



ORANGE COUNTY HOUSING FINANCE AUTHORITY


AGENDA PACKAGE

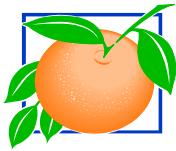
BOARD OF DIRECTORS MEETING

WEDNESDAY, MAY 7, 2025 | 8:30 A.M.

ORANGE COUNTY ADMINISTRATION BUILDING

201 South Rosalind Ave – Orlando, FL 32801 | Commissioners Chambers





ORANGE COUNTY
HOUSING FINANCE AUTHORITY

FRANTZ DUTES
EXECUTIVE DIRECTOR

MEMORANDUM

BOARD OF DIRECTORS

CURTIS HUNTER
CHAIR

RAY COLADO
VICE CHAIR

WIL STAMPER
BOARD MEMBER

SUSY JETTE
BOARD MEMBER

MARK LEWIS
BOARD MEMBER

TO: Curtis Hunter, Board of Directors, OCHFA
Ray Colado, Board of Directors, OCHFA
Wil Stamper, Board of Directors, OCHFA
Susy Jette, Board of Directors, OCHFA
Mark Lewis, Board of Directors, OCHFA
Warren S. Bloom, General Counsel, Greenberg Traurig
Mike Watkins, General Counsel, Greenberg Traurig
David Jones, Financial Advisor, CSG Advisors
Helen H. Feinberg, Senior Managing Underwriter, RBC Capital Markets
Donald Peterson, Co-Managing Underwriter, Raymond James
Tim Wranovix, Co-Managing Underwriter, Raymond James
Whitney Evers, Senior Assistant County Attorney – Orange County
Stephanie Taub, Manager, Fiscal & Business Services – Orange County
James Audette, Trustee – US Bank

FROM: Frantz Dutes, Executive Director

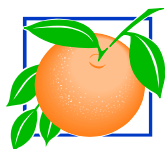
DATE: **April 28, 2025**

RE: **MAY 7, 2025 BOARD OF DIRECTORS MEETING AGENDA**

Ladies and Gentlemen, enclosed is the **Orange County Housing Finance Authority's** Board of Directors meeting agenda package; scheduled as follows:

Date: Wednesday, May 7, 2025
Time: 8:30 a.m.
Location: Orange County Administration Center
1st Floor – Commissioners Chambers
201 Rosalind Avenue - Orlando, Florida 32801

Should you have any questions, need additional information, or you will not be attending the meeting, please contact me as soon as possible at (407) 894-0014.



FRANTZ DUTES
EXECUTIVE DIRECTOR

BOARD OF DIRECTORS

CURTIS HUNTER
CHAIR

RAY COLADO
VICE CHAIR

WIL STAMPER
BOARD MEMBER

SUSY JETTE
BOARD MEMBER

MARK LEWIS
BOARD MEMBER

OCHFA BOARD OF DIRECTORS MEETING
May 7, 2025 ~ 8:30 A.M.

AGENDA

PUBLIC COMMENT

CONSENT AGENDA

A. GENERAL ADMINISTRATION

1. Adoption of April 2, 2025, Board of Directors Meeting minutes. Pg. 3-5
2. Ratification of April 2, 2025, Joint/ Ad Hoc Committee Meeting minutes. Pg. 6-7

B. EXECUTIVE DIRECTOR'S OFFICE

1. Multi-Family Housing Revenue Bonds Pipeline Report. Pg. 8-9
2. Consider approval of the Recommendation to select a firm to provide Managed Information Technology Services. Pg. 10-104
3. Consider approval of the Authority's updated Personnel Policies and Procedures Manual. Pg. 105-157
4. Bond Refunding Guidelines. Pg. 158-160

C. FINANCIAL MANAGEMENT

1. Acknowledgement of the consolidated balance sheet for the Operating Fund; acknowledgement of the following: combined statement of revenues/ expenses changes in retained earnings; FY 2025 operating fund comparison of budget vs. actual; FY 2025 operating fund comparison of actual revenues & expenses; summary of OCHFA's operating fund investments. Pg. 161-171
2. GAP Loan Report. Pg. 172-173

D. PROGRAM OPERATIONS

1. Acknowledgement of the Current Status of the Single-Family Homeowner Revenue Bond (HRB) Program. Pg. 174-184
2. Acknowledgement of the Multi-Family Occupancy Report. Pg. 185-191

DISCUSSION AGENDA

A. EXECUTIVE DIRECTOR

B. OTHER BUSINESS

1. Procedure for Election of Chair and Vice Chair. Pg. 190-194
2. Appointment of Committee Members. Pg. 193

Section 286.0105, Florida Statutes, states that if a person decides to appeal any decision made by a board, agency, or commission with respect to any matter considered at a meeting or hearing, he or she will need a record of the proceedings, and that, for such purpose, he or she may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based.

La Sección 286.0105 de los Estatutos de la Florida establece que si una persona decide apelar cualquier decisión tomada por una junta, agencia o comisión con respecto a cualquier asunto considerado en una reunión o audiencia, necesitará un registro de los procedimientos y que, para tal fin, es posible que deba asegurarse de que se haga un registro literal de los procedimientos. cuyo expediente incluye los testimonios y las pruebas en que se basará la apelación.

Seksyon 286.0105, Lwa Florida, deklare ke si yon moun deside fè apèl kont nenpòt desizyon ki te pran pa yon tablo, ajans, oswa komisyon ki gen rapò ak nenpòt pwoblèm konsidere nan yon reyinyon oswa yon odyans, li pral bezwen yon dosye sou pwosedi yo, e ke, pou rezon sa yo, li ka bezwen asire ke yon dosye vèbal nan pwosedi yo fèt, ki dosye gen ladan temwayaj ak prèv ki montre apèl la dwe baze.

Orange County does not discriminate on the basis of race, color, national origin, sex, age, religion, disability or family status. Those with questions or concerns about nondiscrimination, those requiring special assistance under the Americans with Disabilities Act (ADA), and those requiring language assistance (free of charge) should contact the Title VI/Nondiscrimination Coordinator at access@ocfl.net or by calling 3-1-1 (407-836-3111).

If you are hearing or speech impaired, you may reach the phone numbers above by dialing 711.

El Condado de Orange no discrimina por motivos de raza, color, origen nacional, sexo, edad, religión, discapacidad o situación familiar. Aquellos que tengan preguntas o inquietudes sobre la no discriminación, aquellos que requieran asistencia especial según la Ley de Estadounidenses con Discapacidades (ADA) y aquellos que requieran asistencia lingüística (gratuita) deben comunicarse con el Coordinador de No Discriminación/Título VI en access@ocfl.net o llamando 3-1-1 (407-836-3111).

Si tiene problemas de audición o del habla, puede comunicarse con los números de teléfono anteriores marcando 711.

Orange County pa fè diskriminasyon sou baz ras, koulè, orijin nasyonal, sèks, laj, relijyon, andikap oswa sitiyasyon fanmi. Moun ki gen kesyon oswa enkyetid konsènan non diskriminasyon, moun ki bezwen asistans espesyal dapre Lwa Ameriken andikape yo (ADA), ak moun ki bezwen asistans nan lang (gratis) ta dwe kontakte Kowòdonatè Tit VI/Nondiscrimination nan access@ocfl.net oswa lè yo rele 3-1-1 (407-836-3111).

Si w gen pwoblèm pou tande oswa pou w pale, ou ka kontakte nimewo telefòn ki anwo yo lè w konpoze 711.

ORANGE COUNTY HOUSING FINANCE AUTHORITY

BOARD OF DIRECTORS

C. HUNTER | R. COLADO | W. STAMPER | S. JETTE | M. LEWIS

OFFICIAL MEETING MINUTES

Meeting: Board of Directors Meeting **Date:** Wednesday, April 2, 2025 **Time:** 8:30am
Location: Orange County Administration Center – Commissioners Chambers – 1st Fl., 201 S. Rosalind Ave., Orlando, FL.

Board Members

PRESENT

Curtis Hunter
Chair

Ray Colado
Vice Chair

Susy Jette
Board Member

Mark Lewis
Board Member

Board Members

NOT PRESENT

Wil Stamper
Board Member

OCHFA Staff

PRESENT

Frantz Dutes
Executive Director

O. Adetayo
Chief Financial Officer

S. Tan
Director Program Operations

OCHFA Professionals

PRESENT

Mike Watkins, Esq.
GTLaw

Austin Kofi
Co-Managing Underwriter, Raymond James

County Staff

PRESENT

D. Philippe
Fiscal Business Svcs

M. Lively
Fiscal Business Svcs

MEETING CONVENED: There being a quorum present, and in the absence of the Chair and Vice Chair, Frantz Dutes, Executive Director, called the meeting to order at 8:30 a.m. Before proceeding with the agenda, Mr. Dutes, reported that on March 11, 2025, the Orange County Board of County Commissioners appointed Mr. Mark Lewis and Ms. **Susy Jette to replace the Authority's current Chair, Vernice Atkins**-Bradley and Vice Chair, Kenneth Hughes. Mr. Dutes provided an opportunity for Mr. Lewis to introduce himself. Ms. Jette joined the meeting later on, and introduced herself at that time.

