

REQUEST FOR PROPOSALS (RFP)

Property Management Services

Miami Valley Community Action Partnership

Tax Credit Property Portfolio

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1. Introduction

Miami Valley Community Action Partnership (MVCAP) is a private, nonprofit Community Action Agency headquartered in Dayton, Ohio, serving communities throughout the Miami Valley region. As part of the national Community Action network, MVCAP is dedicated to addressing the causes and conditions of poverty and improving the quality of life for low- and moderate-income individuals and families. MVCAP's mission is to work in partnership with local communities to eliminate the causes and conditions of poverty and to promote individual independence and self-sufficiency.

MVCAP administers a broad range of programs and services designed to promote economic stability, housing security, and access to essential resources. In furtherance of its mission, MVCAP owns and operates several affordable housing developments financed through the Low-Income Housing Tax Credit (LIHTC) program. These properties provide safe, quality, and affordable housing opportunities for eligible households while supporting MVCAP's broader community development objectives.

Through this Request for Proposals (RFP), MVCAP seeks to select a qualified property management firm to provide comprehensive property management services for its four-property Low Income Housing Tax Credit portfolio. The properties will be managed as a single consolidated portfolio under a three-year management agreement term beginning July 1, 2026, and a two-year renewal option.

MVCAP intends to transition away from prior hybrid staffing models in which property operations and maintenance functions were split between multiple supervisory structures. The selected firm will provide a fully integrated management and maintenance structure in accordance with all applicable federal, state, and local regulations, including compliance with LIHTC program requirements and other applicable regulatory agreements. This procurement also supports MVCAP's objective of reducing operational and liability risks associated with fragmented staffing structures by consolidating property management and maintenance responsibility under a single professional management firm.

MVCAP seeks to partner with a firm that demonstrates strong experience in affordable housing management, operational capacity, financial accountability, and expertise in maintaining regulatory compliance.

Selection will be based on the proposal that provides the best overall value to MVCAP, taking into consideration factors including the firm's relevant experience, operational strength, LIHTC compliance capacity, financial controls, and proposed pricing.

Supplemental property documentation, including detailed property and operational information, will be made available to prospective proposers through a secure document repository. Access to these materials will be provided upon request to firms that notify MVCAP of their intent to submit a proposal. Additional information regarding access

procedures and the types of materials available is provided in Section 8 – RFP Contact and Question Submission Instructions.

2. Portfolio Overview

MVCAP's property portfolio consists of four Low-Income Housing Tax Credit (LIHTC) properties totaling 166 units located in Darke County and Preble County, Ohio. The properties were placed in service between 1998 and 2006 and serve a mix of low-income seniors (age 55 and older) and low-income families. The portfolio currently maintains strong performance with an overall occupancy rate of approximately 96%, reflecting consistent demand for affordable housing in the communities served.

Two properties—Fox Run Senior Living and Willow Place Apartments—are located in Greenville in Darke County and collectively represent 120 units within the portfolio. The remaining properties—Camden Commons in Camden and Eagle's Nest in Eaton—are located in Preble County and include 46 units. Across the portfolio, residents typically pay electric and gas utilities, while the property is responsible for water/sewer and trash services.

The centralized project management office for the entire portfolio is located at Fox Run Senior Living in Greenville, Ohio. Because two of the properties are located in Preble County, however, the selected firm may be required to establish a working presence near Eagle's Nest or Camden Commons and must be prepared to travel to all sites as necessary to fulfill property management responsibilities, including regular site visits, staff oversight, compliance monitoring, and operational support.

2.1 Property Profiles

Property 1				
Property name:	Fox Run Senior Apartments			
Address:	1230 Adrien Ave., Greenville, OH 45331 (Darke County)			
Year placed in service:	2006			
Unit Details	1-Bedroom	2-Bedroom	3-Bedroom	Total
	0	44 (w/ attached garage)	16 (w/ attached garage)	60
Utilities	Utility Company Name:		Paid by tenant:	Paid by property:
Electric	AES		Yes	No
Gas	Centerpointe Energy		Yes	No
Water/Sewer	Greenville Water		No	Yes
Trash	Rumpke		No	Yes
Target population:	Low-Income Seniors, age 55+			
Current occupancy rate:	100%			
Current management structure:	MVCAP has a property management agreement for the day-to-day operations of the property while MVCAP maintains financial management.			

Property 2				
Property name:	Willow Place Apartments			
Address:	1350 & 1370 Benden Way, Greenville, OH 45331 (Darke County)			
Year placed in service:	1999			
Units	1-Bedroom	2-Bedroom	3-Bedroom	Total
	0	0	60	60
Utilities	Utility Company Name:		Paid by tenant:	Paid by property:
Electric	AES		Yes	No
Gas	Centerpoint Energy		Yes	No
Water/Sewer	Greenville Water		No	Yes
Trash	Rumpke		No	Yes
Target population:	Low-Income Individuals and Families			
Current occupancy rate:	93% (4 vacant units)			
Current management structure:	MVCAP has a property management agreement for the day-to-day operations of the property while MVCAP maintains financial management.			



Property 3				
Property name:	Camden Commons (Preble County Apartments)			
Address:	110 West Central Ave, Camden, OH 45311 (Preble County)			
Year placed in service:	1999			
Units	1-Bedroom	2-Bedroom	3-Bedroom	Total
	6	6	2	14
Utilities	Utility Company Name:		Paid by tenant:	Paid by property:
Electric	AES		Yes	No
Gas	CenterPoint		Yes	No
Water/Sewer	Village of Camden		No	Yes
Trash	Village of Camden/Rumpke		No	Yes
Target population:	Low-Income Seniors, age 55+			
Current occupancy rate:	93% (1 vacant unit)			
Current management structure:	MVCAP oversees both day-to-day operations of the property and financial management internally.			



Property 4				
Property name:	Eagles Nest (Preble County Apartments)			
Address:	500-562 South Street, Eaton, OH 45320 (Preble County)			
Year placed in service:	1998			
Units	1-Bedroom	2-Bedroom	3-Bedroom	Total
	0	16	16	32
Utilities	Utility Company Name:		Paid by tenant:	Paid by property:
	Electric	AES	Yes	No
	Gas	CenterPoint	Yes	No
	Water/Sewer	City of Eaton	No	Yes
	Trash	Rumpke	No	Yes
Target population:	Low-Income Seniors, age 55+			
Current occupancy rate:	97% (1 vacant unit)			
Current management structure:	MVCAP oversees both day-to-day operations of the property and financial management internally.			



3. Scope of Services

3.1 Property Management Responsibilities

The selected property management firm will be responsible for providing comprehensive day-to-day management services for the MVCAP LIHTC housing portfolio.

