is determined to be in the best interest of AHA to do so.

7.3 Withdrawal of Proposals

The withdrawal of offers will only be considered as defined in **Exhibit C - HUD Form-5369-B – Instructions to Respondents for Non-Construction**, Paragraph 6(h).

7.4 Modification of Solicitation

AHA reserves the right to increase, reduce, add or delete any item to this solicitation as deemed necessary where it is consistent with AHA's policies to do so.

7.5 Ownership of Documents

All documents and information generated, prepared, assembled or encountered by or provided for pursuant to this RFP are the property of AHA. Respondents shall not copyright, or cause to be copyrighted, any portion of any said document submitted to AHA as a result of this RFP.

7.6 Cost of Proposals

All costs incurred, directly or indirectly, in response to this solicitation, to include the preparation, submittal, or presentation of the proposal, shall be the sole responsibility of, and borne by, the Respondent.

7.7 Respondent's Responsibilities

The selected Respondent(s) shall be responsible for the professional quality, technical accuracy, timely completion, and coordination of all services, as provided for herein, furnished by the Respondent, its subcontractors, and its and their principals, officers, employees, and agents. In performing such services, Respondent shall follow practices consistent with generally accepted professional and technical standards.

7.8 Standards of Conduct

The Contractor shall be responsible for maintaining satisfactory standards of employees' competency, conduct, courtesy, appearance, honesty, and integrity, and shall be responsible for taking such disciplinary action with respect to any employee, as may be necessary.

7.9 Assignment

The selected Respondent(s) may not assign this contract or any part thereof, or assign any of the monies to be paid hereunder, or assign or delegate any of its rights, duties or obligations under this contract to any other party, whether by operation of law or otherwise, without the prior written consent of AHA. Any purported assignment in violation of this Section shall be null and void. At its sole discretion, AHA reserves the right to refuse approval of any assignment.

7.10 Subcontracting

All personnel assigned to this contract are expected to be employees of the selected Respondent. In the event a subcontractor is used, such subcontractor must be approved in advance and in writing by AHA. A subcontractor may only be substituted for a proposed subcontractor at the discretion of AHA and with AHA's prior, written approval. At its sole discretion, AHA reserves the right to refuse approval of any subcontract. Notwithstanding AHA approval of each subcontractor, the Respondent, if awarded a contract pursuant to this

RFP, shall be the prime Contractor and shall be responsible for all work performed. It is the responsibility of the Respondent to ensure that the *Subcontractor Data Form (Exhibit D)* includes all updated information on subcontractors used for this contract

7.11 Changes in Key Personnel

AHA shall retain the right to demand and receive a change in personnel, of the Respondent or a subcontractor, assigned to the resultant contract work pursuant to this RFP if AHA believes that such change is in the best interest of AHA and the completion of the contracted work.

In the event that an Avaya-certified technician must be replaced, Respondent must provide for an appropriate transition (overlap) period for the new Avaya-certified technician and use reasonable efforts to minimize any disruption such replacement may cause in the performance of Respondent's obligation under the resultant contract.

SECTION 8 - SPECIAL CONTRACT REQUIREMENTS

AHA shall attempt to resolve all procurement-related (solicitation, award, and contractual) disputes, protests, and appeals internally without outside review. (Unless otherwise specified, this subsection will use the term "protest" to also include disputes and appeals.)

8.1 Notices

- A. All notices, demands, requests, and claims pertaining to the award of this contract must be addressed in writing to:

Vona R. Cox
Vice President, Acquisition & Management Services
The Housing Authority of the City of Atlanta, Georgia
230 John Wesley Dobbs Avenue, NE, 5th Floor
Atlanta, Georgia 30303-2429

- B. Any actual or prospective Contractor may protest the solicitation or award of a contract. All protest of the solicitations must be received five days prior to the proposal due date. An actual or prospective Contractor has five (5) days to protest after the basis of the protest is known or after the actual or prospective Contractor is notified of the award. All protests shall be in writing and submitted to the Contracting Officer (or designee), who shall issue a written decision on the matter. The Contracting Officer (or designee) may, at his or her discretion, suspend the procurement pending resolution of the protest, if warranted by the facts presented.

8.2 Advertising

In submitting a proposal, Respondent agrees not to use the results from it as a part of any commercial advertising. AHA does not permit Contractors to advertise or promote the fact of your relationship with AHA in the course of marketing efforts, unless AHA specifically agrees otherwise.

8.3 Compliance with Law

Prior to the award of a contract, and while conducting business with AHA, Respondent shall comply with all applicable Federal, State and local laws, regulations, ordinances and requirements, applicable to the work described herein including, but not limited to, those

applicable laws, regulations and requirements governing equal employment opportunity strategies, subcontracting with small and minority firms, women's business enterprise, and labor surplus area firms, equal opportunity for businesses and unemployed and underemployed persons (as referenced in Section 3 of The Housing and Urban Development Act of 1968, as amended, 12 U.S.C. 1701u ("Section 3"), the Americans with Disabilities Act, Section 504 of the Rehabilitation Act of 1973, the Davis-Bacon Act, and those laws and regulations concerning the abatement and remediation of asbestos and lead-based paint, and shall provide for such compliance in the contract documents. To the extent the work required under this contract is related to development, Respondent shall further comply with the applicable Annual Contributions Contract ("ACC") related to such development. To the extent such work is related to a mixed finance development, Respondent shall comply with the provisions of 24 CFR § 941.208. It is the policy of AHA that all Contractors that conduct business with AHA must be authorized and/or licensed to do business in Georgia. Respondent is responsible for contacting their local city and county authorities (usually the Clerk of the Superior Court's Office) and the State of Georgia (Secretary of State's office – www.sos.georgia.gov) to ensure that Respondent has complied with all laws and is authorized and/or licensed to do business in Georgia. All applicable fees associated therewith are the responsibility of Respondent.

8.4 Licenses, Permits and Certifications

Before a contract pursuant to this RFP is executed, the apparent successful Respondent(s) must hold all necessary, applicable professional licenses required by the State of Georgia and all other regulatory agencies necessary to complete the Services. The Respondent shall obtain, at the Respondent's expense, any permits, certificates and licenses as may be required in the performance of the work specified. All required licenses shall remain active and valid during the entire duration of the subsequent contract. AHA may require any or all Respondents to submit evidence of proper licensure.

8.5 Prohibition against Gifts/Favors/Anything of Monetary Value

No AHA employee can accept or solicit for themselves or for others, anything of value from Contractor or any person, corporation, or other entity doing business with or attempting to do business with AHA. Any employee offered an item or gift from a Prohibited Source, is required to advise AHA's Human Resources Division of such offer within forty-eight (48) hours of such offer being made. Failure to report is itself grounds for independent disciplinary action. The term "anything of value" includes, but is not limited to, gifts, money, property, meals, favors, personal benefit, entertainment, loans, or promises. Contractor shall report any violation of this prohibition immediately to the Vice President, Acquisition & Management Services, 230 John Wesley Dobbs Avenue, 5th Floor, Atlanta, Georgia 30303-2421.