Election of Chair and Vice Chair:

Mr. Dutes, addressed the Board regarding the election of the **Board's** Chair. He asked the Board for a nomination for the position of Chair. Board Member Mark Lewis nominated Board Member Ray Colado to serve as Chair; a second to the motion was not secured. Mr. Colado, then nominated Board Member Curtis Hunter, to serve as Chair, seconded by Mr. Hunter. There being no further discussion, the Board elected Mr. Curtis Hunter to serve as Chair – Motion / Second: R. Colado/ C. Hunter – Aye by voice vote, all present.

As the newly elected Chair, the meeting was turned over to Chair, Curtis Hunter to preside. He opened the floor for nominations for the position of Vice Chair. Board Member Mark Lewis, nominated Board Member Ray Colado to serve as Vice Chair, seconded by Chair, Curtis Hunter. There being no further discussion, the Board elected Ray Colado, to serve as Vice Chair – Motion / Second: M. Lewis/ C. Hunter – Aye by voice vote, all present.

PUBLIC COMMENT(s): No comment(s).

CONSENT AGENDA:

A. GENERAL ADMINISTRATION

1. Adoption of March 5, 2025, Regular Board of Directors Meeting minutes.

B. EXECUTIVE DIRECTOR'S OFFICE

1. Multi-Family Housing Revenue Bonds Pipeline Report.

C. FINANCIAL MANAGEMENT

1. **Acknowledgement of OCHFA's Operating Fund Investments.** Acknowledgement of the consolidated balance sheet for the Operating Fund; acknowledgement of combined statement of rev(s)/ exp(s)/ changes in retained earnings; acknowledgement of FY 2025, operating fund comparison of budget vs. actual; acknowledgement of FY 2025, operating fund comparison of **actual revenues & expenses; acknowledgement summary of OCHFA's operating fund investments.**
2. GAP Loan Report.

D. PROGRAM OPERATIONS

1. Acknowledgement of the Current Status of the Single-Family Homeowner Revenue Bond (HRB) Program.
2. Acknowledgement of the Multi-Family Audit Period.

ACTION TAKEN

There being no discussion, the Board approved the Consent Agenda items.

MOTION / SECOND: R. Colado/ M. Lewis AYE BY VOICE VOTE: All Present NAY BY VOICE VOTE: _____ ABSTAINED: _____

DISCUSSION AGENDA:

A. EXECUTIVE DIRECTOR

CONSIDER APPROVAL OF THE REIMBURSEMENT RESOLUTION FOR MULTI-FAMILY TAX-EXEMPT BONDS FOR TUPPERWARE HEIGHTS PHASE I (NAME TBD) APARTMENTS, IN AN AMOUNT NOT-TO-EXCEED \$74MM.

Mr. Dutes, addressed the Board regarding consideration of a Reimbursement/ Inducement Resolution (#2025-02), for Multi-Family Tax-Exempt Bonds, for the proposed Tupperware Heights Phase-I Apartments in the amount of \$74MM. He stated that the Authority received the application from the Developer, Orlando Housing Associates XIV, LLLP – Dominion Development Group – **under the Authority's 2025 Open Cycle Allocation Process.**

Mr. Dutes stated that the proposed Tupperware Heights Phase-I is a 300-unit new construction community. The physical address is at this time **"To Be Determined"** (TBD), it is currently described as 0 S. Orange Avenue, Orlando, FL 32824. He also stated that the proposed development will consist of 62 (sixty-two) 2-beds/2-bath units; 172 (one hundred seventy-two) 3-beds/2-bath units; and 66 (sixty-six) 4-beds/2-bath units, with rents ranging from \$1,423 - \$1,834 per month. The proposed development **team meets the Authority's requirements**, and the project will have a Set-aside of 100% at 60% or below of the Area Median Income (AMI). Mr. Dutes reviewed the proposed preliminary financing sources during the construction and permanent phase. He concluded by stating that the Debt Service Coverage (DSC) ratio is 1.11, which exceeds **the Authority's** minimum requirement of 1.10. Brief discussion ensued.

ACTION TAKEN

There being no discussion, the Board approved Reimbursement (Inducement) Resolution (#2025-02); authorizing the Inducement of Multi-Family Tax-Exempt Bonds in an amount not-to-exceed \$74MM, for the acquisition, construction and equipping of Tupperware Heights Apartments Phase I (name TBD) and authorization for staff and Bond Counsel to submit a Notice of Intent to the Florida Division of Bond Finance, and complete the underwriting process.

MOTION / SECOND: R. Colado/ C. Hunter AYE BY VOICE VOTE: All Present NAY BY VOICE VOTE: _____ ABSTAINED: _____

CONSIDER APPROVAL OF THE REIMBURSEMENT RESOLUTION FOR MULTI-FAMILY TAX-EXEMPT BONDS FOR TUPPERWARE HEIGHTS PHASE II (NAME TBD) APARTMENTS, IN AN AMOUNT NOT-TO-EXCEED \$56MM.

Mr. Dutes, addressed the Board regarding consideration of a Reimbursement/ Inducement Resolution (#2025-03), for Multi-Family Tax-Exempt Bonds for the proposed Tupperware Heights Phase-II Apartments in the amount of \$56MM. He stated that the Authority received the application from the Developer, Orlando Housing Associates XIV, LLLP – Dominion Development Group – **under the Authority's 2025 Open Cycle Allocation Process.**

Mr. Dutes stated that the proposed Tupperware Heights Phase-II is a 228-unit new construction community. The physical address is at this time **"To Be Determined"** (TBD), it is currently described as 0 S. Orange Avenue, Orlando, FL 32824. He also stated that the proposed development will consist of 44 (forty-four) 2-beds/2-bath units; 124 (one hundred twenty-four) 3-beds/2-bath units; and 60 (sixty) 4-beds/2-

bath units, with rents ranging from \$1,423 - \$1,834 per month. The proposed development **team meets the Authority's requirements, and** the project will have a Set-aside of 100% at 60% or below the Area Median Income (AMI). Mr. Dutes reviewed the preliminary financing sources during the construction and permanent phase. He concluded by stating that the Debt Service Coverage (DSC) ratio is 1.11, which exceeds **the Authority's** minimum requirement of 1.10.

Board Member Colado, inquired about the simultaneous construction of Phases I & II. Mr. Dutes, asked Ms. Katessa Archer, Vice President with the Dominion Group, to respond to this inquiry. Ms. Archer, informed the Board that the phases will be built independently with some sequencing. Brief discussion ensued.

ACTION TAKEN

There being no discussion, the Board approved Reimbursement (Inducement) Resolution (#2025-03); authorizing the Inducement of Multi-Family Tax-Exempt Bonds in an amount not-to-exceed \$56MM, for the acquisition, construction and equipping of Tupperware Heights Apartments Phase II (name TBD) and authorization for staff and Bond Counsel to submit a Notice of Intent to the Florida Division of Bond Finance, and complete the underwriting process.

MOTION / SECOND: R. Colado/ M. Lewis AYE BY VOICE VOTE: All Present NAY BY VOICE VOTE: ABSTAINED:

OTHER BUSINESS

NEW BOARD MEMBER ACKNOWLEDGEMENT

Frantz Dutes, Executive Director, acknowledged the Authority's newest Board Member, Susy Jette. Ms. Jette, joined the Board Members at the dais, and introduced herself to the Board and provided a brief history of her professional background and experience.

ADJOURNMENT

There being no further business, Chair Curtis Hunter, adjourned the meeting at 8:51 a.m.

ATTEST:

FRANTZ DUTES
EXECUTIVE DIRECTOR

CURTIS HUNTER
BOARD MEMBER

END OF MINUTES PREPARED BY OLYMPIA ROMAN

ORANGE COUNTY HOUSING FINANCE AUTHORITY

BOARD OF DIRECTORS

C. HUNTER | R. COLADO | W. STAMPER | S. JETTE | M. LEWIS

OFFICIAL MEETING MINUTES

Meeting: Joint / Ad Hoc Committee **Date:** Wednesday, April 2, 2025 **Time:** 9:15 a.m.
Location: Orange County Administration Center – 1st FL – Room #105, 201 S. Rosalind Ave., Orlando, FL.

Committee Members

PRESENT

Curtis Hunter Committee Chair	Ray Colado Member	Susy Jette Member	Mark Lewis Member
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OCHFA Staff

PRESENT

Frantz Dutes Executive Director	Olukayode Adetayo Chief Financial Officer	Olympia Roman Staff
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MEETING CONVENED: There being a quorum, Committee Chair, Curtis Hunter, called the meeting to order at 9:15 a.m. He informed the Joint/ Ad Hoc Committee that the purpose of the meeting is to review and discuss the responses received from the Request for Proposal (RFP) issued by the Authority for Managed Information Technology Services and **the Authority's proposed revisions to the current Personnel Policies and Procedures Manual.**

MANAGED INFORMATION TECHNOLOGY SERVICES – REQUEST FOR PROPOSALS EVALUATIONS AND SCORING

Mr. Dutes, provided a brief overview and chronology of the Authority's published Request for Proposal (RFP) for Managed Information Technology Services issued by the Authority. He reported that in December 2024, the Authority distributed the RFP to 35 (thirty-five) information technology companies; and a formal response was received from 10 (ten) companies. He also reported that an internal team comprised of the Executive Director, Chief Financial Officer and the Director of Program Operations, independently reviewed and scored each response received. In addition, **the Authority's current IT provider, Calloway Networks** reviewed the top three (3) responses, and provided an analysis of the responses.

