



Housing Authority of Henry County

Request For Proposal (RFP)

122-25

Managed IT Services Provider

Purpose: The purpose of this Request for Proposal (RFP) is to invite prospective vendors to submit a proposal to supply Managed IT Service(s) to the Housing Authority of Henry County (HAHC) to procure long term, comprehensive, reliable, timely, proactive IT management, security and support of its business operations. This will include all hardware management, software applications, employee workstations, file servers and network systems, and online systems, including email access.

Submission Deadline: January 31, 2025 Central Standard Time

Single copies of the RFP package may be obtained, at no cost by:

1. Requesting via email to jasonmoore@henrycountyhousing.us
2. [Downloading from our website: http://henrycountyhousing.us/](http://henrycountyhousing.us/)

Information at a glance

HAHC Contact	Jason M. Moore Modernization Coordinator Phone: 309-854-2007 Email: jasonmoore@henrycountyhousing.us
Issuance of RFP	December 5, 2024
Question & Answer Deadline	January 10, 2025
Proposal Submission Deadline	January 31, 2025
Anticipated Approval of Award	February 26, 2025

Every effort will be made to maintain this schedule. However, all dates are subject to change if it is deemed to be in the best interest of the HAHC.

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PART I – GENERAL INFORMATION

1.1 Introduction

The Housing Authority of Henry County (HAHC) is soliciting competitive proposals from qualified Information Technology firms to securely maintain the information systems of the Housing Authority, including all software applications, employee workstations, file servers, network systems, online systems, and email access. The HAHC has determined it will be better served by a “managed services approach”. Currently there are no internal staff dedicated to IT operations. The selected provider will provide all professional IT staff.

1.2 The Organization

The HAHC is a public housing municipal corporation founded in 1939 consisting of 7 developments located throughout Henry County. The HAHC owns and manages over 500 affordable housing units and nearly 200 rent subsidy vouchers from several funding sources.

The agency has three office hubs located in Kewanee, IL with a total of 22 workstations. The agency is using HAB, Inc. of MRI housing software.

1.3 RFP Objective

This RFP will be used to obtain proposals from qualified managed IT service providers. This information will allow HAHC to review proposals and enter into negotiations with the vendor whose proposal is most advantageous to the agency with price and other factors considered.

Following negotiation, the successful proposer will be asked to enter into a contract with HAHC. The length of the initial contract will be 3 years, renewable to a maximum of 5 years, with two, one-year extensions. The initial contract term is anticipated to be April 1, 2025 through March 31, 2028.

PART II - SCOPE OF SERVICES

- Basic network system maintenance and monitoring, including: establishing and enforcing protocols, performing setups, troubleshooting problems, administering print and periphery functions, assessing configurations, installing hardware and software or overseeing their installation, and supervising system backups;
- Ongoing development of the network system as needed, including maintenance of the HAHC’s remote office technology;
- Security and protection of the entire system, including: virus protection, control of access and maintenance of security codes, physical security of the network, and disaster preparation and prevention, and maintenance of all backup systems;

- Maintenance of all workstations, controlling the selection and loading of software applications, troubleshooting local desktop problems, tracking and utilizing warranties and licenses as applicable, functioning as a helpdesk to all HAHC staff including remote and onsite support/problem resolution during and outside of business hours;
- Maintenance of internet and e-mail capacity for all designated HAHC staff;
- Report user problem(s) to vendor(s), as appropriate, maintain logs and follow through with vendor(s) to ensure resolution;
- Work with HAHC staff to develop and maintain adequate security procedures and disaster plans;
- Assist in developing annual IT Department planning and budget recommendations;
- Make recommendations to CEO or designee concerning possibilities for cost reduction and greater efficiencies;
- Work with departments to identify/resolve immediate IT needs/issues, and develop a long-term plan to provide a platform for future IT growth as needed;
- Develop specifications for the purchase of any software, hardware, or other IT equipment desired by the HAHC; and
- Perform other IT related tasks as requested by the CEO or designee.