8.6 Conflicts of Interest

A. Direct or Indirect Conflicts of Interest

Contractor(s) certifies that neither it nor any of its subcontractors include persons who have an interest, direct or indirect in this proposed contract and who during his or her tenure or for one (1) year thereafter are:

(i) A present or former member or officer of AHA's Board of Commissioners or any member of the officer's immediate family. This prohibition does not include any present or former tenant commissioner who does not serve on the governing body of a resident corporation, and who otherwise does not occupy a policy-making position with the

resident corporation, AHA, or a business entity.

(ii) Any AHA employee who formulates policy or who influences decisions with respect to AHA's project(s) that are connected to this proposed contract, or any member of the employee's immediate family, or the employee's partner.

(iii) Any public official, member of the local governing body, or State or local legislator (including members of the City of Atlanta City Council, Fulton County Board of Commissioners, DeKalb County Board of Commissioners, or Georgia legislator), or any member of such individuals' immediate family.

(iv) A member of or delegate to the Congress of the United States of America or a resident commissioner (defined as an individual appointed to oversee a territory or possession of the United States of America, such as Guam).

NOTE: "*Immediate family*" member means the spouse, mother, father, brother, sister, or child of a covered class member whether related as a full blood relative, or as a "half" or "step" relative (e.g., half-brother or stepchild).

B. Organizational Conflicts of Interest

(i) The Respondent warrants that to the best of its knowledge and belief and except as otherwise disclosed, it does not have any organizational conflict of interest which is defined as a situation in which the nature of work under this RFP and a Respondent's organizational, financial, contractual or other interests are such that:

(a) Award of the contract may result in an unfair competitive advantage; or

(b) The Respondent's objectivity in performing the contract work may be impaired.

(ii) The Respondent agrees that if after award it discovers an organizational conflict of interest with respect to the contract or any task/delivery order under the contract, he or she shall make an immediate and full disclosure in writing to the Contracting Officer which shall include a description of the action which the Respondent has taken or intends to take to eliminate or neutralize the conflict. AHA may, however, terminate the contract or task/delivery order for the convenience of AHA if it would be in the best interest of AHA.

(iii) In the event the Respondent was aware of an organizational conflict of interest before the award of the contract and intentionally did not disclose the conflict to the Contracting Officer, AHA may terminate the contract for default.

(iv) The terms of this clause shall be included in all subcontracts and consulting agreements wherein the work to be performed is similar to the service provided by the prime Contractor. The Contractor shall include in such subcontracts and consulting agreements any necessary provisions to eliminate or neutralize conflicts of interest.

8.7 Disclosures and Certifications

A. Principal Personnel Disclosure Statement Certification Form

AHA requires that a notarized *Principal Personnel Disclosure Statement Certification Form* (**Exhibit H**) be submitted by each Respondent. Preparation of these documents

is governed by the instructions identified on the Form. The following definitions apply when completing this Form:

1. **Sole Proprietorships.** A Sole Proprietorship is a business owned by one (1) individual.
2. **Partnerships.** A Partnership exists when two (2) or more persons associate to conduct a business enterprise.
3. **Corporations.** A Corporation is a legal entity created by individual state law. An organization is generally required to submit a specific list of officers required by law at the time of their application for incorporation. For example, the State of Georgia requires a business corporation to have a Secretary, Treasurer, and President as titular individuals. **All officers and assistant officers shall be identified on the Principal Personnel Disclosure Statement Certification form.**
4. If the organization is a business trust, joint stock Company, cooperative or an international organization, please contact the Acquisition & Management Services for further instructions and guidance regarding completion of the ***Principal Personnel Disclosure Statement Certification*** Form.

B. Disclosure Statement

Prior to award, and at all times that Respondent is conducting business with AHA, Respondent is required to disclose any direct or indirect conflicts of interest and any organizational conflicts of interest as soon as such conflict becomes known or should have become known. Respondents with a conflict of interest must provide a full and complete disclosure, in writing, to the Vice President, Acquisition & Management Services. The Disclosure Statement must be presented on Respondent's letterhead, notarized and signed by the individual making the disclosure. The details to be included in the Disclosure Statement may be found on the bottom of the *Principal Personnel Disclosure Statement Certification* Form (**Exhibit H**).

8.8 Certification Regarding Debarment

The Respondent certifies by submission of its offer, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by a Federal department or agency. All Respondents are required to submit a Disclosure Statement if this is not the case.

8.9 Respondents' Status

The Respondent and its agents will be held to be an independent Contractor, and will not be an employee of AHA.

8.10 Funding Limitations

This procurement may be funded, in whole or in part, by grant funds provided by the U. S. Department of Housing and Urban Development ("HUD"). AHA will not be bound to any contract if funding has been disallowed by HUD.

8.11 Government Restrictions

In the event any governmental restrictions may be imposed which would necessitate alteration of the material, quality, workmanship or performance of the goods or the material, quality, workmanship or performance of the goods or services offered, it shall be the responsibility of the successful Respondent to immediately notify AHA in writing specifying the regulation which requires an alteration. AHA reserves the right to accept any such alteration, including any reasonable price adjustments occasioned thereby, or to terminate the contract at no expense to AHA.

8.12 Insurance

I. Minimum Limits and Coverage

The following insurance coverage shall be carried by the Contractor during the term of the contract.

A. Worker's Compensation and Employer's Liability with the following minimum limits and coverage:

- a. Workers Compensation- Statutory Limit in accordance with the laws of the State of Georgia
- b. Employer's Liability:
 - i. \$500,000 bodily injury for each accident
 - ii. \$500,000 bodily injury by disease for each employee
 - iii. \$500,000 bodily injury disease aggregate

B. Commercial General Liability with the following minimum limits and coverage:

- 1. \$1,000,000 combined single limit for each occurrence for bodily injury/property damage
- 2. Additional Insured Endorsement

C. Automobile Liability with the following minimum limit and coverage:

- 1. \$1,000,000 combined single limit each accident.
- 2. Coverage shall be for any auto (including owned, hired, and non-owned autos)
- 3. Additional Insured Endorsement

D. Other Insurance as may be required:

- 1. Professional Liability insurance in the amount of not less than \$1,000,000 per claim, unless otherwise required by AHA.

II. Additional Requirements

- A. **Proof of insurance shall be provided to AHA prior to execution of this Contract.** AHA specifically reserves the right to require the Contractor to provide certified copies of such policy or policies. Each such policy will not be canceled or materially changed or altered without first giving thirty (30) days' written notice

thereof to Vona R. Cox, Vice President, Acquisition & Management Services, 230 John Wesley Dobbs Avenue, NE, 5th Floor, Atlanta, Georgia 30303-2421, sent by certified mail, return receipt requested.

- B. Certificate(s) of Insurance shall be provided to AHA evidencing that all coverages, limits and endorsements required herein are maintained and in full force. **AHA shall be listed on the Certificate as an additional insured as noted in the above coverage requirements. Also, prior to the execution of any option term associated with the subsequent contract, proof of insurance shall be provided to AHA.**
- C. The insurance carrier shall be licensed to transact business in the State of Georgia and shall carry a current A.M. Best's rating of no less than B+ VI.
- D. Contractor agrees, and hereby authorizes its insurer, to notify AHA of any substantial change in such insurance coverage described herein. Substantial change includes, but is not limited to, events such as cancellation, non-renewal, reduction in coverage, or receipt of a claim against such coverage with a potential recovery in excess of twenty percent (20%) of available coverage.
- E. The premium cost of all insurance purchased by the Respondent for protection against risks assumed by virtue of the contract shall be borne by the Respondent and is not reimbursable by AHA.
- F. AHA reserves the right, but not the obligation, to review and revise any insurance requirements, including limits, coverages and endorsements, based upon insurance market conditions affecting the availability and affordability of coverage. Additionally, AHA reserves the right, but not the obligation, to review and reject any insurance policies, certificates of insurance, or insurer failing to meet the criteria stated herein.