Mr. Dutes provided the Committee with staff's recommendation of the top three (3) firms in order of scoring: 1) Bayshore Interactive; 2) Rolle IT; and 3) eResources (It on Demand). Bayshore Interactive and Rolle IT had the same score. The team recommended Bayshore Interactive because of its location and proximity to our office. He concluded by stating that the RFP process outlined above was transparent, impartial and fair; and that staff is requesting a recommendation from the Committee to the Board authorizing staff to negotiate and execute a contract with Bayshore Interactive, and for staff to formally terminate negotiations with the top ranked firm if staff is unable to arrive at a negotiated agreement and commence negotiations with the next ranked company until a successful negotiation is reached. Brief discussion ensued.

ACTION TAKEN

There being no further discussion, the Committee recommends that the Board Authorize staff to negotiate and execute a contract with Bayshore Interactive, and for staff to formally terminate negotiations with the top ranked firm if staff is unable to arrive at a negotiated agreement and commence negotiations with the next ranked company (Rolle IT) until a successful negotiation is reached; and recommends that it be presented to the Board for approval at its May 7, 2025, Board of Directors meeting.

MOTION / SECOND: M. Lewis / R. Colado AYE BY VOICE VOTE: All Present NAY BY VOICE VOTE: ABSTAINED:

OCHFA PERSONNEL POLICIES & PROCEDURES MANUAL – PROPOSED UPDATES

Mr. Dutes, provided an overview of the Authority's proposed Personnel Policies & Procedures Manual. He informed the Committee that to ensure that the Authority's policies are aligned with changes in the workforce, the manual was updated to include changes in the Family Medical Leave Act (FMLA), remote work and travel policy, along with other revisions. He also reported that the manual serves as a resourceful reference guide that can be used by staff, management and board members. He concluded by stating that the Authority received input from its General Counsel in developing the manual and their comments have been incorporated.

The Ad Hoc Committee recommends that staff submit the Personnel Policies and Procedures Manual to the Board for approval at the upcoming May 7, 2025, Board Meeting. Brief discussion ensued.

ACTION TAKEN

*There being no further discussion, the **Committee recommends adoption of the Authority's proposed** Personnel Policies and Procedures Manual at its meeting on May 7, 2025.*

MOTION / SECOND: R. Colado / C. Hunter AYE BY VOICE VOTE: All Present NAY BY VOICE VOTE: ABSTAINED:

ADJOURNMENT

There being no further business, Curtis Hunter – Committee Chair, adjourned the meeting at 9:43 a.m.

ATTEST:

FRANTZ DUTES
EXECUTIVE DIRECTOR

CURTIS HUNTER
COMMITTEE CHAIR

OLYMPIA ROMAN
MINUTES PREPARED BY



FRANTZ DUTES
EXECUTIVE DIRECTOR

CONSENT ITEM

BOARD OF DIRECTORS

CURTIS HUNTER
CHAIR

RAY COLADO
VICE CHAIR

WIL STAMPER
BOARD MEMBER

SUSY JETTE
BOARD MEMBER

MARK LEWIS
BOARD MEMBER

MEMORANDUM

TO:	OCHFA Board of Directors
FROM:	Frantz Dutes, Executive Director
DATE:	March 20, 2025
RE:	MULTI-FAMILY HOUSING MORTGAGE REVENUE BONDS PIPELINE REPORT MAY 7, 2025 REGULAR BOARD OF DIRECTOR'S MEETING

The Multi-Family Housing Mortgage Revenue Bond Pipeline Report is attached. As of March 20, 2025, we have 2,001 units in process, and a total of \$398,373,650 in bonds issued/pending.

ACTION REQUESTED: Information Only

OCHFA MULTI-FAMILY HOUSING MORTGAGE REVENUE BONDS PIPELINE REPORT

April 30, 2025

Development/ Developer	Location	Units	Bond Amount	Application Received	Inducement Approved	Bond Resolution Approved	Total Development Cost	Per Unit Cost	Status
Orange County Leased Housing Associates XXV, LLP	0 South Orange Avenue Orlando, FL	300	\$ 74,000,000	2/25/2025	4/2/2025		\$ 132,578,352 *	\$441,927 *	Application Under Review
Orange County Leased Housing Associates XXV, LLP	0 South Orange Avenue Orlando, FL	228	\$ 56,000,000	2/25/2025	4/2/2025		\$ 100,880,008 *	\$442,456 *	Application Under Review
Valencia Trace (FL) Owner LP/Aztec Parent	101 Grande Valencia Trace Drive	229	\$ 47,000,000	11/12/2024	1/8/2024		\$ 82,107,838 *	\$358,550 *	Applicant Working on Financial Structure
The Waters/Dominium	1255 Plymouth Sorrento Road Apopka FL 32712	180	\$ 37,000,000	7/3/2023	9/6/2023	11/6/2024	\$ 62,938,003	\$349,656	Under Construction
52 At Park/Lincoln Avenue Capital	3225 West Colonial Drive Orlando FL 32808	300	\$ 55,500,000	8/12/2021	10/6/2021	10/4/2023	\$ 102,402,544	\$341,342	Under Construction
Southwick Commons/Wendover Housing	461 East 7th Street Apopka FL 32703	192	\$ 31,000,000	8/27/2021	10/6/2021	12/6/2023	\$ 64,786,980	\$337,432	Under Construction
Silver Lake Apartments/ Volunteers of America	5102 Cinderlane Pkwy Orlando FL 32808	104	\$ 13,500,000	8/19/2021	10/6/2021	5/1/2024	\$ 28,435,040	\$273,414	Under Rehabilitation
Huntington Reserve/Lincoln Avenue Capital	2000 Rosecliff Circle Sanford FL 32773	168	\$ 34,373,650	7/21/2023	9/6/2023	8/7/2024	\$ 62,237,897	\$370,464	Under Rehabilitation
Catchlight Crossings Phase III/Wendover Housing	Destination Parkway/Adjacent to the Convention Center	150	\$ 25,000,000	4/8/2022	10/5/2022		\$ 47,459,974 *	\$316,400 *	Applicant Working on Financial Structure
Catchlight Crossings Phase IV/Wendover Housing	Destination Parkway/Adjacent to the Convention Center	150	\$ 25,000,000	4/8/2022	10/5/2022		\$ 47,459,974 *	\$316,400 *	Applicant Working on Financial Structure
		2,001	\$ 398,373,650				\$ 731,286,610	\$ 365,461	

NOTES:

*Preliminary subject to change



FRANTZ DUTES
EXECUTIVE DIRECTOR

CONSENT ITEM

BOARD OF DIRECTORS

CURTIS HUNTER
CHAIR

RAY COLADO
VICE CHAIR

WIL STAMPER
BOARD MEMBER

SUSY JETTE
BOARD MEMBER

MARK LEWIS
BOARD MEMBER

MEMORANDUM

TO:	OCHFA Board of Directors
FROM:	Frantz Dutes, Executive Director
DATE:	April 14, 2025
RE:	CONSIDER APPROVAL OF THE RECOMMENDATION TO SELECT A FIRM TO PROVIDE MANAGED INFORMATION TECHNOLOGY SERVICES. MAY 7, 2025 REGULAR BOARD OF DIRECTORS' MEETING

BACKGROUND

On May 1, 2024, the Board approved the Authority's Strategic Plan for fiscal year 2024-2027. One of the goals adopted was the "further integration and enhancement of OCHFA's operational, financial and information management systems, enabling the Authority to achieve its mission through the most efficient utilization of resources." As we proceeded to ensure that the appropriate support systems are in place to achieve this goal, the Board decided that it would be best to secure the services of a new firm to provide Managed Information Technology Services. A Request for Proposal (RFP) was discussed in much detail at our Ad Hoc Committee meeting conducted in November 2024.

In an effort to ensure that OCHFA's information management systems are efficiently utilized, on December 4, 2024, the Board approved the issuance of a Request for Proposal (RFP) for Managed Information Technology Services. On December 12, 2024, staff distributed the RFP to 36 (thirty-six) local providers of managed information technology services. Realizing that the volume of response to the RFP was lower than what had been anticipated, we extended the deadline to submit date to February 3, 2025.

We received a formal response to the RFP from 10 (ten) qualified management information technology services firms. An internal team comprised of the Executive Director, Chief Financial Officer and the Director of Program Operations, independently reviewed and scored each response received. Shortly thereafter, the team convened to review the scoring and arrive at a consensus score for each response received. Additionally, we engaged our current IT Consultant and they also concurred with our evaluation and scoring of the top three responses received. A copy of the RFP, along with staff evaluations, responses from the top three (3) companies, and our IT Consultant's analysis are attached.

In our opinion, the RFP process outlined above was transparent, impartial and fair. On April 2, 2025, the Ad Hoc Committee recommended Board approval for staff to negotiate and execute a contract with Bayshore Interactive, and for staff to formally terminate negotiations with the top ranked firm if staff is unable to arrive at a negotiated agreement and commence negotiations with the next ranked company until a successful negotiation is reached.

ACTION REQUESTED

Board approval for staff to negotiate and execute a contract with Bayshore Interactive, and for staff to formally terminate negotiations with the top ranked firm if staff is unable to arrive at a negotiated agreement and commence negotiations with the next ranked company until a successful negotiation is reached.