If you desire a walk through and viewing of the current server, contact Jason Moore at jasonmoore@henrycountyhousing.us or 309-854-2007 to schedule a walk-through of the locations. Appointments may be scheduled for 8:00 a.m. – 3:00 p.m. from December 9, 2024 through January 10, 2025.

PART III – INSTRUCTIONS FOR SUBMITTING PROPOSALS

3.1 Proposal Preparation and Submission

Respondents shall submit one (1) original and two (2) unbound copies of their unfolded proposal, signed and dated by an authorized official of the company. Proposals must be submitted in a sealed envelope that shows the firm's name and address clearly written on the outside of the envelope. The proposal must be addressed to:

Housing Authority of Henry County
Attn: Jason Moore
RFP – Managed IT Services Provider
125 N. Chestnut St.
Kewanee, IL 61443

Proposals must be received no later than 4:00 p.m. on January 31, 2025 to be considered.

Proposals may be emailed to jasonmoore@henrycountyhousing.us. Please write “IT RFP submission” in subject line. The HAHC will not accept faxed proposals.

Proposals shall be organized as follows:

- a) Title Page – show the RFP subject, name of vendor, vendor address, telephone number, contact person with email address, and date of submission.
- b) Vendor responses –Respond to all questions in RFP. Provide images and technical specifications if required.

Proposals shall be prepared simply, providing a clear and concise description of capabilities that meet the criteria of this RFP. Proposals with omitted information may receive a low evaluation or be determined ineligible.

3.2 Proposal Format

All proposals shall be submitted in 8 ½ x 11 inch format. Larger size pages or inserts may be used provided they fold into 8 ½ x 11 inches. All copies of the submittal must be identical in content and organization. Organize the proposal in response to the Submission Requirements taking care to address all issues identified in the Scope of Service.

3.3 Submittal Forms

Provide, as a part of the proposal, all required certifications and HUD forms (included in the attachments of this RFP) and licenses.

3.4 Communication

Inquiries

Vendors’ inquiries, questions, and requests for clarification related to this RFP are to be directed in writing to: Jason Moore at jasonmoore@henrycountyhousing.us no later than 4 p.m., January 10, 2025. All questions and responses will be posted on our website: <http://henrycountyhousing.us/rfp-rfq>. Respondents are responsible for monitoring the website posting for communications related to this RFP. By submitting a response to this solicitation, the

Respondent acknowledges that they have read the entire document, including any addenda, and responds with full knowledge of all terms, conditions, and requirements as set forth.

Respondents will be notified via email of any addenda if HAHC has received an **Intent to Submit** form prior to deadline. You may mail email form to jasonmoore@henrycountyhousing.us. Please write “Intent to Submit – IT RFP” in subject line.

3.5 Criteria for Selection

The purpose of this RFP is to identify IT managed service providers that have the interest, capability, and financial strength to supply the HAHC with information technology services identified in the Scope of Work. Selection will be based on the capability of the vendor to meet the following criteria:

Number	Max Point Value	Selection Criteria
1	20 points	Qualifications of assigned personnel, including a list of all key members of the firm and any consultant(s) or sub consultant(s) who will be assigned to the Agency
2	20 points	Experience in and demonstrated success in completing the services described in the Scope of Services
3	20 points	Capacity – ability to provide information technology services in a timely manner with limited notice and within a confined time-frame
4	40 points	Price Reasonableness- List the proposed fee structure and/or hourly rate for personnel likely to be assigned to HAHC

3.6 Questions for Proposer

Please respond to the following in your proposal. Please use the same order and titles to help facilitate scoring your proposal.