8.13 Indemnification

AHA is defined in this Section to include AHA Commissioners, employees, agents and/or assigns. To the fullest extent permitted by law, Contractor agrees to indemnify AHA and hold it harmless from and against any and all claims, damages, losses or expenses, including reasonable attorney fees, arising out of or in the performance of the Services by Contractor, a subcontractor, or anyone directly or indirectly employed by them or anyone for whose acts they may be liable, regardless of whether or not such claim, damage, loss or expense is caused in part by a party indemnified hereunder. Contractor's indemnification obligation shall not be limited by a limitation on amount or type of damages, compensation or benefits payable by or for the Contractor or subcontractor under any insurance required by the contract, including workers' compensation acts, disability benefit acts, other employee benefit acts, or any other insurance.

AHA cannot, and by the agreement resulting from this RFP does not, agree to indemnify, hold harmless, exonerate or assume the defense of the Contractor or any other person or entity whatsoever, for any purpose whatsoever.

8.14 AHA Authorized Procurement Authority

In accordance with AHA's Final Amended and Restated Contracts and Procurement Policy Statement adopted by AHA's Board of Commissioners, AHA does not have authority to

execute contracts in amounts in excess of \$100,000.00 without approval by AHA's Board of Commissioners.

The award of contracts based upon the recommendations of AHA staff for contracts in excess of \$100,000 shall be subject to approval by AHA's Board of Commissioners.

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RFP #2010-0059 – Telephone Systems Maintenance and Service Agreement
Fee Proposal Form

GENERAL INSTRUCTIONS

Respondents shall include all labor, equipment, materials, transportation, general administration, mileage/travel expenses, and printing necessary to perform work under the terms and conditions of this solicitation. AHA is exempt from sales tax. ***Do Not Include Sales Tax In Your Response.*** The Respondent agrees to pay all taxes incurred in performance of an awarded contract. Unless otherwise specified herein, all prices shall be on a firm, fixed-price basis and are not subject to adjustment based on cost incurred. **A signed version of Exhibit A must be included in Section/Tab E Fee Proposal.** If necessary, additional clarifying information consistent with that provided on AHA's Fee Proposal Form may be attached. The person signing AHA's Fee Proposal Form must be a person authorized to bind the Respondent contractually. An original signature must be signed in ink, preferably in a color other than black. Signature stamps are not acceptable.

All responses must be submitted on AHA's Fee Proposal Form. Failure to provide an offer for each item delineated on this Fee Proposal Form may result in the offer being determined "non-responsive" and subsequently disqualified from consideration. Respondents should insert the words "**No Offer**" in the space provided for any item for which no price is submitted. Provide the hourly rate for each year of the initial term of the contract.

SECTION A1 - INSTRUCTIONS FOR FEE PROPOSAL FOR EXTRAORDINARY / NON-ROUTINE SERVICES

Respondents shall include fully-loaded hourly rate amounts for each staff position noted, if applicable. Although AHA has identified three positions for providing extraordinary/non-routine services, respondents are free to add positions as they see fit and as best fit their proposals. When providing hourly rates for this Section, consider that these rates will be rates utilized on invoices for:

- Work done by technicians during the week after 5:00 p.m.
- Work done on weekends

	HOURLY RATES FOR EXTRAORDINARY / NON-ROUTINE SERVICES			
POSITIONS	INITIAL TERM	OPTION YR. 1	OPTION YR. 2	OPTION YR. 3
Owner/Partner	\$	\$	\$	\$
Avaya-Certified Technicians	\$	\$	\$	\$
Administrative	\$	\$	\$	\$
Other:	\$	\$	\$	\$
Other:	\$	\$	\$	\$

_____ COMPANY INITIALS

RFP #2010-0059 – Telephone Systems Maintenance and Service Agreement
Fee Proposal Form

SECTION A2 - INSTRUCTIONS FOR FEE PROPOSAL FOR FIRM, FIXED MONTHLY COSTS

Respondent must provide a firm, fixed monthly fee for routine maintenance, service and remote monitoring. Failure to provide a firm, fixed fee proposal will result in the offer being determined “non-responsive” and subsequently disqualified from consideration. The fee proposal should be provided for the initial term and option terms of the contract. **Please refer to Exhibit B - Current Core System Hardware for a listing of AHA’s major hardware components that will be covered under the resulting Maintenance and Service Agreement.**

	INITIAL TERM	OPTION YR. 1	OPTION YR. 2	OPTION YR. 3
Monthly Fee for Routine Maintenance and Service & Remote Monitoring	\$ _____ / mo.	\$ _____ / mo.	\$ _____ / mo.	\$ _____ / mo.

_____ (CORPORATE NAME ATTACHED TO FEDERAL TAX ID NUMBER)
 has thoroughly read RFP #2010-0059 – Telephone Systems Maintenance and Service Agreement and all associated Addenda (if applicable) and can provide the services as described at the offer submitted on this Fee Proposal Form.

CONTACT INFORMATION FOR CORPORATE OFFICIAL AUTHORIZED TO BIND RESPONDENT

DATE	
NAME	
TITLE	
COMPANY ADDRESS	
COMPANY PHONE NUMBER	
COMPANY FAX NUMBER	
E-MAIL ADDRESS	
SIGNATURE	

_____ COMPANY INITIALS

**RFP #2010-0059 Telephone Systems Maintenance and Service Agreement
Current Core System Hardware Listing**

The listing below details the *major* components of AHA's current Core System Hardware.

CORE SYSTEM HARDWARE	CARD TYPE	FWVERSION	QUANTITY
CO TRUNK	TN747	1	1
CALL CLASSIFIER	TN744	2	1
DIGITAL LINE	TN2224	3	12
AUXILIARY TRUNK	TN763	4	1
AUXILIARY TRUNK	TN763	5	1
MAINTENANCE/TEST	TN771	7	1
DIGITAL LINE	TN2224	12	6
DS1 INTERFACE	TN464	20	1
POWER SUPPLY	655A		2
CONTROL-LAN	TN799	HW01 FW032	2
VAL-ANNOUNCEMENT	TN2501	HW03 FW021	1
ANALOG LINE	TN793	HW04 FW005	1
DS1 INTERFACE	TN464	HW04 FW018	1
DS1 INTERFACE	TN464	HW06 FW013	1
DS1 INTERFACE	TN464	HW06 FW017	1
DS1 INTERFACE	TN464	HW06 FW018	2
IP MEDIA PROCESSOR	TN2602	HW08 FW048	1
IP SERVER INTFC	TN2312	HW12 FW046	1
CONTROL-LAN	TN799	HW16 FW032	1
JSD SS MM R4.X AVSTR R3 501-1000 1YPP			502
Avaya 6400 Series Digital Sets			325
Avaya 96XX Series VOIP Sets			104
Avaya 46XX Series VOIP Sets			10
G650 MEDIA GATEWAY RHS			4
G600/G650 TDM LAN CABLE KIT RHS			4
S8710 MEDIA SRVRS			2
Dell PWREDG 2950 WITNESS			2
Dell PWREDG 2950 CAS1			1
Dell PWREDG 2950 WRH1			1
UCE R1.X 46XX VPN R2.X LIC /E			1
UCE R1.X EC500 R8.X SM LIC /E			1
8710 Communication Manager 5.1 with G650 Gateways			1
AAN CM5 CONVERGED NET ANALYZER ENTITLE			1
ADMINISTRATION TOOLS R5.0 CD			1
AES 4.0 PARTNER APP TSAPI 26-50			1
AES 4.0 RFA HW ENABLE			1
AES 4.2 HDWR BNDL MEDIA			1
AES PE1950 COMMON SRVR			1
AVAYA C363T			1