Managed Information Technology Services Evaluation

Staff Overall Scores

C R I T E R I A					
1. Expertise & Experience	2. Completeness of Solution	3. Demonstrated Customer Svc	4. Pricing & Contracts	5. M/WBE	
25	25	20	25	5	100

FRANTZ

						Total Score
Bayshore	22	22	17	25	0	86
CMIT	20	20	17	20	0	77
eResources	20	22	17	25	0	84
i-Tech	22	19	18	20	0	79
i-Venture	22	22	5	10	0	59
Orlan Tech	22	22	18	10	0	72
Rolle IT	22	22	17	25	0	86
Sem Tech	20	20	15	15	0	70
Taylor Works	20	20	15	15	0	70
Team Logic	22	20	18	10	0	70

KAYODE

Bayshore	22	22	17	25	0	86
CMIT	20	20	17	20	0	77
eResources	20	22	17	25	0	84
i-Tech	22	19	18	20	0	79
i-Venture	20	22	5	10	0	57
Orlan Tech	22	22	18	10	0	72
Rolle IT	22	22	17	25	0	86
Sem Tech	20	20	15	15	0	70
Taylor Works	20	20	15	15	0	70
Team Logic	22	20	18	10	0	70

SHAWN

Bayshore	22	22	17	25	0	86
CMIT	20	20	17	20	0	77
eResources	20	22	17	25	0	84
i-Tech	22	19	18	20	0	79
i-Venture	20	22	5	10	0	57
Orlan Tech	22	22	18	10	0	72
Rolle IT	22	22	17	25	0	86
Sem Tech	20	20	15	15	0	70
Taylor Works	20	20	15	15	0	70
Team Logic	22	20	18	10	0	70

IT Support Candidate Review

An unbiased review provided by Richard and Jason Calloway

3/17/2025

Candidate 1 - Bayshore Interactive

Pros:

- All their tech support employees are based out of ORLANDO
- Actually located in ORLANDO
- 6 engineers will be dedicated to OCHFA
- Specifically will assume responsibility for the phone system
- Bayshore Data Backup Centers (no more tapes)
- Large company, been around for a long time, great reputation, lots of positive feedback from clients 10+ years ago
- Actually mention on-site support
- Can't go wrong with a large company, but it will be a less personalized experience.

Candidate 2 - IT on Demand

Pros:

- Already supports a government housing authority client
- Already supports a multi-family property management firm
- Experience in Yardi
- They specifically mentioned experience in Hyper-V virtualization platform (OCHFA uses Hyper-V)
- Provides application development
- General types of organizations their clients represent are similar to OCHFA
- Previous clients that are also housing authorities, mostly remote support

Cons:

- Closest Office in Ocala
- Never mentions on-site support (need to clarify and specify)
- Seems to be boiler-plate support strategy

Candidate 3 - Rolle IT

Pros:

- Big clients
- Mentions customized IT support (perl scripts need support or replacement)

- Specifically mentions PFSENSE firewall support
- Specifically mentions Hyper-V
- Disabled Vet owned husband wife team owned
- DOD and Federal clients

Cons:

- Founded 2019 only 6 years old?
- Located in Melbourne (pretty far for on-site work)
- Mostly remote support for clients

Conclusion:

All three of these candidates are fine IT companies capable of supporting OCHFA. We would not hesitate to recommend any of them. We recommend you base your final choice on the personal relationship you must establish between your organization and the candidate's account representative to OCHFA. You MUST have a single, dedicated account representative that answers to you. All other things considered, the quality of this potential relationship will define your organization's overall satisfaction with your IT partner. Please reach out if we can clarify any of our observations above.

Have a blessed day!

Rick and Jason

MANAGED SERVICES PROPOSAL

Prepared exclusively for:



Introduction:

This IT support proposal describes the services that the Orange County Housing Finance Authority will receive from Bayshore Interactive, Inc.

Purpose:

The client depends on the IT helpdesk, software and services (together: 'the IT system') that are maintained and supported by the supplier.

This IT support proposal sets out how the IT supplier (Bayshore Interactive) will provide maintenance and support services for the IT system. It describes for which items the supplier will provide support, what activities it will perform, and how the client can expect problems with the IT system to be handled.

SCOPE:

Parties:

This IT Network Management Proposal is between:

The Client:	The Supplier:
Orange County Housing Finance Authority 2211 East Hillcrest Street Orlando, FL 32803 Key contact: Frantz Dutes fdutes@ochfa.com 407-894-0014	Bayshore Interactive 4700 Millenia Blvd. Suite 200 Orlando, FL 32839 Key contact: Tommy Orndorf tommy@bayshore.net 321-710-0920



Equipment, Software and Services Covered:

This proposal covers the equipment, software and services listed on the table below. This list may be updated at any time, with agreement from both the client and supplier.

Services	Description
Support Availability	24x7x365 support engineers; Support will be performed via remote access and/or on-site as needed including days, nights, holidays and weekends.
Network Performance Management	Measure and make available various aspects of network performance so that LAN/WAN performance can be maintained at an acceptable level.
Configuration Management	Monitor network and system configure information remotely so that the effects on network operation of various versions of hardware and software elements can be tracked and managed. Management will be provided with specialized network monitoring tool(s) through multiple locations.
Accounting Management	Measure network utilization parameters so that individual or group uses on the network can be regulated appropriately.
Fault Management	Proactively detect, log, notify users of, and (to the extent possible) automatically fix network problems to keep the network, including all systems, always running efficiently.
Security Management	Control and monitor access to network resources according to local guidelines so that the network cannot be compromised. Maintain existing server(s) / system(s) client security applications as well as add/recommend what is deemed "needed".



Server / Client Systems Support	Research and deploy critical operating system, productivity software and basic hardware updates on all server(s) and all client workstation(s); Monitor and fix all user support needs to maintain an acceptable, fully functional working environment with no downtime.
Phone System Support	Configure and support all phone system and telecom related issues. Work directly with current data providers to keep all telecom equipment fully operational.
IT Communications Consultation	Provide expert recommendations on improving communication infrastructure; 6 dedicated engineers will be assigned to provide support and manage the IT infrastructure/helpdesk at the Orange County Housing Finance Authority.
Cloud Based / Real time Data Backup	Perform “continuous” real-time off-site AWS data backups of workstations/servers into the Bayshore network cloud architecture.
Disaster Recovery	Your data is stored securely in 2 Bayshore data centers (East Coast (Orlando) and Texas). If there is a disaster you will have peace of mind knowing your data is safe and can be restored through the cloud or via a network device that can be shipped overnight.
Documentation	Create and maintain full documentation of network diagrams; endpoints, system and phone system configurations.



Exclusions:

As this IT support proposal is written in the spirit of partnership, the supplier will always make the best possible efforts to provide support and rectify problems as requested.

However, this agreement only applies to the parts of the IT system listed above.

Additionally:

- This proposal does not cover IT system problems caused by using equipment, software or service(s) in a way that is **not recommended**.
- If the client has made **unauthorized changes** to the configuration or setting up of equipment, software or services, this agreement may not apply.
- If the client has prevented the supplier from **performing the required maintenance and updates**, there may be a delay in resolving issues.

This proposal does not apply to circumstances that could be reasonably said to be beyond the supplier's control. For instance: floods, plagues, war, etc.

This proposal also does not apply if the client fails to pay the agreed supplier invoices on time.

Having said this, Bayshore Interactive aims to be helpful and accommodating to our best ability. Bayshore will do its absolute best to assist the Orange County Housing Finance Authority wherever possible.

RESPONSIBILITIES:

Key Supplier Responsibilities:

The supplier will maintain and support the IT system used by the client.

Additionally, the supplier will:

- Ensure relevant software, services and equipment are available to the client in line with the service level agreement (SLA) that accompanies this proposal.
- Respond to support requests as described in the SLA — and within reasonable time, in any case.
- Do its best to escalate and resolve issues in an appropriate, timely manner.
- Always maintain excellent communication with the client.



Key Client Responsibilities:

The client will use the IT system covered by this proposal as intended.

Additionally, the client will:

- Notify the supplier of issues or problems in a timely manner.
- Provide the supplier with access to equipment, software and services for the purposes of maintenance, updates and fault prevention.
- Keep the supplier informed about potential changes to its IT system. For example, if staff are to begin connecting their own mobile devices (tablets, phones) to the company network, the supplier may be able to adjust its services accordingly.
- Always maintain excellent communication with the supplier.

Activities

The supplier will perform several specific activities for the client. Details of these activities are described in the table below, along with the purpose and frequency of each.

Activity	Frequency	Notes
General		
Document software and hardware changes	As necessary	
Send client log of work performed	Monthly	
System Maintenance		
Check backups are running properly	Daily	This is a simple check that backups are running with no errors reported.
Perform backup test	Monthly	This is a full data restore test.
Monitor and maintain server uptime	Constantly	
Install software patches, feature updates and other updates	As necessary	Updates are always tested before being rolled out across the IT infrastructure.