- A. General Company Information** – Provide a profile of your company, including background and history, size, total number of clients, locations, certifications, credentials, and compliance as it relates to public records, and government. Describe all staff that may be utilized to perform contractual duties under your proposal, and their certifications, experience, duties, and length of time with your company.
- B. Security** – Describe strategy for securing your clients data. Include your company’s policies as well as any security certifications that you possess. Explain how you will ensure that the security clearances are adhered to.
- C. Service Levels** – Describe service levels you will provide to HAHC. Note that penalties will be assessed for not meeting service level response times identified. Describe your company’s relationship with suppliers; i.e., how can you safeguard the functionality of HAHC while waiting for a replacement part?
- D. Change Control** – HAHC requires preapproval by the CEO of any changes made to the computing environment.

- E. Monitoring** – Describe your monitoring tools and strategies to monitor and ensure the stability of the computing environment in HAHC. Describe how these monitoring results would be communicated to HAHC.
- F. Documentation and Records** – Describe how you would document and record maintenance, installation, performance, and changes to the system. Describe the documentation that you would make available to HAHC during the term and at the end of the contract period. Describe how you would maintain confidentiality.
- G. Fees** – Please provide all fees associated with the proposed contract for services projected for the contract period. The following should be included in your base bid:
1. Fees for service initiation
 2. Ongoing monthly fees (if any) and what is included and excluded
 3. Fees for connectivity to support site
 4. Fees for on-site work
 5. Optional fees
 - a. Extra work outside the proposal
 - b. Optional ongoing services
 - c. Ad-hoc services
 - d. Office site disaster recovery
 - e. Response and emergency fees
 - f. Consultation fees
- H. References** – Contact information for two references from projects similar in size, application, and scope including a brief description of their implementation.

3.7 Acceptance of Proposals

Proposals submitted after the designated closing date and time will not be accepted for any reason. HAHC reserves the right to accept or reject any or all proposals, to take exception to these RFP specifications or to waive any formalities. Respondents may be excluded from further considerations for failure to comply with the specifications of this RFP. HAHC also reserves the right to reject the proposal of respondents who have previously failed to perform properly, or to complete on time a contract of similar nature, or who is not in a position to perform the contract,

or who habitually without just cause neglected the payment of bills, or disregarded its obligations to subcontractors, providers of materials, or employees.

3.8 Reviewing Proposals

There will be no public opening of proposals. Proposals received prior to the closing date and time will be securely kept and unopened, including electronic submissions. Proposals received after the closing date and time will not be considered. All proposals properly received will be opened and evaluated by the HAHC’s evaluation committee appointed by the CEO. The evaluation committee will analyze and score proposals to make a recommendation to the HAHC CEO.

3.9 Award of Contract

Contract shall be awarded to the respondent submitting a proposal with the highest score according to the evaluation criteria contained herein, provided the proposal is in the best interest of HAHC. The respondent to whom the award is made will be notified at the earliest practical date, likely no more than 30 days after the competitive closing date to allow for board of commissioners’ review and approval, if needed.

HAHC intends to finalize the vendor selection and award the contract in time for work to begin no later than April 1, 2025. The deadline to submit proposals is by 4:00 p.m. Friday, January 31, 2025.

PART IV – ADDITIONAL TERMS & CONDITIONS

4.1 Intellectual Property

The respondent shall not use any intellectual property of HAHC including, but not limited to, all logos, registered trademarks, or trade names of HAHC, at any time, without the prior written approval of HAHC, as appropriate.

4.2 Respondent’s Responses

All received responses shall become the property of HAHC and will not be returned.

4.3 Nondiscrimination of Contractors

A bidder, or vendor, shall not be discriminated against in the solicitation or award of this contract because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state and federal law.

4.4 Tax Exempt Status

Sales of goods to HAHC are normally exempt from state sales tax. State sales and use tax certificates of exemption, Form STS-70, will be issued upon request.