**RFP #2010-0059 Telephone Systems Maintenance and Service Agreement
Current Core System Hardware Listing**

CORE SYSTEM HARDWARE	CARD TYPE	FWVERSION	QUANTITY
AVAYA COMMUNICATIONS SOLUTION			1
BUS TERMINATOR CP AHF110 RHS			1
CC R5.0 ELITE UPG MULTI 26-50 SSU			1
CC R5.0 UPG RFA RELEASE INDICATOR			1
CC SIP EAS AVAIL AGTS TRACKING CODE			1
C-LAN INTF CIRCUIT PACK TN799DP RHS			1
CM S8700 MULTI CONNECT MODEL UPG			1
CM5.0 S87XX UPG SFTW LIC			1
CMAPI PARTNER APP LIC AES4 26-50			1
CMEE R5 501-1000 MULTI UPG LIC SSU			1
CMS MDM FOR TRBLESHTG AND ALRM ORIG			1
CMS R15 HDWR PLTFRM T5120			1
CMS R15 STD PKG			1
CMS R15 UPG PER AGT MULTI RLS 51-100			1
CMS SB150/100/NETRA SFTW UPG TRACKING			1
CMS UPG MODEL			1
DAL2 FOR S87XX SERVERS			1
INTGR MGMT R5.0 ASA VAM CLIENT CM LIC			1
INTGR MGMT R5.0 NMC CM LIC			1
INTGR MGMT R5.0 VMM CM LIC			1
SFTW ENTITLEMENTS LIC			1
UCE R1.X AE SVCS 4.0 UNFD DSKTP /E			1
UCE R1.X ONE-X MOBILE R1.X CLIENT /E			1
UCE R1.X ONE-X PORTAL R1.X STD RTU /E			1
UCE R1.X ONE-XC R1.X SFTW /E			1
UCE R1.X STD/W CMEE R5+ NEW SEAT 1			1
VERINT QM 7.7/IMPACT 360 7.7			1
VOIP MONITORING MANAGER R5.0 CD			1
VAL CIRCUIT PACK TN2501			1
TN2224B DIGITAL CIRCUIT PACK			1
TN2312BP IPSI SERVER INTERFACE			1
TN2501AP VAL-ANNOUNCEMENT CIRCUIT PACK			1
TN464F DS1 CIRCUIT PACK			1
TN744E CALL CLASSIFIER CIRCUIT PACK			1
TN747B CO TRUNK PACK			1
TN763 AUX TRUNK PACK			1
TN771D MAINTENANCE TEST BOARD			1
TN793CP ANALOG CIRCUIT PACK			1
TN799DP CONTROL LAN CIRCUIT PACK			1
COMPACT FLASH READER W/FLSHCRD			1

Instructions to Offerors Non-Construction

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

 **EXHIBIT C**
- 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:]

SEE SOLICITATION DOCUMENT FOR OFFER
SUBMISSION INSTRUCTIONS

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):

NAME:

TITLE:

CONTACT #:

ADDITIONAL CONTACT #:

E-MAIL ADDRESS:

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:

THE HOUSING AUTHORITY OF THE CITY OF ATLANTA, GEORGIA

Subcontractor Data Form**RFP# 2010-0059 - Telephone Systems Maintenance and Service Agreement**

Consistent with Presidential Executive Orders 11625, 12138, and 12432, Section 3 of the HUD Act of 1968 and 13 CFR 121, all feasible efforts should be made to ensure that small and minority-owned businesses, women's business enterprises, and other individuals or firms located in or owned in substantial part by persons residing in the area of an AHA community are used when possible. Respondent proposes to subcontract with the following businesses for this project. The Respondent acknowledges that **all** Minority Business Enterprises (MBEs) and Women's Business Enterprises (WBEs), Section 3 and Small Business entities, regardless of tier, are to be listed on this form. Respondent understands that it is responsible for ensuring that AHA has updated information on its subcontractors and that no known conflicts of interest or personal or financial interests, as defined within the Solicitation, exist in relation to Respondent's subcontractors and the resulting Contract. Respondent must ensure that its subcontractors disclose any conflicts of interest or personal or financial interests. *Reproduce form as necessary.*

1	Business Name				
	Owner Name(s)				
	Owner Title(s)				
	Business Address				
	Service(s) Provided				
	Business Type	MBE	WBE	Section 3	Small

2	Business Name				
	Owner Name(s)				
	Owner Title(s)				
	Business Address				
	Service(s) Provided				
	Business Type	MBE	WBE	Section 3	Small

3	Business Name				
	Owner Name(s)				
	Owner Title(s)				
	Business Address				
	Service(s) Provided				
	Business Type	MBE	WBE	Section 3	Small

4	Business Name				
	Owner Name(s)				
	Owner Title(s)				
	Business Address				
	Service(s) Provided				
	Business Type	MBE	WBE	Section 3	Small

For purposes of this form, the following terms shall have the following meanings, in accordance with Form HUD 5369-C and 24 CFR Part 135:

MBE refers to 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.

WBE refers to women-owned small business concerns and 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.

Section 3 refers to a Section 3 business concern which means a business concern (1) that is 51 percent or more owned by section 3 residents; or (2) whose permanent, full-time employees include persons, at least 30 percent of whom are currently section 3 residents, or within three years of the date of first employment with the business concern were section 3 residents; or (3) that provides evidence of a commitment to subcontract in excess of 25 percent of the dollar award of all subcontracts to be awarded to business concerns that meet the qualifications set forth in paragraphs (1) and (2) of this definition. 24 CFR § 135.5.

Section 3 resident means (1) a public housing resident; or (2) an individual who resides in the metropolitan area or non-metropolitan county in which the section 3 covered assistance is expended, and who is: (i) a low income person, as such term is defined in 42 USC 1437a (b) (2); or (ii) a very low-income person, as this term is defined in 42 USC 1437a (b) (2). 24 CFR § 135.5.

Small business refers to a small business concern, as the term is defined by the Small Business Administration in 13 CFR Part 121, and 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 Part 121.

THE HOUSING AUTHORITY OF THE CITY OF ATLANTA, GEORGIA
SECTION 3 BUSINESS SELF-CERTIFICATION FORM

The Vendor represents and certifies that it...