Responsibilities will include, but are not limited to, the following:

- **Leasing and Marketing:** Implement effective marketing and leasing strategies to maintain high occupancy levels, including advertising vacancies, managing waiting lists, conducting unit showings, and executing leases in accordance with program requirements.
- **Applicant Screening and Income Certification:** Process rental applications, conduct applicant screening, and perform initial and ongoing income certifications in compliance with Low-Income Housing Tax Credit (LIHTC) regulations and other applicable program requirements.
- **Rent Collection and Delinquency Management:** Collect rent and other charges in accordance with established policies, maintain accurate tenant ledgers, and implement appropriate procedures for addressing late payments and delinquencies.
- **Tenant Relations and Lease Enforcement:** Maintain positive tenant relations, address resident concerns and complaints, and enforce lease terms and property policies consistently and fairly.
- **Fair Housing Compliance:** Ensure compliance with all applicable federal, state, and local Fair Housing and Equal Opportunity laws and regulations, including maintaining nondiscriminatory leasing and management practices.
- **Vendor Coordination:** Coordinate and oversee third-party vendors and contractors providing services to the properties, including maintenance, repairs, and other operational services, ensuring work is completed in a timely and cost-effective manner.

3.2 LIHTC Compliance & Regulatory Coordination

The selected property management firm will be responsible for administering and maintaining compliance with all applicable Low-Income Housing Tax Credit (LIHTC) program requirements and other regulatory obligations associated with the MVCAP housing portfolio. Responsibilities will include, but are not limited to, the following:

- **Compliance File Management:** Maintain complete and accurate tenant and property compliance files in accordance with LIHTC program requirements and any other applicable regulatory agreements.
- **Preparation for Monitoring and Inspections:** Coordinate and prepare for compliance monitoring visits, file reviews, and physical inspections conducted by the Ohio Housing Finance Agency or other regulatory entities.

- **Corrective Action Responses:** Address and resolve any findings identified during monitoring reviews or inspections, including preparation and submission of corrective action documentation within required timelines.
- **Reporting to Allocating Agencies:** Prepare and submit required compliance reports and documentation to the Ohio Housing Finance Agency and any other applicable allocating or regulatory agencies.
- **Regulatory Liaison:** Serve as the primary operational liaison to the Ohio Housing Finance Agency, mortgage holders, syndicators, investors, and other regulatory or compliance stakeholders, coordinating communications and providing required documentation and reporting.

MVCAP will retain ownership authority for the properties and all major regulatory decisions; however, the selected firm will be responsible for managing day-to-day regulatory coordination and compliance administration on behalf of MVCAP.

3.3 Maintenance Services

The selected firm will provide comprehensive maintenance services to ensure all properties are safe, well-maintained, and compliant with applicable local, state, federal, and LIHTC program requirements. Responsibilities will include, at minimum, the following:

Routine and Preventive Maintenance

- Implement and maintain a routine and preventive maintenance program for all buildings, systems, and grounds.
- Conduct regular inspections and servicing of major building systems including HVAC, plumbing, electrical, and appliances.
- Maintain common areas, building exteriors, and grounds in safe and presentable condition, including coordination of landscaping and snow removal.

Work Order Tracking System

- Maintain a reliable work order tracking system to log, assign, monitor, and document all maintenance requests.
- Ensure residents have accessible methods for submitting maintenance requests.
- Track response times, completion status, and follow-up actions for all service requests.

Unit Turnover Coordination

- Coordinate all maintenance activities required for unit turnover, including inspections, repairs, cleaning coordination, and preparation for new occupancy.
- Ensure units meet all safety, habitability, and program compliance requirements prior to re-leasing.

Capital Repair Coordination

- Coordinate with MVCAP on capital repairs and replacement projects.

- Assist in identifying major maintenance needs and participate in property inspections.
- Support procurement of contractor bids, scheduling, and oversight of capital repair work as requested.

Emergency Maintenance

- Provide 24-hour emergency maintenance coverage, 7 days per week.
- Immediate response is required for life-safety emergencies, including fire, gas leaks, major water leaks, or other conditions posing immediate risk to residents or property.
- All other emergency maintenance requests must receive a response within 24 hours.

Maintenance Staffing

- All property management and maintenance personnel must be employees or contractors of the selected firm.
- The selected firm will be responsible for hiring, supervision, and management of all maintenance staff necessary to support the portfolio.
- MVCAP will not retain TCP maintenance staff under this agreement.

3.4 Tenant Disputes & Legal Coordination

The selected firm will be responsible for managing tenant disputes, lease enforcement, and legal proceedings in accordance with applicable laws, lease agreements, and LIHTC program requirements. Responsibilities will include, at minimum, the following:

Tenant Dispute Resolution

- Manage and respond to tenant complaints, disputes, and conflicts in a timely and professional manner.
- Attempt to resolve issues through appropriate communication, documentation, and mediation when possible.

Lease Enforcement

- Enforce lease provisions consistently and in compliance with applicable federal, state, and local regulations.
- Issue notices of lease violations, non-compliance, and other enforcement actions as necessary.

Eviction Proceedings

- Manage and coordinate all eviction proceedings, including preparation and delivery of required notices and documentation.
- Coordinate with legal counsel as necessary and ensure compliance with all court procedures and timelines.
- Represent the property in court appearances related to eviction actions.

Legal Coordination

- Coordinate with legal counsel regarding tenant-related legal matters, including lease enforcement actions and eviction cases.
- Maintain complete and accurate documentation related to legal proceedings.

Reporting

- Provide monthly reporting to MVCAP's Owner Representative summarizing all active legal matters, including tenant disputes, lease enforcement actions, and eviction proceedings, along with status updates and outcomes where applicable.

3.5 Financial Management Options

MVCAP is requesting pricing proposals under two potential financial management structures. Proposers must clearly outline their capabilities and pricing under both options.

Pricing Options

Proposers must submit **two pricing proposals**:

- **Option A: Full Property Management Including Financial Management**
The selected firm will provide complete property management services, including all accounting and financial management functions for the portfolio.
- **Option B: Property Management Only**
The selected firm will provide operational property management services only, with **MVCAP retaining responsibility for financial management and accounting functions**.

Proposals should clearly differentiate services, staffing, responsibilities, and pricing associated with each option.

3.5.1 Financial Controls & Internal Control Expectations (Option A)

For proposals including financial management services (Option A), the firm must demonstrate strong financial oversight and internal control systems designed to protect project funds and ensure accurate financial reporting. At a minimum, the firm must implement and maintain the following:

- **Segregation of Duties:** Clearly defined roles that separate financial authorization, processing, and reconciliation responsibilities.
- **Dual Authorization Procedures:** Dual approval requirements for disbursements, transfers, and other significant financial transactions.
- **Fraud Prevention Safeguards:** Policies and internal controls designed to detect and prevent fraud, misuse of funds, or unauthorized transactions.
- **Independent Bank Reconciliation Processes:** Regular and documented reconciliation of all property bank accounts by personnel independent from transaction processing.

- **Restricted Reserve Account Controls:** Appropriate controls and documentation for replacement reserves, operating reserves, and other restricted accounts, including owner approval requirements where applicable.
- **Compliance with GAAP:** All accounting and financial reporting must comply with Generally Accepted Accounting Principles (GAAP) and any applicable LIHTC program reporting standards.

3.6 Financial Reporting Requirements

The selected firm must provide monthly financial reporting for each property. Financial statements and supporting reports must be submitted to MVCAP no later than the 15th day of the following month, or earlier if necessary to align with MVCAP's monthly financial close schedule.