RFP 122-25

ATTACHMENTS

Instructions to Offerors Non-Construction

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



- 03291 -

1. Preparation of Offers

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

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

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

2. Submission of Offers

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

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

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

3. Amendments to Solicitations

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

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

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

4. Explanation to Prospective Offerors

Any prospective offeror desiring an explanation or interpretation of the solicitation, statement of work, etc., must request it in writing soon enough to allow a reply to reach all prospective offerors before the submission of their offers. Oral explanations or instructions given before the award of the contract will not be binding. Any information given to a prospective offeror concerning a solicitation will be furnished promptly to all other prospective offerors as an amendment of the solicitation, if that information is necessary in submitting offers or if the lack of it would be prejudicial to any other prospective offerors.

5. Responsibility of Prospective Contractor

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

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

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

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

6. Late Submissions, Modifications, and Withdrawal of Offers

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

- (1) Was sent by registered or certified mail not later than the fifth calendar day before the date specified for receipt of offers (e.g., an offer submitted in response to a solicitation requiring receipt of offers by the 20th of the month must have been mailed by the 15th);
- (2) Was sent by mail, or if authorized by the solicitation, was sent by telegram or via facsimile, and it is determined by the HA/ HUD that the late receipt was due solely to mishandling by the HA/ HUD after receipt at the HA;
- (3) Was sent by U.S. Postal Service Express Mail Next Day Service - Post Office to Addressee, not later than 5:00 p.m. at the place of mailing two working days prior to the date specified for receipt of proposals. The term "working days" excludes weekends and U.S. Federal holidays; or
- (4) Is the only offer received.

(b) Any modification of an offer, except a modification resulting from the HA's request for "best and final" offer (if this solicitation is a request for proposals), is subject to the same conditions as in subparagraphs (a)(1), (2), and (3) of this provision.

(c) A modification resulting from the HA's request for "best and final" offer received after the time and date specified in the request will not be considered unless received before award and the late receipt is due solely to mishandling by the HA after receipt at the HA.

(d) The only acceptable evidence to establish the date of mailing of a late offer, modification, or withdrawal sent either by registered or certified mail is the U.S. or Canadian Postal Service postmark both on the envelope or wrapper and on the original receipt from the U.S. or Canadian Postal Service. Both postmarks must show a legible date or the offer, modification, or withdrawal shall be processed as if mailed late. "Postmark" means a printed, stamped, or otherwise placed impression (exclusive of a postage meter machine impression) that is readily identifiable without further action as having been supplied and affixed by employees of the U.S. or Canadian Postal Service on the date of mailing. Therefore, offerors should request the postal clerk to place a hand cancellation bull's-eye postmark on both the receipt and the envelope or wrapper.

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

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

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

4. Organizational Conflicts of Interest Certification

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

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

(ii) The Contractor's objectivity in performing the contract work may be impaired; or

(iii) That the Contractor has disclosed all relevant information and requested the HA to make a determination with respect to this Contract.

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

(c) In the event the Contractor was aware of an organizational conflict of interest before the award of this Contract and intentionally did not disclose the conflict to the HA, the HA may terminate the Contract for default.

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

5. Authorized Negotiators (RFPs only)

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

6. Conflict of Interest

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

7. Offeror's Signature

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

Signature & Date:

Typed or Printed Name:

Title:

DISCLOSURE OF LOBBYING ACTIVITIES

Complete this form to disclose lobbying activities pursuant to 31 U.S.C. 1352

Approved by OMB

0348-0046

(See reverse for public burden disclosure.)