_____ is a Section 3 business as indicated below [**Check Applicable Category & Subcategory**]:

_____ **CATEGORY 1**

_____ Fifty-one percent (51%) or more owned by residents of the specific community or communities for which the Section 3 covered assistance is expended; or

_____ Full-time, permanent workforce includes thirty percent (30%) of the above residents as employees.

_____ **CATEGORY 2**

_____ Fifty-one percent (51%) or more owned by residents of another specific community or communities managed by The Housing Authority of the City of Atlanta, Georgia that is expending the Section 3 covered assistance; or

_____ Full-time, permanent workforce includes thirty percent (30%) of the above residents as employees.

_____ **CATEGORY 3**

_____ An entity selected to carry out a Youthbuild Program in the metropolitan area, or Non-Metropolitan County, in which the Section 3 covered assistance is expended.

_____ **CATEGORY 4**

_____ Fifty-one percent (51%) or more owned by Section 3 residents; or

_____ Full-time, permanent workforce includes no less than thirty percent (30%) Section 3 residents; or

_____ Will subcontract in excess of twenty-five percent (25%) of the total amount of subcontracts to business concerns identified above.

_____ is **NOT** a Section 3 business (*Form **must** be notarized only if certifying as a Section 3 business*).

Subscribed and sworn to before me this

_____ day of
_____, 20_____

Notary

My commission expires

Date

Company Name

Signature

Title

Date

THE HOUSING AUTHORITY OF THE CITY OF ATLANTA, GEORGIA
SECTION 3 NARRATIVE ACTION PLAN

Please address the below referenced areas in your Section 3 Narrative Action Plan.

I. Overview

1. Description of the project's work detail
2. Proposed positions for new hires (job description, if available)

II. Describe how your company will advertise the positions.

III. Implementation Schedule

Provide an overview of the activities involved in executing this plan.

IV. Describe the type of technical assistance your company will require from The Housing Authority of the City of Atlanta, Georgia in order to effectively implement this plan.

V. Are there any other *creative* or *innovative* ideas your company would like to implement in order to fulfill your Section 3 compliance obligations? If yes, please describe.

VI. Can your company provide training opportunities for public housing residents as an option for meeting your Section 3 requirements? If yes, provide an overview of your training plan.

THE HOUSING AUTHORITY OF THE CITY OF ATLANTA, GEORGIA
EQUAL EMPLOYMENT OPPORTUNITY (EEO) STATEMENT

The following statement must be signed by an authorized official, notarized and submitted along with the Fee Proposal Form.

“ _____ (Name of Firm) does not discriminate against any employee or applicant for employment because of race, color, religion, sex, age, national origin, disability or familial status. The Firm has an affirmative action program to ensure that applicants are employed, and employees are treated fairly during employment without regard to race, color, religion, sex, national origin, age, disability or familial status. Such action includes, but is not limited to the following: employment, upgrading, demotion or transfer; recruitment or recruitment advertising, layoff or termination, rates of pay or other forms or compensation; and selection for training, including apprenticeship.”

Notary Public

Signature

Date

Name (PRINT)

Title

Date

THE HOUSING AUTHORITY OF THE CITY OF ATLANTA, GEORGIA
PRINCIPAL PERSONNEL DISCLOSURE STATEMENT CERTIFICATION
Instructions

Every Offeror is required to read the below instructions and submit this *Principal Personnel Disclosure Statement Certification*. This Certification must be completed accurately and must be **notarized**. If a financial or personal interest exists, Offerors are required to make Full Disclosure in a **Disclosure Statement** (see "Disclosure Statement Instructions" below) and **should not** submit this *Principal Personnel Disclosure Statement Certification*.

FINANCIAL OR PERSONAL INTEREST DISCLOSURE

Every Offeror is required to certify that none of the Principal Personnel (as defined below) and as identified on Page 2 of this Certification, has or will have any personal, financial, or business interest in this solicitation, subsequent contract and/or the above-identified business, now, in the future, or over the past two (2) years, as further defined below:

- (1) **Certain Persons** - (a) present or former members or officers of AHA's Board of Commissioners or any member of their immediate family; (b) any employee of AHA or any member of their immediate family; (c) any public official (including members of the City of Atlanta City Council, Fulton County Board of Commissioners, DeKalb County Board of Commissioners, or Georgia legislator) or any member of their immediate family;
- (2) **Immediate Family** - current spouse, mother, father, child, brother and sister, including "half" or "step" relatives (e.g. stepchild, half-brother) ;
- (3) **Financial or Business Interests** - meaning any interest which yields or has the potential of yielding a monetary or other material gain or benefit;
- (4) **Personal Interest** - meaning any interest arising from blood or marriage or from close business association, notwithstanding whether any financial interest is involved.

DISCLOSURE STATEMENT INSTRUCTIONS

Offerors having a financial or personal interest in this solicitation, subsequent contract and/or the above-identified business shall make immediate, full and complete disclosure in writing to the Vice President, Acquisition & Management Services ("Disclosure Statement").

All Disclosure Statements must be presented on the Offeror's letterhead, notarized and signed by the individual making the disclosure.

If applicable, provide the following information in the Disclosure Statement:

- | | |
|---|---|
| ■ Describe the nature of the interest(personal/financial) | ■ Type of involvement (principal, officer, employees, etc.) |
| ■ Names of individuals involved/associated with AHA and Offeror | ■ Value of financial interest |
| ■ Title of individuals named | ■ Name & address of business |
| ■ Relationships (blood/marriage), (mother, father etc.) | ■ Other pertinent information |
| ■ Social Security numbers or Taxpayer Identification number | |

I, _____, being an authorized representative of _____

certify that all Principal Personnel identified on Page 2 of this Certification have read the above instructions and that no person has been intentionally and/or negligently excluded from this Certification.

Signature of Offeror

Signature

Title

Date

WARNING: All information is to be true and accurate. False, misleading statements or failure to provide all information requested will disqualify a Respondent from this solicitation process. AHA reserves the right, based upon the information provided, to determine if a conflict of interest is real or apparent and whether or not an offeror is qualified to participate in this solicitation process.

THE HOUSING AUTHORITY OF THE CITY OF ATLANTA, GEORGIA
PRINCIPAL PERSONNEL DISCLOSURE STATEMENT CERTIFICATION

The undersigned certifies that none of the Principal Personnel identified below has or will have any personal, financial, or business interest in this solicitation, subsequent contract and/or the above-identified business now, in the future, or over the past two (2) years, as defined in the *Principal Personnel Disclosure Statement Certification Instructions* (Page 1 of this Certification):

SOLE PROPRIETORSHIP	PARTNERSHIPS * Identify additional partners (if any) on a separate page	CORPORATIONS ** Identify <u>all other officers and assistant officers</u> (if any) of the corporation (add separate page if required)	LIMITED LIABILITY CORPORATIONS *** Identify additional members (if any) on a separate page
Owner (PRINT NAME)	Partner (PRINT NAME)	Officer (PRINT NAME)	Member (PRINT NAME)
Signature	Signature	Signature	Signature
Title	Title	Title	Title
	Partner (PRINT NAME)	Officer (PRINT NAME)	Member (PRINT NAME)
	Signature	Signature	Signature
	Title	Title	Title
	Partner (PRINT NAME)	Officer (PRINT NAME)	Member (PRINT NAME)
	Signature	Signature	Signature
	Title	Title	Title
	Partner (PRINT NAME)	Officer (PRINT NAME)	Member (PRINT NAME)
	Signature	Signature	Signature
	Title	Title	Title

I, _____, being an authorized representative of _____
 certify that the above-identified sole proprietor, partners, or corporate officers hold the positions identified above and that I have not excluded any persons.