Monthly reports should include, at minimum:

- Property-level income and expense statements
- Balance sheets
- Budget-to-actual variance reports
- Rent rolls
- Accounts receivable and payable reports
- Replacement reserve and operating reserve activity
- Any additional reporting required for LIHTC compliance or ownership oversight

3.7 Data Security & Cybersecurity Controls

When proposing financial management services under Option A, the firm must describe the data security and cybersecurity safeguards used to protect financial information and resident data. Proposals should address, at minimum:

- Encryption standards used to protect financial and sensitive data
- User access controls, including role-based permissions and authentication protocols
- Secure financial system platforms and data storage practices
- Breach detection and response procedures, including notification protocols and mitigation strategies
- Policies for protecting personally identifiable information (PII) and other confidential data

MVCAP expects that any firm providing financial management services will maintain strong data protection practices consistent with industry standards and applicable regulations.

3.8 Property Management Software & Data Access

The selected firm must utilize a professional property management software platform capable of supporting the operational, compliance, and reporting needs of the portfolio. The platform must provide integrated tools that support property management functions across multiple sites while ensuring reliable recordkeeping and data transparency for MVCAP.

At a minimum, the software platform must support the following capabilities:

- **LIHTC Compliance Management**
 - Tracking and documentation of LIHTC eligibility, certifications, and compliance requirements.
 - Secure storage of tenant files and compliance documentation.
 - Reporting capabilities to support regulatory reviews and audits.
- **Maintenance Management**
 - Integrated **work order tracking system** for maintenance requests.
 - Documentation of maintenance activities, response times, and completion status.
 - Ability to track preventive maintenance schedules and property inspections.
- **Financial Reporting**
 - Generation of property-level financial statements and operational reports.
 - Budget tracking and variance reporting.
 - Exportable reports compatible with standard accounting and financial oversight practices.
- **Operational Reporting**
 - Rent rolls, occupancy reports, leasing activity, and delinquency tracking.
 - Unit turnover tracking and leasing pipeline reporting.

Data Access and Transparency

MVCAP must be provided with secure, real-time access to the property management system's reporting dashboards and property-level data. This access should allow MVCAP's Owner Representative and authorized staff to:

- View operational and financial performance metrics for each property.
- Access standard and custom reports as needed.
- Monitor occupancy, leasing activity, maintenance performance, and compliance status.
- Retrieve historical data and supporting documentation when required.

Access must be provided through **secure user credentials with appropriate permission controls**, ensuring that MVCAP has sufficient visibility into portfolio operations while maintaining system security and data integrity.

3.9 Property Staffing Structure

The selected property management firm must provide sufficient staffing to effectively manage the MVCAP housing portfolio and maintain compliance with all applicable program requirements.

Proposers must describe the proposed staffing model for the portfolio and identify the personnel responsible for key management, compliance, and maintenance functions.

The staffing plan should address, at minimum, the following roles:

Property Management Oversight

- Portfolio manager or regional manager responsible for overall operational oversight
- On-site or site-based property management staff responsible for daily leasing and tenant relations activities

Compliance Administration

- Staff responsible for LIHTC eligibility determinations, income certifications, and compliance monitoring
- Internal compliance review procedures and supervisory oversight

Maintenance Staffing

- Maintenance technician coverage for routine repairs and preventive maintenance
- Availability of maintenance staff for unit turnover and emergency response
- Procedures for after-hours emergency maintenance coverage

Support Personnel

- Administrative or accounting staff supporting the portfolio, if applicable
- Additional operational support staff available to assist with compliance, leasing, or property operations

Proposers must indicate whether staff assigned to the MVCAP portfolio will be:

- Dedicated exclusively to these properties, or
- Shared across a broader regional portfolio

The proposal should also identify the geographic location of key personnel and describe the firm's ability to provide consistent on-site presence across all properties.

3.10 Resident Services Coordination

As a Community Action Agency, MVCAP is committed to supporting resident stability and connecting households to resources that promote long-term economic independence.

The selected property management firm will be expected to coordinate with MVCAP staff regarding resident services and community engagement activities.

Responsibilities may include:

- Coordinating with MVCAP program staff regarding resident outreach and service referrals
- Informing residents about available community programs and services offered through MVCAP or partner organizations
- Assisting with communication regarding resident meetings or community engagement activities
- Supporting reasonable accommodation requests and accessibility needs in accordance with Fair Housing requirements

The selected firm will not be expected to directly provide social services but must cooperate with MVCAP staff and community partners to ensure residents are aware of available resources.

Proposers should describe any experience their firm has coordinating resident services or working with nonprofit housing organizations that provide supportive services to residents.

4. Reporting Requirements & Owner Oversight Requirements

The selected firm will report to MVCAP's designated Owner Representative and will provide regular reporting to support oversight of operational, financial, compliance, and legal performance across the portfolio.

Monthly written reports must be submitted and must include the operational, financial, compliance, and legal metrics outlined below. These reports will be used by MVCAP to evaluate property performance and ensure compliance with program and contractual requirements.

4.1. Performance Benchmarks & Key Performance Indicators

The selected firm will be expected to maintain strong operational performance across the portfolio and demonstrate the ability to meet or exceed the performance standards outlined below. These benchmarks represent MVCAP's expectations for effective LIHTC property management and will be used to monitor performance throughout the management agreement.

For purposes of measurement:

- Turnover Time means the number of calendar days from resident move-out to the unit being fully market-ready and available for lease.
- Vacancy Duration means the number of calendar days from resident move-out to the new resident's lease start date.

A. Occupancy & Leasing Performance

- Maintain a minimum physical occupancy rate of 95% each month across the portfolio
- Maintain economic occupancy of not less than 93%
- Average unit turnover time should not exceed 21 calendar days
- Average vacancy duration should not exceed 35 calendar days
- Maintain active pre-leasing practices to minimize downtime between turnover completion and new lease execution
- Lease renewal rate of approximately 60-70% or greater
- Ensure all new move-in files are completed prior to lease execution

Occupancy will be reviewed both on a property-by-property basis and across the consolidated portfolio.

B. Delinquency & Revenue Management

- Monthly rent delinquency rate should not exceed 5% of gross rent roll
- Collection efforts initiated within 5 business days of delinquency
- Timely filing of eviction proceedings when required under lease and legal standards
- Monthly reporting of aged receivables and collection activity

C. Maintenance Performance

- Emergency maintenance coverage available 24 hours per day, 7 days per week
- Immediate response required for life-safety emergencies
- Other emergency requests responded to within 24 hours
- Routine work orders acknowledged within 1 business day and completed within 5 business days unless delays are caused by parts availability or capital approval is required
- 100% of scheduled preventive maintenance inspections completed according to established schedule

D. Compliance Performance

- Maintain LIHTC file error rates within acceptable tolerance levels established by applicable regulatory agencies
- 100% of annual recertifications completed on time
- Annual inspection of all occupied units
- Immediate notification to MVCAP of any material compliance findings or regulatory issues
- Corrective action plans submitted within required regulatory timelines

E. Financial & Reporting Timeliness

- Monthly financial reports submitted no later than the 15th day of the following month, or earlier if required to align with MVCAP's monthly close schedule
- Budget-to-actual variance explanations provided for material deviations

- Annual operating budgets submitted at least 60 days prior to the start of each fiscal year

Performance Review & Corrective Action

Failure to meet performance benchmarks for multiple consecutive months may result in corrective action requirements or additional oversight as defined in the final management agreement.