Install software upgrades	As necessary	Upgrades that incur costs — and other major upgrades — will only be installed after consultation with the client.
Monitor status and availability of cloud services	Constantly	Automated systems will be used to check cloud services used by the client are available.
Monitor available disk space on servers and company computers	Daily	
Perform system and server reboots	As necessary	Non-essential reboots will be performed at convenient times, agreed between client and supplier.
General server/endpoint maintenance	As necessary	To be performed out of hours or at mutually agreed times.
Let the client know of any potential issues	As necessary	For example: <ul style="list-style-type: none"> • Disk space running low • Equipment showing signs of failure • Deteriorating network speeds
Create, remove and maintain employee user accounts and permissions	As necessary	For example, when employees: <ul style="list-style-type: none"> • Join or leave the company • Require access to additional resources
Assist users with support queries	As necessary	For example: <ul style="list-style-type: none"> • How to connect to VPN • Where to save shared files
Fixing Problems		
Disaster recovery of core systems	As necessary	In the event of a significant IT failure or problem (e.g. complete server failure or security breach), the supplier will do everything possible to restore service. A separate disaster recovery plan will be maintained.
Fix user errors / mistakes	As necessary	For example: <ul style="list-style-type: none"> • Accidental file deletion • Forgotten passwords



Raise support requests with third-party providers	As necessary	Where cloud services and other aspects of the IT system are not in the supplier's direct control, the supplier will take responsibility for liaising with third parties to resolve issues.
Managing Networks		
Maintain internet connection	Constantly	Automated monitoring will be used to identify performance issues with or availability of the client's internet connection(s).
Monitor router logs	Weekly	
Monitor network capacity and performance	Weekly	The supplier will endeavor to identify where network capacity is reaching its limit.
Maintaining Security		
Monitor firewall logs	Monthly	The supplier will attempt to identify and address any unusual or suspicious activity.
Check status of security software updates	As necessary	The supplier will verify that all updates are installed in a timely manner.
Investigate any suspicious activity or unexpected software behavior	As necessary	The supplier will investigate any activity that could be the result of malicious software or individuals, such as viruses or hacking attempts.
Manage file and folder permissions	As necessary	
Enforce password policies	As necessary	
Managing Apps and Services		
Create, manage and remove mailboxes	As necessary	For example: <ul style="list-style-type: none"> • Creating email addresses for new users • Increasing mailbox sizes if needed
Managing Mobile Devices		
Mobile device management for Android and iOS devices	As necessary	For example: <ul style="list-style-type: none"> • Rolling out new company security updates to devices if needed • Updating device firmware if needed



Exhibit A:

1). Expertise and Experience:

1.1 – Briefly Describe the history and organization of your firm and confirm its current status as a service provider of Managed Information Technology Services.

Bayshore Interactive has been proudly serving businesses in Orlando, Florida, as a trusted Managed Service Provider (MSP) for years. Founded and led by Tommy Orndorf, our focus has always been on delivering personalized IT solutions that truly align with each client's unique needs. From managed IT services and network security to advanced cloud solutions, we've built our reputation on reliability, responsiveness, and a genuine commitment to our clients' success.

Today, we're proud to be a go-to IT partner for businesses across various industries in Orlando. Our team is dedicated to keeping your technology running smoothly, minimizing downtime, and ensuring your data stays secure. At Bayshore Interactive, we don't just manage IT—we build lasting partnerships to help your business thrive in a tech-driven world.

1.2 Describe your firm's experience in successfully providing the different types of services offered and how they would meet the needs of OCHFA. Specify services such as: Fully Managed IT Services / Co managed IT services/ Managed Compliance and/or After-Hours Maintenance.

Bayshore has a proven track record of delivering comprehensive IT solutions to businesses across various industries in Orlando, making us well-positioned to meet the unique needs of OCHFA. Our experience spans Managed IT, Co-Managed IT, Compliance, and After-Hours Maintenance, ensuring organizations receive tailored support for their specific requirements.

- **Managed IT Services:** We provide fully managed IT solutions that handle everything from day-to-day IT operations to strategic technology planning. Our proactive approach focuses on minimizing downtime, optimizing system performance, and preventing issues before they arise. For OCHFA, this means reliable IT infrastructure that supports seamless operations and consistent service delivery.
- **Co-Managed IT Services:** We excel at working alongside in-house IT teams to enhance their capabilities without overstepping boundaries. Our Co-Managed IT services offer flexibility, allowing us to fill gaps in expertise, provide additional resources during peak times, and support large-scale projects. This collaborative approach ensures OCHFA's internal IT team remains empowered and efficient.
- **Compliance:** With extensive experience in maintaining regulatory standards across various industries, we ensure systems and processes adhere to strict compliance requirements. Whether it's data privacy laws, cybersecurity frameworks, or industry-specific regulations, Bayshore Interactive is equipped to help OCHFA navigate compliance challenges confidently.



- **After-Hours Maintenance:** Understanding that IT systems need to operate around the clock, we provide after-hours maintenance and support to ensure updates, patches, and critical troubleshooting occur without disrupting daily operations. This service is particularly valuable for organizations like OCHFA that can't afford downtime.

Our client-focused approach, combined with deep expertise in IT management and security, positions Bayshore Interactive as a reliable partner capable of supporting OCHFA's technological infrastructure, enhancing efficiency, and safeguarding critical systems.

1.3 What are the general types of organizations your clients represent?

We support a diverse range of clients across multiple industries, including municipal and city governments, healthcare providers, legal firms, theme parks, and small to mid-sized businesses. Our tailored IT solutions are designed to meet the unique needs of each sector, ensuring reliability, security, and operational efficiency across the board.

1.4 Describe your onboarding/implementation process and approach if you were selected?

At Bayshore Interactive, we have developed a comprehensive client-centric onboarding and implementation process to ensure a seamless transition and successful partnership. Our approach encompasses several key phases:

Discovery and Assessment:

- **Client Consultation:** We begin by engaging in detailed discussions to understand your organization's specific needs, objectives, and existing IT infrastructure.
- **Comprehensive Audit:** Our team conducts a thorough assessment of your current systems, including hardware, software, network configurations, and security protocols, to identify strengths and areas for improvement.

Planning and Design:

- **Customized Strategy Development:** Based on our assessment, we collaborate with you to develop a tailored IT strategy that aligns with your business goals and addresses identified needs.
- **Implementation Roadmap:** We create a detailed plan outlining the timeline, milestones, and responsibilities to ensure a structured and efficient implementation process.

Implementation and Integration:

- **System Optimization:** Our experts execute the implementation plan, which may involve system upgrades, security enhancements, and the deployment of management tools to optimize performance.



- **Seamless Integration:** We ensure that new solutions are effectively integrated with your existing infrastructure, minimizing disruptions to your operations.

Training and Knowledge Transfer:

- **Staff Training:** We provide comprehensive training sessions for your team to ensure they are proficient in utilizing new tools and understanding any updated processes.
- **Documentation:** Detailed documentation is supplied to support ongoing operations and facilitate future reference.

Post-Implementation Support:

- **Ongoing Monitoring:** After implementation, we continuously monitor system performance to ensure optimal functionality and promptly address any issues that may arise.
- **Regular Reviews:** We schedule periodic meetings to evaluate the effectiveness of the implemented solutions, discuss any evolving needs, and make necessary adjustments to support your organization's growth.

1.5 How do you typically work with IT management clients who have staff members?

At Bayshore, we see in-house IT teams as valuable partners, not competitors. Our goal is to complement and enhance their efforts through a clear, collaborative approach:

- **Defined Roles:** We work with your team to clarify responsibilities, avoiding overlap and ensuring efficiency.
- **Specialized Expertise:** We provide support in areas like cybersecurity, compliance, and advanced IT projects, allowing your team to focus on strategic goals.
- **Scalable Support:** Our services scale with your needs, offering flexibility during busy periods or large projects.
- **Shared Tools & Communication:** Regular updates and shared platforms ensure seamless teamwork and transparency.

This partnership allows your internal team to focus on innovation and growth, while we handle routine tasks, advanced support, and ensure your IT environment remains secure and efficient.

1.6 Do you serve clients 24 x 7 requirements?

Yes, we deliver 24x7 service by leveraging a dedicated support team, advanced technology, and efficient workflows to ensure uninterrupted assistance and client satisfaction.



1.7 What other services do you offer besides the core services of a Managed Service Provider?

Bayshore offers a range of value-added services to help OCHFA maximize their technological investments and stay ahead of the curve:

- IT Roadmap Planning: Long-term technology strategy aligned with business goals.
- Digital Transformation Services: Helping organizations leverage modern technologies like AI, automation, and IoT.
- Vendor Management: Acting as a single point of contact for managing third-party IT vendors.

Advanced Cybersecurity Services

- Penetration Testing & Vulnerability Assessments: Proactive identification of security weaknesses.
- Security Awareness Training: Educating staff on cybersecurity best practices.
- Incident Response Planning: Developing strategies for quick recovery after security breaches.

Unified Communications (VoIP & Collaboration Tools)

- VoIP Phone Systems: Scalable and cost-effective communication solutions.
- Collaboration Tools: Integration of platforms like Microsoft Teams, Zoom, and Slack for productivity.

Physical Security Solutions

- Access Control Systems: Secure physical access to facilities.
- Managing surveillance systems: Integrated CCTV and monitoring solutions.

IT Asset Management

- Lifecycle management for hardware and software assets.
- Procurement and licensing management.
- When necessary, we provide onsite home IT support for remote employees to ensure they remain productive and secure while working outside the office.
- These additional services allow Bayshore to go beyond day-to-day IT support and become a strategic partner, helping clients achieve their long-term goals, enhance security, and improve overall operational efficiency.

1.8 What type of training do you offer either during onboarding or ongoing?

At Bayshore, we prioritize empowering your team with the knowledge they need to effectively use technology and maintain security. Our training programs are tailored to



both onboarding and ongoing support, ensuring your team stays confident and informed.