Signature of Offeror:

 Signature of Sole Proprietor
 (If Offeror is an Individual)

 Signature of Partner
 (If Offeror is a Partnership)

 Signature of Officer
 (If Offeror is a Corporation)

 Signature of Member
 (If Offeror is Limited Liability Corporation)

Subscribed and sworn before me on this ____ day of _____, 200__. My Commission expires:

THE HOUSING AUTHORITY OF THE CITY OF ATLANTA, GEORGIA
**CERTIFICATION REGARDING DEBARMENT, SUSPENSION,
INELIGIBILITY AND VOLUNTARY EXCLUSION**

This Certification is being required by The Housing Authority of the City of Atlanta, Georgia for the following solicitation:

RFP# 2010-0059 - Telephone Systems Maintenance and Service Agreement

The Respondent certifies by submission of this offer, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by a Federal department or agency.

Print or Type Company Name

Print or Type Name

Print or Type Title

Signature

Date

SECTION I - RECORD OF COMPARABLE PROJECTS IN PROGRESS

[illegible][illegible]

THE HOUSING AUTHORITY OF THE CITY OF ATLANTA, GEORGIA

ADDENDA ACKNOWLEDGEMENT FORM

SOLICITATION #	RFP #2010-0059
SOLICITATION TITLE	Telephone Systems Maintenance and Service Agreement

The undersigned hereby acknowledges the following Addendum to the above noted solicitation. The undersigned hereby further acknowledges that its proposal response includes allowances for all of the amended provisions and requirements of the Scope of Work / Specifications, solicitation document and Addenda associated with the above noted solicitation and each has been taken into consideration.

**FAILURE TO ACKNOWLEDGE RECEIPT OF THIS ADDENDUM
MAY SUBJECT YOUR FIRM TO DISQUALIFICATION**

ADDENDUM # _____ ISSUANCE DATE _____

ADDENDUM # _____ ISSUANCE DATE _____

ADDENDUM # _____ ISSUANCE DATE _____

ADDENDUM # _____ ISSUANCE DATE _____

ADDENDUM # _____ ISSUANCE DATE _____

_____ No addenda were received for the above referenced solicitation.

DATE	
COMPANY PROVIDING OFFER	
NAME/TITLE OF PERSON PROVIDING OFFER	
COMPANY ADDRESS	
COMPANY PHONE NUMBER	
COMPANY FAX NUMBER	
PERSON PROVIDING OFFER E-MAIL ADDRESS	
SIGNATURE OF PERSON PROVIDING OFFER	

This Form must be submitted with the Firm's response to this solicitation. Failure to include this Form in your response may subject your Firm to disqualification.

Request for Taxpayer Identification Number and Certification

Give form to the requester. Do not send to the IRS.

Print or type
See Specific Instructions on page 2.

Name (as shown on your income tax return)

Business name, if different from above

Check appropriate box: ☐ Individual/Sole proprietor ☐ Corporation ☐ Partnership
☐ Limited liability company. Enter the tax classification (D=disregarded entity, C=corporation, P=partnership) ▶
☐ Other (see instructions) ▶

☐ Exempt
payee

Address (number, street, and apt. or suite no.)

Requester's name and address (optional)

City, state, and ZIP code

List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Social security number

or

Employer identification number

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
- I am a U.S. citizen or other U.S. person (defined below).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. See the instructions on page 4.

**Sign
Here**

Signature of
U.S. person ▶

Date ▶

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Purpose of Form

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
- Certify that you are not subject to backup withholding, or
- Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

Note. If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.

The person who gives Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States is in the following cases:

- The U.S. owner of a disregarded entity and not the entity,

- The U.S. grantor or other owner of a grantor trust and not the trust, and
- The U.S. trust (other than a grantor trust) and not the beneficiaries of the trust.

Foreign person. If you are a foreign person, do not use Form W-9. Instead, use the appropriate Form W-8 (see Publication 515, Withholding of Tax on Nonresident Aliens and Foreign Entities).

Nonresident alien who becomes a resident alien. Generally, only a nonresident alien individual may use the terms of a tax treaty to reduce or eliminate U.S. tax on certain types of income. However, most tax treaties contain a provision known as a "saving clause." Exceptions specified in the saving clause may permit an exemption from tax to continue for certain types of income even after the payee has otherwise become a U.S. resident alien for tax purposes.

If you are a U.S. resident alien who is relying on an exception contained in the saving clause of a tax treaty to claim an exemption from U.S. tax on certain types of income, you must attach a statement to Form W-9 that specifies the following five items:

1. The treaty country. Generally, this must be the same treaty under which you claimed exemption from tax as a nonresident alien.
2. The treaty article addressing the income.
3. The article number (or location) in the tax treaty that contains the saving clause and its exceptions.
4. The type and amount of income that qualifies for the exemption from tax.
5. Sufficient facts to justify the exemption from tax under the terms of the treaty article.

Example. Article 20 of the U.S.-China income tax treaty allows an exemption from tax for scholarship income received by a Chinese student temporarily present in the United States. Under U.S. law, this student will become a resident alien for tax purposes if his or her stay in the United States exceeds 5 calendar years. However, paragraph 2 of the first Protocol to the U.S.-China treaty (dated April 30, 1984) allows the provisions of Article 20 to continue to apply even after the Chinese student becomes a resident alien of the United States. A Chinese student who qualifies for this exception (under paragraph 2 of the first protocol) and is relying on this exception to claim an exemption from tax on his or her scholarship or fellowship income would attach to Form W-9 a statement that includes the information described above to support that exemption.

If you are a nonresident alien or a foreign entity not subject to backup withholding, give the requester the appropriate completed Form W-8.

What is backup withholding? Persons making certain payments to you must under certain conditions withhold and pay to the IRS 28% of such payments. This is called "backup withholding." Payments that may be subject to backup withholding include interest, tax-exempt interest, dividends, broker and barter exchange transactions, rents, royalties, nonemployee pay, and certain payments from fishing boat operators. Real estate transactions are not subject to backup withholding.

You will not be subject to backup withholding on payments you receive if you give the requester your correct TIN, make the proper certifications, and report all your taxable interest and dividends on your tax return.

Payments you receive will be subject to backup withholding if:

1. You do not furnish your TIN to the requester,
2. You do not certify your TIN when required (see the Part II instructions on page 3 for details),
3. The IRS tells the requester that you furnished an incorrect TIN,

4. The IRS tells you that you are subject to backup withholding because you did not report all your interest and dividends on your tax return (for reportable interest and dividends only), or

5. You do not certify to the requester that you are not subject to backup withholding under 4 above (for reportable interest and dividend accounts opened after 1983 only).

Certain payees and payments are exempt from backup withholding. See the instructions below and the separate Instructions for the Requester of Form W-9.

Also see *Special rules for partnerships* on page 1.

Penalties

Failure to furnish TIN. If you fail to furnish your correct TIN to a requester, you are subject to a penalty of \$50 for each such failure unless your failure is due to reasonable cause and not to willful neglect.