4.2. Monthly Reporting Requirements

The selected firm must provide monthly written reports summarizing the operational, financial, compliance, and legal performance of each property within the portfolio. Reports should be concise, clearly organized, and submitted electronically to MVCAP's Owner Representative.

At a minimum, monthly reporting must include the following information:

Operational Reporting

- Occupancy rate by property
- Pre-leased units and leasing pipeline activity
- Vacant units categorized by status (ready, down unit, notice, etc.)
- Average days vacant
- Unit turnover timelines
- Maintenance work order activity and completion timelines
- Preventive maintenance completion status

Financial Reporting (if applicable under Option A)

- Property-level income statement
- Budget-to-actual variance report with explanations
- Balance sheet
- Rent roll
- Rent delinquency summary
- Aged receivables report
- Accounts payable summary
- Replacement reserve and operating reserve balances

Compliance Reporting

- Recertification completion status
- Compliance file review results or internal audit findings
- Open compliance findings or monitoring issues
- Status of corrective action items

Legal and Risk Reporting

- Active eviction cases
- Lease violations issued
- Fair Housing complaints or legal claims
- Insurance claims or significant incident reports

MVCAP may request additional reporting as necessary to support oversight of property operations and regulatory compliance.

4.3. Performance Dashboard Requirement

Proposers must provide a sample monthly performance dashboard illustrating how operational and financial information is presented to ownership.

The dashboard should demonstrate how key performance indicators are tracked and communicated in a format that allows MVCAP to quickly assess property performance.

The sample dashboard should include, at minimum:

- Occupancy and leasing performance
- Vacancy and turnover metrics
- Delinquency and collections performance
- Maintenance response and completion metrics
- Compliance monitoring indicators
- Financial performance summaries (if applicable)

Dashboards may be generated through the proposer's property management software platform or other reporting tools and should illustrate the firm's approach to providing transparent, real-time operational insight to ownership.

5. Proposal Submission Requirements

Proposers must submit a complete proposal that clearly demonstrates their qualifications, experience, operational capabilities, and approach to managing the MVCAP housing portfolio. Proposals should be organized in the order outlined below to facilitate evaluation. Proposals must also address management of the entire four-property portfolio. Proposals for partial management of individual properties will not be considered.

At a minimum, proposals must include the following components:

5.1 Cover Letter

A signed cover letter from an authorized representative of the firm that includes:

- A brief introduction to the firm
- Confirmation of the firm's interest in providing services under this RFP
- A statement affirming the accuracy of the proposal and authority of the signatory to submit the proposal on behalf of the firm
- Primary contact information for the proposal

5.2 Firm Overview and History

Provide a description of the firm including:

- Year established and ownership structure
- Corporate headquarters and relevant office locations
- Areas of specialization within affordable housing and LIHTC property management
- Total number of affordable housing units currently managed
- Any relevant certifications or professional affiliations

5.3 Relevant LIHTC Experience

Describe the firm's experience managing Low-Income Housing Tax Credit (LIHTC) properties, including:

- Number of LIHTC properties currently under management
- Types of LIHTC projects managed (family, senior, rural, etc.)
- Experience with compliance monitoring by state housing agencies
- Experience working with syndicators, investors, and regulatory partners
- Experience managing small portfolios or geographically distributed sites similar to the MVCAP portfolio

5.4 Staffing Plan and Organizational Chart

Provide a proposed staffing structure for management of the MVCAP portfolio, including:

- Key personnel assigned to the portfolio
- Roles and responsibilities of each team member
- Relevant experience and qualifications of key staff
- Organizational chart illustrating reporting relationships
- Description of local or regional staffing presence

5.5 Transition Plan

Provide a proposed transition and onboarding plan in the event the firm is selected, including:

- Timeline for assuming management responsibilities
- Data transfer and file review procedures
- Coordination with existing property management operations

- Resident and stakeholder communication plan
- Steps to ensure continuity of property operations during the transition

5.6 Compliance Approach

Describe the firm's approach to LIHTC compliance management, including:

- Processes for income certification and recertification
- Internal quality control and compliance review procedures
- Preparation for regulatory inspections and file reviews
- Methods for maintaining compliance documentation and records

5.7 Pricing Proposal

Proposers must submit two clearly separated pricing proposals:

- **Option A:** Full property management services including financial management
- **Option B:** Property management services only, with MVCAP retaining financial management responsibilities

Pricing proposals should clearly identify:

- Management fee structure
- Any additional service fees
- Staffing costs if applicable
- Any optional or supplemental services

5.7.1 Management Fee Structure and Pricing Detail

Proposers must clearly describe the proposed management fee structure and all costs associated with the services outlined in this RFP. Pricing should be presented in a transparent format that allows MVCAP to clearly understand the full cost of property management services.

At a minimum, proposers should identify the following:

Management Fee Structure

- Proposed management fee expressed as a percentage of Effective Gross Income (EGI) or another clearly defined basis
- Any minimum monthly management fee, if applicable
- Fee differences between Option A (full financial management) and Option B (property management only)

Additional Fees

Proposers must disclose any additional fees that may be charged outside the standard management fee. Examples may include:

- Lease-up or new lease processing fees
- Lease renewal fees
- Compliance administration fees
- Unit inspection fees
- Asset management or owner reporting fees
- Construction or capital project oversight fees
- Technology platform or software fees

Staffing Costs

If on-site staffing costs are not included within the management fee, proposers must clearly identify:

- Estimated staffing costs for property management personnel
- Estimated maintenance staffing costs
- Any other personnel costs associated with portfolio operations

Pass-Through Expenses

Proposers must clearly identify any pass-through expenses that may be billed directly to the properties.

All pricing must clearly distinguish between costs included within the management fee and those that may be billed separately.

5.8 Professional References

Provide at least three professional references from current or recent clients for whom the firm has provided affordable housing or LIHTC property management services. Include:

- Organization name
- Contact person and title
- Phone number and email address
- Description of services provided

5.9 Proof of Insurance

Provide documentation demonstrating that the firm maintains appropriate insurance coverage, which may include:

- General liability insurance

- Professional liability insurance
- Workers' compensation coverage
- Any other relevant coverage required for property management services

5.10 Sample Monthly Performance Dashboard

Provide a sample monthly reporting dashboard demonstrating how operational, financial, compliance, and maintenance performance metrics are presented to ownership.

5.11 Property Management Software Platform

Provide a description of the property management software platform used by the firm, including:

- Core functionality and capabilities
- LIHTC compliance tracking features
- Maintenance management and work order tracking
- Reporting and dashboard capabilities

5.12 Confirmation of MVCAP Data Access

Confirm that MVCAP will be provided secure, real-time access to property-level operational and financial data, including reporting dashboards and supporting documentation.