Onboarding Training:

- System Orientation: Introduction to new hardware, software, and tools.
- Cybersecurity Awareness: Best practices for password management, phishing detection, and data protection.
- IT Policies & Procedures: Clear guidelines on system usage and issue reporting.
- Helpdesk Training: How to submit tickets and use self-service tools.

Ongoing Training:

- Advanced Cybersecurity: Regular updates on threats and security protocols.
- Software Updates: Training on new features and productivity tips.
- Compliance Training: Ensuring adherence to standards like HIPAA, GDPR, or CMMC.
- One-on-One Support: Personalized training sessions for specific roles or needs.

Our approach ensures your team is equipped, confident, and prepared to use technology effectively while staying aligned with industry's best practices. Training is not just an event, it's an ongoing commitment to your success and security.

1.9 What do you feel are your biggest hurdles to a successful relationship?

At Bayshore, we believe great partnerships are built on trust, clear communication, and mutual understanding. Here are some common challenges we've seen in IT partnerships—and how we adapt and overcome these hurdles:

- **Clear Communication & Expectations:**
Misaligned goals or unclear expectations can cause frustration. We tackle this by setting clear responsibilities, regular check-ins, and transparent communication channels from day one.
- **Resistance to Change:**
Switching IT providers or adopting new systems can be disruptive. Our structured onboarding process, hands-on training, and ongoing support ensure your team feels confident every step of the way.
- **Collaboration with In-House IT Teams:**
Overlapping roles can cause confusion. We establish clear boundaries and responsibilities upfront, working alongside your internal team as a seamless extension of your IT department.
- **Budget Concerns:**
Unexpected costs or unclear pricing models can strain relationships. We're committed to transparent pricing, clear service agreements, and ongoing value reviews to stay aligned with your budget.



- **Building Trust:**
Trust takes time. We focus on consistent results, accountability, and open communication to build a strong foundation from the start.
- **Adapting to Change:**
Your business will evolve, and your IT needs will change. We offer flexible services and regular reviews to ensure we're always aligned with your goals.
- **Security & Compliance Risks:**
IT security is critical, and mistakes can be costly. Our proactive monitoring, regular audits, and compliance expertise help keep your systems safe and up to date.

We don't just provide IT services, we build partnerships based on trust, reliability, and shared success. By addressing these challenges head-on, we ensure a smooth and productive relationship from the start.

1.10 Please provide at least three (3) references, to include contact names, phone numbers, email addresses and type of industry.

Space Machine Engineering (Aerospace)

Nirav Pandya (President)

nirav.pandya@space-machine.com

407-595-2707

Atlantic Civil Constructors (Construction)

Roosevelt Civil (President)

rcivil@atlantic-civil.com

407-432-5487

Attraction Support Services / WonderWorks (Attraction/Theme Parks)

Janine Vaccarello (CEO)

janine@attractionsupportservices.com

407-340-2323

Central Florida Cares Health Systems (Medical)

Michael Lupton (IT Manager / Admin)

mlupton@cfchs.org

407-985-3560



1.11 What type of general expertise can you provide in key technological areas?

At Bayshore Interactive, we bring a broad range of expertise across critical technology domains to support your organization's growth, security, and operational efficiency. Our team combines technical knowledge, industry experience, and a commitment to customer service to deliver results in the following key areas:

Managed IT Services

- Proactive monitoring and management of IT infrastructure
- Helpdesk support for end-users
- System performance optimization

Cybersecurity

- Network and endpoint security solutions
- Threat detection and response
- Compliance with industry regulations (e.g., HIPAA, GDPR, CMMC)
- Security awareness training for staff

Cloud Solutions

- Cloud migration and management (e.g., Microsoft Azure, AWS)
- Hybrid and multi-cloud infrastructure
- Cloud-based collaboration tools

Network Infrastructure

- Design, implementation, and maintenance of robust networks
- Wireless solutions and secure remote access
- Performance monitoring and optimization

Data Backup & Disaster Recovery

- Regular backups and secure data storage
- Disaster recovery planning and execution
- Business continuity strategies

Compliance & Regulatory Expertise

- Audits and assessments for compliance frameworks
- Documentation and reporting support
- Policy creation and implementation



Collaboration & Communication Tools

- VoIP phone systems
- Unified communication platforms (e.g., Microsoft Teams, Zoom)
- Remote collaboration tools

IT Consulting & Strategy

- IT roadmap development
- Technology assessments and recommendations
- Vendor management and procurement support

End-User Training & Support

- Cybersecurity awareness training
- Productivity tool workshops
- Ongoing IT education programs

Physical Security Solutions

- Access control systems
- Surveillance and monitoring solutions

Remote & Hybrid Work Support

- Secure remote access solutions
- Home office IT setup and support
- Ongoing remote employee technical assistance

Our depth of experience across these areas allows us to serve as a trusted technology partner, helping businesses of all sizes navigate challenges, adopt new technologies, and achieve their strategic goals with confidence.

1.12 What differentiates your organization from your competitors in the marketplace?

Bayshore Interactive differentiates itself from other MSP companies through a personalized approach to IT management, tailored solutions for each client's unique needs, and a proactive focus on innovation and security. By prioritizing client relationships, leveraging cutting-edge technology, and offering unparalleled customer support, Bayshore ensures a seamless, customized experience that drives business success.



2). Completeness of Solution:

2.1 Specifically address how your firm will ensure proper coverage of the OCHFA account in the event the primary person(s) assigned are unavailable for any reason

If for some reason the primary person that is working on an issue or solution for OCHFA is out of office/on-site, we have an experienced team that can assist and takeover in the interim. We pride ourselves on working as a team and are always happy to assist each other to make sure our clients' needs are met. Our team communicates effectively and always makes sure someone is available to assist.

2.2 What general types of organizations do your clients represent? Do you use in-house or contracted resources for services?

Our clients represent a vast variety of organizations including: Hospitality, Medical, Attorney Offices, Marketing, Theme Parks, Food/Beverage, Churches, and much more.

2.3 Why do you believe your firm is a good fit with our organization?

Bayshore Interactive would be a strong fit for OCHFA due to its proven expertise in delivering secure, scalable IT solutions tailored to organizational needs. With a focus on compliance, operational efficiency, and leveraging cutting-edge technology, Bayshore ensures reliable support and seamless integration, making them an ideal partner for meeting OCHFA's mission-critical objectives.

2.4 Describe your process for migrating OCHFA to your organization.

Initial Assessment and Planning

- Conduct a thorough audit of the client's IT infrastructure and define project scope, timeline, and objectives.
- Identify critical systems, dependencies, and potential risks.

Pre-Migration Preparation

- Document the current environment and address compatibility or security gaps.
- Set up necessary infrastructure, configure security measures, and create a staging environment for testing.

Data Migration and System Integration

- Back up all data, securely transfer it to the new environment, and validate its integrity.
- Configure applications, networks, and user access while ensuring minimal disruption to operations.



Testing and Deployment

- Perform functionality and user acceptance testing to ensure systems meet expectations.
- Transition to the new environment during planned downtime, with close monitoring for immediate support.

Post-Migration Support and Optimization

- Provide ongoing performance monitoring, gather client feedback, and implement optimizations.
- Transition to routine MSP-managed services, ensuring long-term stability and scalability.

2.5 What OCHFA resources would you require (i.e., information, data, staff, resources, communication) during initial migration and on an ongoing basis?

Upon initial migration to Bayshore, we will need comprehensive information about the current IT environment, including an inventory of hardware, software, and network topology, along with administrative credentials and user access details. Security policies, firewall configurations, backup schedules, and compliance requirements must also be documented.

2.6 Outline the methods by which clients can access you (i.e., online, by phone, etc.)

UCHFA will be able to reach Bayshore through many channels of communication. This includes via our phone system, email and our advanced ticketing system that sends an alert to every employee at Bayshore. This allows for every issue to be handled in a timely manner and to ensure minimal downtime for UCHFA.

2.7 Describe the escalation and account management process?

Bayshore Interactive offers UCHFA a dedicated account manager, clear steps for handling issues, and quick resolutions based on agreed timelines. We'll keep you updated regularly and check in to make sure everything stays on track with your goals.

2.8 Where is/are your support center(s) located

Our main support center is located at 4700 Millenia Blvd in Orlando, Florida. This is where we keep clients' servers, equipment for installation and where all employees support our clients from.



2.9 How do you notify users of maintenance windows or system outages?

Bayshore will notify users of maintenance and system outages through a program called Ninja RMM. This is where we actively monitor server status and receive alerts of any changes that could have been made. From here, we will be able to diagnose any problems that could be happening and are able to effectively communicate this to the client.

2.10 What is your firm's willingness or ability to support the security systems, phone systems, audio/visual systems?

We have the ability to manage all aspects of the security systems, phone systems and any audio/visual systems that may be present. These are crucial elements for business operations, and we want to make sure all bases are covered properly/effectively.

2.11 Who are your technological partners? Please describe your relationships and experience with manufacturers and major distribution partners in the technology marketplace.

Some of the partners we use at Bayshore are as follows:

- **Moving On IT**
 - Provides Bayshore with hardware solutions needed for clients.
 - Laptops, desktop computers, monitors etc.
- **Precision Telecom**
 - Provides telecommunication services for Bayshore and our clients.
 - Full VoIP services that we can fully manage and troubleshoot.
 - Excellent customer service that keeps any downtime very minimal.

2.12 Will you subcontract any components of the proposed solution to third party organizations?

We currently do not use any subcontractors or third-party organizations for solutions. Bayshore prefers to keep everything in-house as we can better control the situation without interference from an outside organization.