Civil penalty for false information with respect to withholding. If you make a false statement with no reasonable basis that results in no backup withholding, you are subject to a \$500 penalty.

Criminal penalty for falsifying information. Willfully falsifying certifications or affirmations may subject you to criminal penalties including fines and/or imprisonment.

Misuse of TINs. If the requester discloses or uses TINs in violation of federal law, the requester may be subject to civil and criminal penalties.

Specific Instructions

Name

If you are an individual, you must generally enter the name shown on your income tax return. However, if you have changed your last name, for instance, due to marriage without informing the Social Security Administration of the name change, enter your first name, the last name shown on your social security card, and your new last name.

If the account is in joint names, list first, and then circle, the name of the person or entity whose number you entered in Part I of the form.

Sole proprietor. Enter your individual name as shown on your income tax return on the "Name" line. You may enter your business, trade, or "doing business as (DBA)" name on the "Business name" line.

Limited liability company (LLC). Check the "Limited liability company" box only and enter the appropriate code for the tax classification ("D" for disregarded entity, "C" for corporation, "P" for partnership) in the space provided.

For a single-member LLC (including a foreign LLC with a domestic owner) that is disregarded as an entity separate from its owner under Regulations section 301.7701-3, enter the owner's name on the "Name" line. Enter the LLC's name on the "Business name" line.

For an LLC classified as a partnership or a corporation, enter the LLC's name on the "Name" line and any business, trade, or DBA name on the "Business name" line.

Other entities. Enter your business name as shown on required federal tax documents on the "Name" line. This name should match the name shown on the charter or other legal document creating the entity. You may enter any business, trade, or DBA name on the "Business name" line.

Note. You are requested to check the appropriate box for your status (individual/sole proprietor, corporation, etc.).

Exempt Payee

If you are exempt from backup withholding, enter your name as described above and check the appropriate box for your status, then check the "Exempt payee" box in the line following the business name, sign and date the form.

Generally, individuals (including sole proprietors) are not exempt from backup withholding. Corporations are exempt from backup withholding for certain payments, such as interest and dividends.

Note. If you are exempt from backup withholding, you should still complete this form to avoid possible erroneous backup withholding.

The following payees are exempt from backup withholding:

1. An organization exempt from tax under section 501(a), any IRA, or a custodial account under section 403(b)(7) if the account satisfies the requirements of section 401(f)(2),
 2. The United States or any of its agencies or instrumentalities,
 3. A state, the District of Columbia, a possession of the United States, or any of their political subdivisions or instrumentalities,
 4. A foreign government or any of its political subdivisions, agencies, or instrumentalities, or
 5. An international organization or any of its agencies or instrumentalities.
- Other payees that may be exempt from backup withholding include:
6. A corporation,
 7. A foreign central bank of issue,
 8. A dealer in securities or commodities required to register in the United States, the District of Columbia, or a possession of the United States,
 9. A futures commission merchant registered with the Commodity Futures Trading Commission,
 10. A real estate investment trust,
 11. An entity registered at all times during the tax year under the Investment Company Act of 1940,
 12. A common trust fund operated by a bank under section 584(a),
 13. A financial institution,
 14. A middleman known in the investment community as a nominee or custodian, or
 15. A trust exempt from tax under section 664 or described in section 4947.

The chart below shows types of payments that may be exempt from backup withholding. The chart applies to the exempt payees listed above, 1 through 15.

IF the payment is for . . .	THEN the payment is exempt for . . .
Interest and dividend payments	All exempt payees except for 9
Broker transactions	Exempt payees 1 through 13. Also, a person registered under the Investment Advisers Act of 1940 who regularly acts as a broker
Barter exchange transactions and patronage dividends	Exempt payees 1 through 5
Payments over \$600 required to be reported and direct sales over \$5,000 ¹	Generally, exempt payees 1 through 7

¹ See Form 1099-MISC, Miscellaneous Income, and its instructions.

² However, the following payments made to a corporation (including gross proceeds paid to an attorney under section 6045(f), even if the attorney is a corporation) and reportable on Form 1099-MISC are not exempt from backup withholding: medical and health care payments, attorneys' fees, and payments for services paid by a federal executive agency.

Part I. Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. If you are a resident alien and you do not have and are not eligible to get an SSN, your TIN is your IRS individual taxpayer identification number (ITIN). Enter it in the social security number box. If you do not have an ITIN, see *How to get a TIN* below.

If you are a sole proprietor and you have an EIN, you may enter either your SSN or EIN. However, the IRS prefers that you use your SSN.

If you are a single-member LLC that is disregarded as an entity separate from its owner (see *Limited liability company (LLC)* on page 2), enter the owner's SSN (or EIN, if the owner has one). Do not enter the disregarded entity's EIN. If the LLC is classified as a corporation or partnership, enter the entity's EIN.

Note. See the chart on page 4 for further clarification of name and TIN combinations.

How to get a TIN. If you do not have a TIN, apply for one immediately. To apply for an SSN, get Form SS-5, Application for a Social Security Card, from your local Social Security Administration office or get this form online at www.ssa.gov. You may also get this form by calling 1-800-772-1213. Use Form W-7, Application for IRS Individual Taxpayer Identification Number, to apply for an ITIN, or Form SS-4, Application for Employer Identification Number, to apply for an EIN. You can apply for an EIN online by accessing the IRS website at www.irs.gov/businesses and clicking on Employer Identification Number (EIN) under Starting a Business. You can get Forms W-7 and SS-4 from the IRS by visiting www.irs.gov or by calling 1-800-TAX-FORM (1-800-829-3676).

If you are asked to complete Form W-9 but do not have a TIN, write "Applied For" in the space for the TIN, sign and date the form, and give it to the requester. For interest and dividend payments, and certain payments made with respect to readily tradable instruments, generally you will have 60 days to get a TIN and give it to the requester before you are subject to backup withholding on payments. The 60-day rule does not apply to other types of payments. You will be subject to backup withholding on all such payments until you provide your TIN to the requester.

Note. Entering "Applied For" means that you have already applied for a TIN or that you intend to apply for one soon.

Caution: A disregarded domestic entity that has a foreign owner must use the appropriate Form W-8.

Part II. Certification

To establish to the withholding agent that you are a U.S. person, or resident alien, sign Form W-9. You may be requested to sign by the withholding agent even if items 1, 4, and 5 below indicate otherwise.

For a joint account, only the person whose TIN is shown in Part I should sign (when required). Exempt payees, see *Exempt Payee* on page 2.

Signature requirements. Complete the certification as indicated in 1 through 5 below.

1. Interest, dividend, and barter exchange accounts opened before 1984 and broker accounts considered active during 1983. You must give your correct TIN, but you do not have to sign the certification.

2. Interest, dividend, broker, and barter exchange accounts opened after 1983 and broker accounts considered inactive during 1983. You must sign the certification or backup withholding will apply. If you are subject to backup withholding and you are merely providing your correct TIN to the requester, you must cross out item 2 in the certification before signing the form.