5.13 Cybersecurity Policies and Safeguards

Proposers must describe the policies and procedures used to protect sensitive data associated with property management operations, including tenant information, financial records, and other confidential information.

At a minimum, the response should address:

- Measures used to protect sensitive data, including encryption or other data protection practices
- User access controls for property management systems and financial platforms
- Secure storage and transmission of tenant and financial data
- Procedures for responding to data security incidents or breaches
- Safeguards used to protect property operating accounts and tenant payment information.

5.14 System Security Reports (if available)

If available, proposers may provide copies of independent system security audit reports related to their property management or financial management systems, such as SOC 1 or SOC 2 reports, or similar third-party security assessments.

Submission of these reports is not required but may be provided to demonstrate the firm's data security practices.

5.15 Protection of Tenant Financial Information

Describe the firm's procedures for protecting tenant financial and personally identifiable information (PII), including:

- Data handling protocols
- Payment processing security controls
- Confidentiality policies for staff and contractors
- Compliance with applicable privacy and data protection standards

Note: Incomplete proposals or proposals that fail to address the requirements outlined in this section may be considered non-responsive.

5.16 Compliance and Litigation Disclosure

Proposers must disclose any material compliance issues, regulatory findings, or legal actions related to property management services within the past five (5) years.

Disclosures should include, if applicable:

Regulatory Compliance Findings

- IRS Form 8823 filings related to LIHTC properties under the firm's management
- State housing agency compliance findings or monitoring issues
- Corrective actions required by allocating agencies or investors

Fair Housing Complaints

- Any formal Fair Housing complaints or investigations involving properties managed by the firm

Litigation

- Any litigation involving property management services provided by the firm
- Legal actions involving tenant disputes, regulatory violations, or contract disputes

For each disclosure, the proposer should provide a brief explanation including:

- Nature of the issue
- Date of occurrence
- Resolution or current status

Disclosure of such matters will not automatically disqualify a proposer but will be considered as part of the overall evaluation of the firm's experience and performance history.

5.17 Portfolio Performance Summary

Proposers must provide a summary of the operational performance of the firm's current affordable housing or LIHTC management portfolio.

The summary should include the following information:

Portfolio Overview

- Total number of affordable housing units currently managed
- Total number of LIHTC properties managed
- Geographic distribution of the portfolio

Operational Performance Metrics

Provide the following performance indicators for the firm's LIHTC portfolio or comparable affordable housing properties:

- Average physical occupancy rate
- Average economic occupancy rate
- Average rent delinquency rate
- Average unit turnover time
- Average vacancy duration

Proposers may also include additional performance indicators or benchmarking information that demonstrate the firm's ability to maintain strong operational performance across a multi-property portfolio.

6. Evaluation Criteria

Proposals submitted in response to this Request for Proposals will be evaluated to determine the proposal that provides the best overall value to Miami Valley Community Action Partnership (MVCAP). Evaluation will consider a combination of factors including the proposer's relevant experience, operational capacity, LIHTC compliance expertise, financial management capability, ability to meet required performance benchmarks, and overall cost structure.

Pricing alone will not determine the award. MVCAP will select the proposal that demonstrates the strongest overall ability to successfully manage the portfolio while maintaining regulatory compliance, operational efficiency, and financial accountability.

MVCAP may request additional clarification, conduct interviews, or request supplemental documentation from proposers during the evaluation process.

6.1 General Evaluation Criteria

Proposals will be evaluated based on the following general factors:

Relevant Experience

- Demonstrated experience managing Low-Income Housing Tax Credit (LIHTC) properties
- Experience managing portfolios of similar size, structure, and geographic distribution
- Experience managing affordable housing serving senior and family populations

Operational Strength

- Adequacy of staffing structure and organizational support
- Availability of local or regional personnel to support the portfolio
- Maintenance staffing capacity and infrastructure
- Ability to effectively manage multi-site portfolios

Ability to Meet Performance Benchmarks

- Demonstrated ability to meet or exceed operational performance benchmarks and Key Performance Indicators outlined in Section 4 – Reporting Requirements & Owner Oversight
- Historical performance metrics related to occupancy, turnover, delinquency management, and maintenance response

Reporting and Data Transparency

- Quality, clarity, and usability of proposed reporting systems
- Sophistication of performance dashboards and reporting tools
- Ability to provide real-time operational and financial visibility to MVCAP

Transition and Implementation Plan

- Quality and completeness of proposed transition strategy
- Realistic implementation timeline for assuming management responsibilities
- Approach to maintaining continuity of operations during transition

Compliance and Regulatory Expertise

- Demonstrated expertise in LIHTC compliance requirements
- Experience working with state allocating agencies, including the Ohio Housing Finance Agency
- Internal compliance review and quality control procedures

Professional References and Performance History

- Feedback from references regarding performance quality, responsiveness, and reliability
- Evidence of successful long-term client relationships

6.2 Financial Evaluation Criteria

Proposals that include financial management services (Option A) will undergo additional financial evaluation.

Financial evaluation will consider the proposer’s ability to provide accurate financial reporting, strong internal financial controls, and transparent cost structures.

A. Fee Structure and Cost Transparency

Evaluation will include:

- Clarity and structure of the proposed management fee
- Clear separation between Option A (full financial management) and Option B (property management only) pricing
- Identification of any additional service fees or pass-through expenses
- Transparency regarding maintenance staffing costs
- Overall cost reasonableness relative to industry standards

B. Financial Reporting Capability

Evaluation will consider:

- Quality and sophistication of sample financial reports
- Budget development and financial planning processes
- Budget-to-actual variance analysis procedures
- Reserve tracking and reporting systems
- Ability to meet MVCAP’s required monthly reporting timeline

C. Internal Controls and Risk Management

Evaluation will consider the proposer’s financial control environment, including:

- Segregation of financial duties
- Fraud prevention safeguards
- Dual authorization procedures for financial transactions
- Bank reconciliation processes
- Controls governing security deposits and restricted reserve accounts
- Ability to support financial audits and regulatory reporting

D. Compliance Financial Management

Evaluation will consider the proposer’s experience managing financial compliance for regulated housing programs, including:

- LIHTC financial reporting requirements
- Handling of restricted and regulated funds
- Coordination with regulatory agencies, lenders, and investors

E. Firm Financial Stability

Evaluation will consider the financial stability and capacity of the proposing firm, including:

- Years in operation
- Size and scale of current property management portfolio
- Organizational financial capacity to support portfolio transition
- Adequacy of required insurance coverage

MVCAP reserves the right to request additional financial documentation during evaluation, including audited financial statements of the proposing firm.

6.3 Performance Capacity & Benchmark Alignment

Proposers must demonstrate their ability to meet or exceed the performance benchmarks established in Section 4 of this RFP.

Key benchmarks include, but are not limited to:

- Minimum 95% monthly physical occupancy
- Average unit turnover time not exceeding 21 days
- Average vacancy duration not exceeding 35 days
- Maximum rent delinquency rate of 5%
- 24-hour emergency maintenance response capability

Proposals should include historical performance data from comparable portfolios demonstrating the proposer's ability to meet similar operational standards.