3). Demonstrated Customer Service Quality and Support:

3.1 Indicate the number of employees in your organization. You may also include additional details such as employees' areas of expertise, experience with visualization, certifications, etc. Number of employees in Account Management and technical support. How many employees are full-time vs contractual?

Bayshore currently has 12 employees on our team. All employees are full-time with 10 technicians and 2 account managers on site. Regarding expertise, we have employees who specialize in Networking, Databases, Administration, Systems and customer service. Our employees have various certifications/degrees from Microsoft, Kaseya, University of Central Florida Cyber Security Program and CompTIA.

3.2 What types of monitoring agents would you use for end user devices?

- Ninja RMM is used to manage all end user devices.
 - This is where we have the ability to remotely connect to clients' computers and assist with any issues that may arise.
 - Also, this gives us crucial information such as: Uptime, connectivity, IP Address, file browser, command prompt and much more.
- Sentinel One
 - This provides protection against malware, trojans and viruses.
 - We can actively monitor to see what is installed on end user's computers and mitigate/quarantine threats if necessary.

3.3 What is the backend help desk system you use?

We currently use Zendesk as our help desk and ticketing system.

3.4 Do you offer managed firewalls or other managed technology?

Yes, we offer fully managed firewalls, and many other managed technologies as detailed below:

Managed Firewall Services

- **Deployment & Configuration:** Installation and tailored setup.
- **Threat Detection & Prevention:** Real-time monitoring and IPS.
- **Updates & Patching:** Regular firmware and security updates.
- **24/7 Monitoring & Support:** Continuous threat monitoring and response.
- **Reporting & Compliance:** Detailed security reports and compliance support.



Other Managed Technology Solutions

- **Endpoint Protection:** Antivirus and malware defense.
- **Network Management:** Proactive monitoring and alerts.
- **Cloud Backup & Recovery:** Regular backups and disaster recovery plans.
- **Patch Management:** Timely updates for OS and software.
- **Help Desk Support:** Remote and on-site IT assistance.

3.5 Do you offer Mobile Device Management or other mobile management technology?

Yes, we offer full management of mobile devices that are used within the organization.

3.6 Do you offer a Security Information and Event Management (SIEM) or other security-based technology?

We use SentinelOne as our SIEM to keep your systems secure. It helps us monitor everything in real time, quickly spot threats, and respond automatically to stop issues before they cause problems. SentinelOne also tracks activity across your network, making it easier to stay protected and meet security requirements. It's a reliable tool that helps us keep your business safe and running smoothly.

3.7 What tools do you use for network monitoring?

Primarily we implement UniFi to monitor any networking. We also have additional features on Ninja RMM which allow for monitoring as well.

3.8 What tools do you use for system monitoring or general health level of end user device

- **Ninja RMM**
- **Sentinel One**
- **UniFi**
- **Zen Desk (ticket system)**

3.9 Do you offer or partner for laptop encryption

For laptop encryption, we implement Bit Locker which is a Microsoft authentication service. (Computers will be required to be joined via Entra.)



3.10 Please provide details on your standard reporting capabilities.

We can generate reports of our ticketing system requests, and reports of diagnostics of individual computers through our management system.

3.11 Describe any documentation and support that will be available, both from the technological perspective and the end user perspective.

From a technology perspective, we maintain detailed records of your network setup, software, and system configurations to ensure smooth management and troubleshooting. We also provide guides for backups, disaster recovery, and security compliance, so you always know how your systems are protected.

For end users, we offer straightforward guides to help them navigate tools and systems, a responsive help desk for quick fixes like password resets or software issues, and onboarding support to get new team members up to speed. Regular check-ins ensure everything is working as it should for both your systems and your team.

3.12 How do you monitor customer satisfaction and quality assurance on an ongoing basis and how might we benefit from this process?

Bayshore takes pride in always following up with clients to ensure all systems and networks are running smoothly. Phone calls, emails and site visits are our primary ways of making sure this is done on a regular basis. This is beneficial to OCHFA because we are constantly monitoring activity and if any issue happens, we are quick to communicate and find a solution.

3.13 The OCHFA user base varies considerably in its level of technical sophistication. Please describe your experience in successfully supporting users that may be remote and possess limited technical skills.

Bayshore has vast experience working with clients who work remotely and those who have limited technical skills. We will walk clients through every step of the way and inform those users on how to solve a problem if it happens again. Through our management system, we can remote onto a computer within seconds and take full control of the computer to solve issues quickly.



Support Tiers:

Support requests raised by the client will be handled by three tiers of support:

- **Tier one.** This is where all support incidents begin. The issue is clearly recorded, and the supplier performs basic troubleshooting.
- **Tier two.** If an issue cannot be resolved in tier one, it will be escalated to tier two. At this point, the supplier will provide more complex support, using specialist staff where appropriate.
- **Tier three.** Issues that cannot be resolved at tier two will be escalated to tier three. At this level, support is provided by the supplier's most-experienced staff, who can draw on a range of expertise from third parties when needed.

4.0) Charges and Conditions:

Monthly I.T. charges are "flat rate" recurring for a duration of 12 months. New technology projects are billed as additional hourly services at \$120.00 per hour. Services not covered by the Bayshore Complete service agreement that would be considered "Out of Scope" and billed hourly are:

- Physical damage to a computer, server or device from liquid, power surge or force (knocking over a device by accident).
- New software installations that are proprietary to industry specific software that take longer than 2 hours to install and configure.
- Travelling to non-corporate office locations.
- Working with client's "clientele" to provide support.
- Setting up new locations/upgrading locations.

Orange County Housing Finance Authority may terminate the use of Bayshore Interactive's services in writing 60 days prior without cause and without further obligation and in agreement that payment of services equal to 60 days be made if termination occurs. No contract is required between either party.



4.1) Breakdown of Costs:

Total Endpoints included in this proposal: **200 or less** – No charge

Total Users included in this proposal: **9** (@ \$90.00 per user) - **\$810.00**

Initial Onboarding Fee: **\$810.00**

Total one-time Initial Charges: **\$1,360.00**

A total I.T. investment of **\$810** will be billed monthly to Orange County Housing Finance Authority.

Operating Costs Breakdown:

\$45 per hour, per user @ 2 hours of technical support/services per month (estimated)



Bayshore Interactive would like to thank the **Orange County Housing Finance Authority** for the opportunity to propose this Network Management Solution.

This IT support proposal is agreed between the **Orange County Housing Finance Authority** and **Bayshore Interactive**:

Signed on behalf of the client:

Name: **Frantz Dutes**

Position: **Interim Executive Director**

Date:

Signature: _____

Signed on behalf of the supplier:

Name: **Thomas P. Orndorf III**

Position: **Network Operations**

Date:

Signature: _____



EXHIBIT "B" PUBLIC ENTITY CRIMES**SWORN STATEMENT UNDER SECTION 287.133(3)(a), FLORIDA STATUTES**

THIS FORM MUST BE SIGNED AND SWORN TO IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICIAL AUTHORIZED TO ADMINISTER OATHS.

1. This sworn statement is submitted to the **Orange County Housing Finance Authority**
 by: TOMMY UNDERWOOD
 for: BAYSHORE INTERACTIVE, INC
 whose business address is: _____
 and (if applicable) its Federal Employer Identification Number _____ SSN: _____
 (FEIN): 900881105
 (if the entity has no FEIN, include the Social Security Number of the individual signing this sworn statement.

2. I understand that a "public entity crime" as defined in Paragraph 287.133(1)(g), of the **Florida Statutes**, means a violation of any State or Federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or of the United States, including but not limited to, any bid or contract for goods or services, any lease for real property, or any contract for the construction or repair of a public building or public work, involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.

3. I understand that "convicted" or "conviction" is defined in Paragraph 287.133(1)(b), **Florida Statutes**, means a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in any federal or state trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of a jury verdict, nonjury trial, or entry of a plea of guilty or nolo contendere.

4. I understand that an "affiliate" is defined in Section 287.133(1)(a), **Florida Statutes**, means:
 - 1) A predecessor or successor of a person convicted of a public entity crime; or
 - 2) An entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term "affiliate" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person, or a pooling of equipment or income among persons when not for fair market value under an arm's length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.

5. I understand that a "person" as defined in Section 287.133(1)(c), **Florida Statutes**, means any natural person or entity organized under the laws of any state or of the United States with the legal power to enter into a binding contract and which bids or applied to bid on contracts let by a public entity, or which otherwise transacts or applies to transact business with a public entity. The term "person" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.

6. Based on information and belief, the statement which I have marked below is true in relation to the entity submitting this sworn statement (indicate by placing a check in front of the statement which applies):

Neither the entity submitting this sworn statement, nor any of its officers, directors, executives, partners, shareholders, employees, members or agents who are active in the management of the entity, nor any affiliate of the entity was charged with and convicted of a public entity crime subsequent to July 1, 1989.

The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity was charged with and convicted of a public entity crime subsequent to July 1, 1989.

The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity was charged with and convicted of a public entity crime subsequent to July 1, 1989. However, there was a subsequent proceeding before a Hearing Officer of the State of Florida Division of Administrative Hearings and the Final Order entered by the Hearing Officer determined that it was not in the public interest to place the entity submitting this sworn statement on the convicted vendor list (**attach a copy of final order**).