3. Real estate transactions. You must sign the certification. You may cross out item 2 of the certification.

4. Other payments. You must give your correct TIN, but you do not have to sign the certification unless you have been notified that you have previously given an incorrect TIN. "Other payments" include payments made in the course of the requester's trade or business for rents, royalties, goods (other than bills for merchandise), medical and health care services (including payments to corporations), payments to a nonemployee for services, payments to certain fishing boat crew members and fishermen, and gross proceeds paid to attorneys (including payments to corporations).

5. Mortgage interest paid by you, acquisition or abandonment of secured property, cancellation of debt, qualified tuition program payments (under section 529), IRA, Coverdell ESA, Archer MSA or HSA contributions or distributions, and pension distributions. You must give your correct TIN, but you do not have to sign the certification.

What Name and Number To Give the Requester

For this type of account:	Give name and SSN of:
1. Individual	The individual
2. Two or more individuals (joint account)	The actual owner of the account or, if combined funds, the first individual on the account ¹
3. Custodian account of a minor (Uniform Gift to Minors Act)	The minor ²
4. a. The usual revocable savings trust (grantor is also trustee)	The grantor-trustee ¹
b. So-called trust account that is not a legal or valid trust under state law	The actual owner ¹
5. Sole proprietorship or disregarded entity owned by an individual	The owner ³
For this type of account:	Give name and EIN of:
6. Disregarded entity not owned by an individual	The owner
7. A valid trust, estate, or pension trust	Legal entity ⁴
8. Corporate or LLC electing corporate status on Form 8832	The corporation
9. Association, club, religious, charitable, educational, or other tax-exempt organization	The organization
10. Partnership or multi-member LLC	The partnership
11. A broker or registered nominee	The broker or nominee
12. Account with the Department of Agriculture in the name of a public entity (such as a state or local government, school district, or prison) that receives agricultural program payments	The public entity

¹ List first and circle the name of the person whose number you furnish. If only one person on a joint account has an SSN, that person's number must be furnished.

² Circle the minor's name and furnish the minor's SSN.

³ You must show your individual name and you may also enter your business or "DBA" name on the second name line. You may use either your SSN or EIN (if you have one), but the IRS encourages you to use your SSN.

⁴ List first and circle the name of the trust, estate, or pension trust. (Do not furnish the TIN of the personal representative or trustee unless the legal entity itself is not designated in the account title.) Also see *Special rules for partnerships* on page 1.

Note. If no name is circled when more than one name is listed, the number will be considered to be that of the first name listed.

Secure Your Tax Records from Identity Theft

Identity theft occurs when someone uses your personal information such as your name, social security number (SSN), or other identifying information, without your permission, to commit fraud or other crimes. An identity thief may use your SSN to get a job or may file a tax return using your SSN to receive a refund.

To reduce your risk:

- Protect your SSN,
- Ensure your employer is protecting your SSN, and
- Be careful when choosing a tax preparer.

Call the IRS at 1-800-829-1040 if you think your identity has been used inappropriately for tax purposes.

Victims of identity theft who are experiencing economic harm or a system problem, or are seeking help in resolving tax problems that have not been resolved through normal channels, may be eligible for Taxpayer Advocate Service (TAS) assistance. You can reach TAS by calling the TAS toll-free case intake line at 1-877-777-4778 or TTY/TDD 1-800-829-4059.

Protect yourself from suspicious emails or phishing schemes.

Phishing is the creation and use of email and websites designed to mimic legitimate business emails and websites. The most common act is sending an email to a user falsely claiming to be an established legitimate enterprise in an attempt to scam the user into surrendering private information that will be used for identity theft.

The IRS does not initiate contacts with taxpayers via emails. Also, the IRS does not request personal detailed information through email or ask taxpayers for the PIN numbers, passwords, or similar secret access information for their credit card, bank, or other financial accounts.

If you receive an unsolicited email claiming to be from the IRS, forward this message to phishing@irs.gov. You may also report misuse of the IRS name, logo, or other IRS personal property to the Treasury Inspector General for Tax Administration at 1-800-366-4484. You can forward suspicious emails to the Federal Trade Commission at: spam@uce.gov or contact them at www.consumer.gov/idtheft or 1-877-IDTHEFT(438-4338).

Visit the IRS website at www.irs.gov to learn more about identity theft and how to reduce your risk.

Privacy Act Notice

Section 6109 of the Internal Revenue Code requires you to provide your correct TIN to persons who must file information returns with the IRS to report interest, dividends, and certain other income paid to you, mortgage interest you paid, the acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA, or Archer MSA or HSA. The IRS uses the numbers for identification purposes and to help verify the accuracy of your tax return. The IRS may also provide this information to the Department of Justice for civil and criminal litigation, and to cities, states, the District of Columbia, and U.S. possessions to carry out their tax laws. We may also disclose this information to other countries under a tax treaty, to federal and state agencies to enforce federal nontax criminal laws, or to federal law enforcement and intelligence agencies to combat terrorism.

You must provide your TIN whether or not you are required to file a tax return. Payers must generally withhold 28% of taxable interest, dividend, and certain other payments to a payee who does not give a TIN to a payer. Certain penalties may also apply.

**RFP #2010-0059 Telephone Systems Maintenance and Service Agreement
AHA Property Listing**

THE HABITAT COMPANY

404-845-0911

BARGE ROAD HIGHRISE

244 Barge Road, SW
Atlanta, Georgia 30331
404-346-5100 Office
404-346-5102 Fax

HIGHTOWER MANOR HIGHRISE

2610 M. L. King Drive, SW
Atlanta, Georgia 30311
404-699-4131 Office
404-699-4114 Fax

JUNIPER AND TENTH HIGHRISE

150 Tenth Street, NE
Atlanta, Georgia 30309
404-249-1320 Office
404-249-6593 Fax

MARIAN ROAD HIGHRISE

760 Sidney Marcus Blvd., NE
Atlanta, GA 30324
404-814-2100 Office
404-814-2105 Fax

MARIETTA ROAD HIGHRISE

2295 Marietta Road, NW
Atlanta, Georgia 30318
404-609-7805 Office
404-609-7804 Fax

WESTMINSTER

1422 Piedmont Avenue, NE
Atlanta, Georgia 30309
404-249-7028 Office
404-249-6593 Fax

LANE MANAGEMENT, LLC

404-459-6100

COSBY SPEAR

355 North Avenue, NE
Atlanta, Georgia 30308
404-249-1305 Office
404-249-1308 Fax

EAST LAKE TOWER

380 East Lake Blvd., SE
Atlanta, Georgia 30317
404-370-8107 Office
404-370-8224 Fax

GEORGIA AVENUE

174 Georgia Avenue, SE
Atlanta, Georgia 30312
404-332-1500 Office
404-332-1502 Fax

MARTIN STREET PLAZA

600 Martin Street, SE
Atlanta, Georgia 30312
404-332-1500 Office
404-332-1502 Fax

PIEDMONT ROAD

3601 Piedmont Road, NE
Atlanta, Georgia 30305
404-814-2106 Office
404-814-2108 Fax

IMS MANAGEMENT SERVICES

404-223-0588

CHESHIRE BRIDGE

2170 Cheshire Bridge Road
Atlanta, Georgia 30324
404-679-5500 Office
404-679-5501 Fax

PEACHTREE ROAD

2240 Peachtree Road, NE
Atlanta, Georgia 30309
404-609-7800 Office
404-609-7801 Fax