Evaluation will consider:

- Historical occupancy performance
- Leasing and turnover efficiency
- Delinquency management practices
- Maintenance response capabilities
- Overall portfolio operational performance

Proposers that can demonstrate consistent achievement of performance benchmarks comparable to those required by MVCAP will receive stronger consideration.

6.4 Proposal Evaluation Scoring Matrix

To ensure a fair and consistent evaluation process, proposals will be reviewed by an evaluation committee and scored using weighted criteria. Separate scoring matrices will be used depending on the financial management option proposed.

Each proposal will be evaluated based on a maximum possible score of 100 points.

Two evaluation tracks will be used:

- Option A – Full Property Management Including Financial Management
- Option B – Property Management Only

Proposers must submit proposals for **both** options. Each option will be evaluated independently using the applicable scoring matrix.

6.4.1 Evaluation Matrix – Option A

Full Property Management Including Financial Management

Evaluation Category	Maximum Points
Relevant LIHTC Experience	20
Operational Capacity & Staffing Structure	15
Compliance Expertise & Regulatory Management	15
Performance Capacity & Benchmark Alignment	15
Financial Management Capability	15
Reporting Systems & Performance Dashboards	10
Transition Plan & Implementation Approach	5
Professional References & Performance History	3
Pricing & Cost Reasonableness	2
Total Possible Score	100

Financial Management Capability (Option A Only)

Evaluation will consider the proposer’s ability to manage financial operations for LIHTC properties, including:

- Financial reporting systems and sample reports
- Budget preparation and variance analysis processes
- Internal financial controls and segregation of duties
- Bank reconciliation procedures
- Experience managing replacement reserves and restricted funds
- Ability to support audits and regulatory financial reporting

6.4.2 Evaluation Matrix – Option B

Property Management Only (Financial Management Retained by MVCAP)

Evaluation Category	Maximum Points
Relevant LIHTC Experience	25
Operational Capacity & Staffing Structure	20
Compliance Expertise & Regulatory Management	20

Performance Capacity & Benchmark Alignment	15
Reporting Systems & Performance Dashboards	10
Transition Plan & Implementation Approach	5
Professional References & Performance History	3
Pricing & Cost Reasonableness	2
Total Possible Score	100

Under **Option B**, financial management responsibilities remain with MVCAP. Therefore, the evaluation will place greater emphasis on:

- Operational property management capabilities
- LIHTC compliance administration
- Leasing and occupancy performance
- Maintenance and site operations

6.5 Final Evaluation Process

Following the scoring process, MVCAP may:

- Request clarifications or supplemental information from proposers
- Conduct interviews or presentations with selected firms
- Request Best and Final Offers (BAFO) from shortlisted proposers

MVCAP reserves the right to select the proposal that provides the best overall value to the organization, based on the evaluation criteria outlined in this section.

6.6 Evaluation Committee Scoring Procedure

Proposals will be evaluated by an evaluation committee designated by MVCAP. Each committee member will independently review and score proposals using the scoring matrices provided in Sections 6.5 and 6.6.

Each evaluator will assign a score for each evaluation category based on the proposal's demonstrated qualifications, experience, and responsiveness to the requirements of this RFP.

After individual scoring is completed:

- Scores from all evaluators will be compiled and averaged to determine each proposer's total score.
- The highest-ranked proposers may be invited to participate in interviews or presentations.
- MVCAP may request clarification or additional documentation as part of the evaluation process.

6.7 Tie-Breaker Procedure

In the event that two or more proposals receive the same final score, MVCAP may apply the following tie-breaking factors, in order of priority:

1. Higher score in Relevant LIHTC Experience
2. Higher score in Compliance Expertise & Regulatory Management
3. Higher score in Performance Capacity & Benchmark Alignment
4. Lower overall proposed management fee

If a tie remains after applying these criteria, MVCAP may request additional information, conduct interviews, or request Best and Final Offers (BAFO) from the tied proposers.

7. Procurement Schedule and Timeline

MVCAP anticipates the following procurement schedule for the selection of a property management firm. The dates below represent the anticipated timeline for the procurement process and may be adjusted at the discretion of MVCAP.

Procurement Milestone	Anticipated Date
RFP Release	March 20, 2026
Deadline for Submission of Questions	April 10, 2026
Addendum Issued (if necessary)	April 17, 2026
Proposal Submission Deadline	May 1, 2026
Proposal Evaluation Period	May 2026
Selection Announcement	Late May 2026
Transition Period	June 2026
Contract Start Date	July 1, 2026

Intent to Bid Notification (Recommended but Not Required)

Firms intending to submit a proposal are encouraged to notify the RFP Contact of their intent to bid as early as possible in order to obtain access to supplemental property documentation.

Questions and Clarifications

Proposers may submit written questions regarding this RFP by the date listed above. All questions must be submitted in writing to the contact person identified in this RFP. Responses to questions, along with any clarifications or modifications to the RFP, will be issued through a written addendum distributed to all known proposers.

MVCAP reserves the right to issue additional addenda as necessary to clarify requirements or provide supplemental information.

Proposal Submission Deadline

Complete proposals must be received by May 1, 2026 by the time specified in this RFP. Proposals received after the submission deadline may be considered non-responsive and may not be evaluated.

Evaluation and Selection

Following the proposal submission deadline, MVCAP will evaluate proposals during the month of May 2026 in accordance with the evaluation criteria outlined in Section 6 of this RFP. MVCAP may request additional information, conduct interviews, or request Best and Final Offers (BAFO) from selected proposers as part of the evaluation process.

MVCAP anticipates announcing the selected firm in late May 2026.

Transition Period

The selected firm will participate in a transition and onboarding period during June 2026 to ensure an orderly transfer of operational responsibilities, data, and property management functions.

Contract Commencement

The anticipated start date for the property management agreement is **July 1, 2026**.

MVCAP reserves the right to modify this schedule as necessary to ensure a fair and effective procurement process.

8. RFP Contact and Question Submission Instructions

All communications regarding this Request for Proposals must be directed to the designated RFP contact identified below. Proposers should not contact other MVCAP staff, board members, or representatives regarding this procurement unless expressly authorized. Unauthorized contact may result in disqualification from the procurement process.

8.1 RFP Contact

Name: Karen Berry
Title: Deputy Chief Operating Officer
Organization: Miami Valley Community Action Partnership (MVCAP)
Email: karen.berry@mvcap.com
Phone: 937-341-5000 ext. 158

8.2 Submission of Questions

Proposers may submit written questions or requests for clarification regarding this RFP. Questions must be submitted by the deadline identified in Section 7 – Procurement Schedule and Timeline.

All questions must be submitted via email to the RFP contact listed above and should include the subject line:

“RFP Question – MVCAP Property Management Services”

Questions should clearly reference the relevant section of the RFP when applicable.

MVCAP will compile all submitted questions and provide responses through a written addendum. Responses will be distributed to all known proposers and may be posted to the same location where the RFP was originally issued.

Proposers are responsible for reviewing any addenda issued during the procurement process. Addenda will become part of the RFP and must be acknowledged in the proposal submission.