1. Type of Federal Action: <input type="checkbox"/> a. contract <input type="checkbox"/> b. grant <input type="checkbox"/> c. cooperative agreement <input type="checkbox"/> d. loan <input type="checkbox"/> e. loan guarantee <input type="checkbox"/> f. loan insurance	2. Status of Federal Action: <input type="checkbox"/> a. bid/offer/application <input type="checkbox"/> b. initial award <input type="checkbox"/> c. post-award	3. Report Type: <input type="checkbox"/> a. initial filing <input type="checkbox"/> b. material change For Material Change Only: year _____ quarter _____ date of last report _____
4. Name and Address of Reporting Entity: <input type="checkbox"/> Prime <input type="checkbox"/> Subawardee Tier _____, if known: Congressional District, if known: 4c	5. If Reporting Entity in No. 4 is a Subawardee, Enter Name and Address of Prime: Congressional District, if known:	
6. Federal Department/Agency:	7. Federal Program Name/Description: CFDA Number, if applicable: _____	
8. Federal Action Number, if known:	9. Award Amount, if known: \$ _____	
10. a. Name and Address of Lobbying Registrant (if individual, last name, first name, MI):	b. Individuals Performing Services (including address if different from No. 10a) (last name, first name, MI):	
11. Information requested through this form is authorized by title 31 U.S.C. section 1352. This disclosure of lobbying activities is a material representation of fact upon which reliance was placed by the tier above when this transaction was made or entered into. This disclosure is required pursuant to 31 U.S.C. 1352. This information will be available for public inspection. Any person who fails to file the required disclosure shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.	Signature: _____ Print Name: _____ Title: _____ Telephone No.: _____ Date: _____	
Federal Use Only:	Authorized for Local Reproduction Standard Form LLL (Rev. 7-97)	

**Certification of Payments
to Influence Federal Transactions**

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

OMB Approval No. 2577-0157 (Exp. 01/31/2017)

Applicant Name

Program/Activity Receiving Federal Grant Funding

The undersigned certifies, to the best of his or her knowledge and belief, that:

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

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

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

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

I hereby certify that all the information stated herein, as well as any information provided in the accompaniment herewith, is true and accurate. **Warning:** HUD will prosecute false claims and statements. Conviction may result in criminal and/or civil penalties. (18 U.S.C. 1001, 1010, 1012; 31 U.S.C. 3729, 3802)

Name of Authorized Official

Title

Signature

Date (mm/dd/yyyy)

NON-COLLUSION AFFIDAVIT

The undersigned bidder or agent, being duly sworn on oath, says that he/she has not, nor has any other member, representative, or agent of the firm, company, corporation or partnership represented by him, entered in to any combination, collusion or agreement with any person relative to the price to be bid by anyone at such letting nor to prevent any person from bidding nor to include anyone to refrain from bidding, and that this bid is made without any reference to any other bid and without any agreement, understanding or combination with any other person in reference to such bidding.

He/She further say that no person or persons, firms or corporations has, have or will receive directly or indirectly, any rebate, fee gift, commission or thing of value on account of such sale.

OATH AND AFFIRMATION

I HEREBY AFFIRM UNDER THE PENALTIES FOR PERJURY THAT THE FACTS AND INFORMATION CONTAINED IN THE FOREGOING BID FOR PUBLIC WORKS ARE TRUE AND CORRECT.

Dated this ____ day of _____, _____

(Name of Organization)

(Title of Person Signing)

(Signature)

HOUSING AUTHORITY OF HENRY COUNTY
Section 3 Certification

The undersigned makes this certification with full knowledge that its contents will be used in the expenditure of funds provided by the United States Government. Under penalty of perjury I hereby state:

1. I am the _____ of _____,
(Owner, Partner, Officer, Representative, Agent)
The Bidder that has submitted the attached Bid; and

2. My company adheres to section 3 of the Housing and Urban Development (HUD) Act of 1968, as amended, 12 U.S.C. 1701u which requires, to the greatest extent feasible, that a “good faith effort” is given to identifying small businesses located within the boundaries of the Section 3 service area, making them aware of contracting opportunities, encouraging their participation and actually awarding contracts to Section 3 business concerns.

3. Efforts will be made to undertake outreach activities intended to encourage participation by Section 3 residents in training and employment opportunities, to include but not limited to:
 - A. Advertising in local media;
 - B. Distributing flyers on training and job opportunities to public housing sites and posting flyers in common areas;
 - C. Informing labor organizations and private job training agencies of potential jobs and contract opportunities;

Signature of Authorized Certifying Official: _____

Title: _____ Date: _____

Company Name: _____