MVCAP reserves the right to determine whether submitted questions warrant a formal addendum.

8.3 Access to Supplemental Property Documentation

To assist proposers in preparing informed and responsive proposals, MVCAP will make additional property and operational documentation available through a secure online document repository.

Firms interested in submitting a proposal should notify the RFP Contact via email of their intent to submit a proposal. Upon receipt of this notification, the RFP Contact will provide the requesting firm with a secure link and password to access the supplemental documentation site.

Access to the documentation is provided solely for the purpose of preparing a response to this Request for Proposals. By requesting access, proposers agree to treat all materials as confidential and to limit distribution of the information to personnel directly involved in preparing the proposal.

The supplemental documentation site may include, but is not limited to, the following materials:

- Current property management agreements
- Financial statements (previous two fiscal years)
- Current rent rolls
- Utility allowance schedules
- Recent inspection and compliance reports
- Reserve account balances
- Organizational oversight chart
- Vendor lists
- Maintenance backlog reports
- Occupancy and delinquency reports for the previous twenty-four (24) months

MVCAP reserves the right to update, supplement, or clarify information contained in the documentation site during the procurement process. Any additional materials will be made available to all registered proposers.

9. Proposal Submission Format and Delivery Instructions

Proposers must submit a complete proposal addressing all requirements outlined in Section 5 – Proposal Submission Requirements. Proposals should be organized in the order specified in that section to facilitate the evaluation process.

Proposal Submission Method

Proposals must be submitted no later than the Proposal Submission Deadline identified in Section 7.

Proposals must be submitted electronically in PDF format via email or secure file transfer to the RFP contact listed in Section 8.

Subject Line:

MVCAP Property Management Services RFP Proposal – [Firm Name]

Late Proposals

Proposals received after the submission deadline may be considered non-responsive and may not be evaluated.

Proposal Validity

Proposals must remain valid for a minimum of 90 days following the proposal submission deadline unless otherwise agreed upon by the proposer and MVCAP.

10. Contract Terms and Conditions

The following terms and conditions apply to this Request for Proposals and any contract that may result from this procurement process.

10.1 Reservation of Rights

Miami Valley Community Action Partnership (MVCAP) reserves the following rights with respect to this Request for Proposals (RFP):

- **Amendment or Cancellation:** MVCAP reserves the right to amend, suspend, withdraw, or cancel this RFP at any time and for any reason.

- **Rejection of Proposals:** MVCAP may reject any or all proposals received and may waive minor informalities or irregularities in proposals when deemed to be in the best interest of MVCAP.
- **Requests for Clarification:** MVCAP may request clarification, additional information, or supporting documentation from any proposer to assist in the evaluation process.
- **Interviews or Presentations:** MVCAP reserves the right to request interviews, presentations, or meetings with one or more proposers.
- **Verification of Information:** MVCAP may verify the accuracy of information submitted in proposals and may contact references or other sources to confirm a proposer's qualifications, experience, and past performance.
- **Right to Negotiate:** MVCAP reserves the right to negotiate with one or more proposers regarding scope of services, contract terms, and pricing prior to making a final award.
- **Best and Final Offer (BAFO):** MVCAP may request a Best and Final Offer from selected proposers if it determines that doing so will assist in identifying the proposal that provides the best overall value.
- **Award Determination:** MVCAP reserves the right to award a contract in whole or in part, to select one or more firms, or to make no award if it is determined to be in the best interest of the organization.
- **Proposal Costs:** MVCAP shall not be responsible for any costs incurred by proposers in preparing or submitting proposals or participating in the procurement process.
- **Ownership of Proposals:** All proposals and supporting materials submitted in response to this RFP shall become the property of MVCAP and may be retained for official records.

10.2 Conflict of Interest

Proposers must disclose any actual or potential conflicts of interest related to this procurement. MVCAP reserves the right to determine whether a conflict exists and whether it disqualifies a proposer from consideration. Failure to disclose a potential conflict of interest may result in disqualification or termination of any resulting agreement.

10.3 Proposal Preparation Costs

All costs incurred by proposers in preparing and submitting proposals, participating in interviews or presentations, or otherwise responding to this RFP are the sole responsibility of the proposer. MVCAP shall not be responsible for any expenses associated with proposal preparation or participation in the procurement process.

10.4 No Guarantee of Contract Award

Issuance of this RFP does not constitute a commitment by MVCAP to award a contract. MVCAP makes no guarantee that a contract will be awarded as a result of this solicitation.

MVCAP reserves the right to make no award if it determines that none of the proposals submitted adequately meet the needs of the organization or provide sufficient value.

10.5 Contract Negotiation

The final scope of services, pricing, and contractual terms will be subject to negotiation between MVCAP and the selected proposer. Submission of a proposal constitutes acceptance of this condition.

MVCAP reserves the right to negotiate with one or more proposers and may request Best and Final Offers (BAFO) if deemed necessary during the evaluation process.

Any agreement resulting from this RFP will be subject to approval by MVCAP and must comply with all applicable federal, state, and local laws and regulations.

10.6 Confidentiality

Proposers may designate portions of their proposals as confidential or proprietary if such information is clearly identified at the time of submission. MVCAP will make reasonable efforts to protect confidential information to the extent permitted by applicable law.

All proposers must also agree to maintain the confidentiality of any non-public information obtained through the RFP process or during contract negotiations.

Proposers receiving access to supplemental property documentation provided through the secure document repository must maintain the confidentiality of all materials and may use such information solely for the purpose of preparing a response to this RFP.

If a contract is awarded, the selected firm will be required to maintain strict confidentiality regarding tenant information, financial records, personally identifiable information (PII), and any other sensitive data related to MVCAP operations.

10.7 Contract Termination

The management agreement resulting from this RFP will include provisions allowing for termination under certain circumstances.

Termination for Cause

MVCAP may terminate the agreement for cause if the selected firm fails to perform services in accordance with the terms of the contract or fails to maintain required regulatory compliance, insurance coverage, or operational standards.

Termination for Convenience

MVCAP reserves the right to terminate the agreement for convenience upon written notice to the property management firm. The specific notice period will be defined in the final management agreement but is anticipated to be between sixty (60) and ninety (90) days.

Upon termination, the selected firm will cooperate fully with MVCAP in transferring property management responsibilities, records, and operational control to MVCAP or a successor management firm to ensure continuity of property operations and regulatory compliance.

10.8 Federal Compliance Requirements

Because MVCAP receives federal funding for certain programs and operations, procurement conducted through this RFP must comply with applicable federal regulations governing procurement and contracting.

Proposers must certify that they:

- Are not debarred, suspended, or otherwise excluded from participation in federal programs
- Will comply with all applicable federal, state, and local laws and regulations governing the performance of services under the resulting agreement
- Will comply with nondiscrimination requirements under federal civil rights laws

MVCAP reserves the right to require additional certifications or documentation from the selected firm to ensure compliance with applicable federal procurement standards.

11. Insurance and Indemnification Requirements

The selected property management firm shall maintain, at its own expense, all insurance coverage necessary to protect the firm, MVCAP, property residents, and third parties from claims arising out of the performance of services under the resulting agreement.

Insurance coverage must be maintained throughout the term of the contract and any renewal periods. Proof of coverage must be provided to MVCAP prior to contract execution and upon renewal of any required policy.

All insurance policies must be issued by insurers authorized to conduct business in the State of Ohio and with a financial strength rating acceptable to MVCAP.

11.1 Minimum Insurance Requirements

MVCAP will maintain property insurance coverage for the real estate assets. The selected property management firm will maintain operational liability and professional insurance coverage as described below. At a minimum, the selected firm must maintain the following insurance coverage.

A. Commercial General Liability Insurance

Commercial General Liability (CGL) insurance covering bodily injury, property damage, personal injury, and contractual liability arising from the firm's operations.

Minimum coverage limits:

- \$1,000,000 per occurrence
- \$2,000,000 aggregate

Coverage shall include:

- Premises and operations liability
- Products and completed operations
- Contractual liability
- Personal and advertising injury

MVCAP shall be named as an additional insured under this policy.

B. Professional Liability / Errors and Omissions Insurance

Professional Liability Insurance (also known as Errors and Omissions Insurance) covering claims arising from negligent acts, errors, or omissions in the performance of property management services.

Minimum coverage limits:

- \$1,000,000 per claim
- \$2,000,000 aggregate

This coverage must include protection against claims related to:

- Lease administration and tenant screening
- Fair housing compliance errors
- Financial management errors
- Improper eviction procedures
- Mishandling of tenant funds or security deposits

C. Workers' Compensation and Employer's Liability

The selected firm must maintain Workers' Compensation Insurance in compliance with the requirements of the State of Ohio for all employees engaged in work under the resulting agreement.

Employer's Liability coverage shall include limits of not less than:

- \$1,000,000 per accident
- \$1,000,000 disease policy limit
- \$1,000,000 disease each employee

Workers' compensation insurance is required under state labor laws when a business employs workers.

D. Commercial Automobile Liability Insurance

If vehicles are used in connection with property management operations, including site visits or maintenance activities, the firm shall maintain Commercial Automobile Liability Insurance.

Minimum coverage limits:

- \$1,000,000 combined single limit per accident

Coverage must apply to:

- Owned vehicles
- Hired vehicles
- Non-owned vehicles used for business purposes

E. Cyber Liability / Data Security Insurance (Recommended)

Because property managers maintain sensitive tenant and financial data, the selected firm should maintain Cyber Liability Insurance covering:

- Data breaches involving tenant or financial information
- Unauthorized system access
- Ransomware or cyber extortion events
- Costs related to breach notification and credit monitoring

Minimum recommended coverage:

- \$1,000,000 per incident

Property management firms increasingly require cyber coverage due to the sensitive financial and personal information handled during property management operations.

F. Fidelity Bond / Crime Insurance

If the selected firm provides financial management services under Option A, the firm must maintain a fidelity bond or crime insurance policy protecting against employee theft, fraud, or misappropriation of funds.

Minimum coverage limit:

- \$250,000 or greater, or an amount acceptable to MVCAP.

Coverage must include protection for funds held on behalf of MVCAP, including:

- Tenant rent payments
- Security deposits
- Operating accounts
- Replacement reserves or restricted accounts

11.2 Certificates of Insurance

Prior to commencement of services, the selected firm must provide MVCAP with certificates of insurance demonstrating compliance with the required coverage.

Certificates must include the following:

- MVCAP listed as additional insured where applicable
- A requirement that MVCAP receive 30 days' written notice of cancellation or material change in coverage
- Policy numbers and coverage limits

MVCAP reserves the right to request copies of insurance policies or endorsements verifying coverage.

11.3 Subcontractor Insurance

Any subcontractors or vendors engaged by the selected firm must maintain insurance coverage appropriate for the services being provided.

The selected firm shall be responsible for ensuring subcontractors maintain appropriate insurance coverage and comply with all applicable laws and contractual obligations.

11.4 Indemnification

To the fullest extent permitted by law, the selected firm shall indemnify, defend, and hold harmless Miami Valley Community Action Partnership (MVCAP), its officers, employees, agents, and representatives from and against any and all claims, damages, losses, liabilities, costs, or expenses, including reasonable attorneys' fees, arising out of or resulting from:

- The negligent acts or omissions of the selected firm
- Breach of contractual obligations
- Violations of applicable laws or regulations
- Failure to properly perform property management services under the agreement

This indemnification obligation shall survive termination or expiration of the resulting contract.

12. LIHTC Compliance Certifications and Staff Credential Requirements

The selected property management firm must demonstrate strong expertise in the administration of the Low-Income Housing Tax Credit (LIHTC) program and must ensure that qualified personnel are assigned to manage compliance responsibilities for the MVCAP portfolio.

Because LIHTC properties are subject to strict federal and state regulatory requirements, the selected firm must maintain staff with appropriate professional certifications and demonstrated experience in LIHTC compliance management.

12.1 Required LIHTC Compliance Experience

The firm must demonstrate experience managing LIHTC properties in compliance with applicable program requirements, including:

- Tenant eligibility determination and income certification
- Annual recertification procedures
- Rent and income limit compliance
- File documentation and record retention
- Preparation for state housing agency compliance monitoring
- Coordination with allocating agencies, investors, and syndicators

The firm must also demonstrate familiarity with compliance requirements administered by the Ohio Housing Finance Agency (OHFA).

12.2 Compliance Staff Certification Requirements

At least one key staff member responsible for LIHTC compliance oversight assigned to the MVCAP portfolio must maintain a recognized affordable housing compliance certification.

Acceptable certifications may include, but are not limited to:

- Housing Credit Certified Professional (HCCP) – National Association of Home Builders (NAHB)
- Tax Credit Specialist (TCS) – National Center for Housing Management (NCHM)
- Certified Professional of Occupancy (CPO) – National Association of Housing and Redevelopment Officials (NAHRO)
- Certified Credit Compliance Professional (C3P) – Spectrum Enterprises
- Specialist in Housing Credit Management (SHCM) – NAHB

The firm must identify certified staff members in the proposal and describe their roles in managing compliance responsibilities for the portfolio.

12.3 Continuing Education and Training

The selected firm must ensure that staff responsible for LIHTC compliance maintain current knowledge of program requirements through ongoing training and continuing education.

This may include:

- Annual compliance training
- Updates regarding changes in federal LIHTC regulations
- Updates issued by the Ohio Housing Finance Agency
- Training related to Fair Housing and tenant eligibility requirements

12.4 Fair Housing Training

All staff involved in leasing, tenant screening, and property management must receive regular training related to Fair Housing laws and nondiscrimination requirements, including:

- The Fair Housing Act
- State and local fair housing requirements
- Reasonable accommodation procedures

12.5 Documentation of Credentials

Proposers must provide documentation of relevant certifications held by staff who will be responsible for LIHTC compliance oversight.

Documentation may include:

- Copies of certification credentials
- Description of compliance experience
- Organizational structure identifying the compliance oversight role

MVCAP reserves the right to request additional documentation verifying certifications or compliance training during the evaluation process.