I UNDERSTAND THAT THE SUBMISSION OF THIS FORM TO THE CONTRACTING OFFICER FOR THE PUBLIC ENTITY IDENTIFIED IN PARAGRAPH 1 (ONE) ABOVE IS FOR THAT PUBLIC ENTITY ONLY AND, THAT THIS FORM IS VALID THROUGH DECEMBER 31 OF THE CALENDAR YEAR IN WHICH IT IS FILED. I ALSO UNDERSTAND THAT I AM REQUIRED TO INFORM THE PUBLIC ENTITY, PRIOR TO ENTERING INTO A CONTRACT IN EXCESS OF THRESHOLD AMOUNT PROVIDED IN SECTION 287.017, **FLORIDA STATUTES**, FOR CATEGORY TWO, OF ANY CHANGE AFFECTING THE CORRECTNESS OF THE INFORMATION CONTAINED IN THIS SWORN STATEMENT.

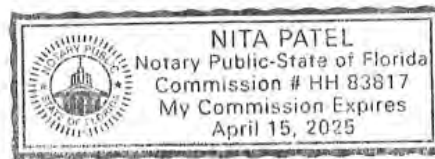
Signature [Handwritten Signature] Date 1-19-25

Sworn to and subscribed before me this 9th day of January, 2025

Personally known ✓ or Produced identification Personally Known

STATE OF: Florida Notary Name: Nita Patel
COUNTY OF: Orange Commission #: HH 83817 Expiration Date: 4-15-25
Notary Signature: Nita Patel

(NOTARY SEAL HERE)





Orange County Housing Finance Authority

RFP SUBMISSION: MANAGED INFORMATION TECHNOLOGY SERVICES
(eResources Proposal #8779v4)

Delivered on January 30, 2025

PRESENTED TO

Frantz Dutes, Iterim Executive Director
2211 Hillcrest St, Orlando, Florida 32803
fdutes@ocfha.com

PRESENTED BY

Corey Gagne, Account Manager
(352) 514-5160
cgagne@eResources.com

Dusty Gulleson, Chief Executive Officer
(360) 441-3473
dgulleson@eresources.com

Table of Contents

Executive Summary.....	2
Overview Of Eresources	2
Ochfa & Our Solutions	2
Proposed Solution	3
Architecture And Infrastructure Design	3
Security And Compliance Features	4
Scalability And Flexibility	5
Integration With Microsoft Suite (Microsoft365, Teams, Azure, Etc.).....	6
Pricing.....	7
Recurring Monthly Costs	7
Non-Recurring Costs	7
Implementation Plan	8
Complete It & Security Monthly Support.....	8
Support And Maintenance Overview	9
Legal And Compliance.....	10
Your Account Manager.....	10
Excluded Services	12
Acceptance.....	13
Exhibit A: Response Form Questions.....	14
Expertise And Experience	14
Completeness Of Solution.....	17
Demonstrated Customer Service Quality And Support	20
Exhibit B: Public Entity Crimes.....	22



Executive Summary

eResources is pleased to provide Orange Counting Housing Finance Authority (hereafter OCHFA) the following proposal in response to Request for Proposal for Managed Information Technology Services.

Overview of eResources

eResources has been serving clients nationally for over 25 years. With headquarters in Ocala, Florida and offices in Tennessee, Kentucky, DC, Michigan, and Washington State we have been a leading provider of technology services to organization, non-profits, housing authorities, manufacturing, healthcare, financial services, and small and medium enterprise businesses.

Our clients benefit from being treated like partners and being able to leverage a 80-strong team of professionals with deep experience in all aspects of technology that affect businesses technology operations and success.

eResources services include IT infrastructure and management services, digital strategy and implementation, custom datacenter ecosystems both private clouds and those leveraging AWS and Azure, technology strategy and more.

Our average client has been engaged with eResources for over 10 years and our average team member employed for over 12 years. This speaks volume to both quality of service and the health of our team.

For more information, please read the accompanying Frequently Asked Questions about eResources or follow this link.

OCHFA & Our Solutions

We will collaborate with OCHFA to transform the current IT infrastructure into a robust, scalable, and secure environment.

Together with OCHFA we have 3 key objectives and plan for securing and upgrading the



IT performance and infrastructure:

1. **Audit the current environment thoroughly** during onboarding to uncover additional requirements and issues to address ensuring smooth migration to our services and implementation of best in class IT.
2. **Secure the current environment and user support** for optimal operations and limited downtime. This will allow us to learn the environment, listen to users concerns, and safeguard the OCHFA's teams technology performance.
3. **Execute resolution to any discovered issues and cloud migration** uncovered during the audit. This will ensure a lighter, less expensive footprint along with a more secure and scalable service environment.

Proposed Solution

Architecture and Infrastructure Design

eResources will perform an audit of the existing OCHFA architecture and infrastructure during our onboarding discovery. This will include:

1. Logical design of technology ecosystem
2. GAP Analysis of environment with corresponding remediation plan
3. Physical floor plan mapping
4. Firewall and switch configuration and security tuning
5. Wireless infrastructure testing and performance tuning
6. Removal of non-secure devices and tools (e.g. Windows 10)
7. Microsoft Suite design including OneDrive zero-trust configuration



Security and Compliance Features

eResources deploys and manages the best-in-class security and compliance tools in the industry. The following technology tools will be deployed to manage and secure OCHFA:

1. Managed Services Toolkit
 - a. NinjaOne RMM - Remote monitoring and management agents for servers and workstations provide intelligent monitoring, alerting, reporting, and scheduled security patching.
 - b. WebRoot - Endpoint Protection for servers designed to protect all the endpoint devices in the modern environment, including Windows Server, Virtualization, and Terminal Servers. Endpoint Protection for Workstations which helps keep critical systems, intellectual property, customer data, employees, and guests safe from ransomware, phishing, malware, and other cyberattacks
 - c. Microsoft Antispam - Blocks phishing, spam emails, malware, viruses, ransomware, and malicious email threats.
 - d. VEEAM Disaster Recovery and Backup - 365 backs up email, OneDrive, and SharePoint. Backup for full server image snapshots.
 - e. IT GLUE - Efficiently centralize asset management, standard operating procedures (SOPs), and comprehensive IT documentation in a secure manner.
2. Security Tools
 - a. ManageEngine Vulnerability Manager - End-to-end vulnerability management tool delivering comprehensive coverage, continual visibility, rigorous assessment, and integral remediation of threats and vulnerabilities. Comprehensive security health report along with risk score.
 - b. Kaseya GRC - Structured alignment of IT with business goals while managing risks and meeting all industry and government regulations. Risk assessment backed by NIST Cybersecurity Framework.
 - c. SentinelOne
 - i. MDR: Managed endpoint detection with SOC-based response and remediation.
 - ii. Protection - Complete endpoint protection and monitoring. Prevents attacks before they start by monitoring and analyzing your IT environment.



- iii. Threat Detection - Constantly monitoring and mapping each unusual behavior. Recognizes thousands of viruses and malware attack variants, including cryptomining attacks. Identifies and diagnoses corrupt source processes and system settings.
- iv. Response and remediation - When malicious behavior is detected, we will activate remediation steps including scrubbing the system of any remnant of an attack and will perform system rollbacks, + required, to restore system and data access.
- d. DUO - MFA for Desktop (logging into Windows) and most popular Line of Business applications (e.g., CRMs, Account Software).
- e. Blumira SIEM - SIEM collects, analyzes, and correlates data from network devices with threat intelligence feeds. Provides alerts, retention of logs (3 months), and compliance reporting. SOC based response and remediation
- f. Huntress Security Awareness Training & Simulated Phishing – Provides consistent phishing tests and training, monthly reports, and retargets risky employees for further training.

Scalability and Flexibility

eResources support provides clients with the ability to scale and adjust to the organization needs. With our deep experience and understanding of environments for similar organizations we can apply solutions that work for you.

1. Scalable Azure infrastructure to scale virtual servers and storage as necessary
2. Private datacenter for customization to non-Azure or AWS applications
3. Procurement service enable OCHFA to have access to cost affordable equipment, licensing, and software. We handle all sourcing, procurement, delivery, configuration, warranty management, and any RMAs and service calls and replacements as necessary.
4. Access to digital team for scoping, planning, and implementation of digital, web, or third-party resources. Costs apply.



Integration with Microsoft Suite (Microsoft365, Teams, Azure, etc.)

eResources has been a Microsoft partner since our inception of our infrastructure and support services. Microsoft Suite expertise includes use of the major platforms and specific applications including, but not limited to:

1. Microsoft 365 (e.g. Office, Outlook, Excel, Access)
2. Microsoft Teams, including Teams Phone System
3. Microsoft OneDrive & SharePoint



Pricing

SERVICE ITEM	QTY	PRICE	TOTAL
<u>RECURRING MONTHLY COSTS</u>			
Device Security Tools	24	\$25.00	\$600.00
Desktop RMM (remote Monitoring and Management) Backup & Disaster Recovery (VEEAM) as needed Endpoint Detection & Response (EDR) Managed Detection & Response (MDR)			
E-Mail Security Tools	45	\$17.00	\$765.00
AntiSpam, AntiVirus, Backup & Disaster Recovery, Security Awareness Training & Simulated Phishing, SIEM/SOC, MFA			
Server Security Tools	7	\$30.00	\$60.00
Desktop RMM (remote Monitoring and Management) Backup & Disaster Recovery (VEEAM) Endpoint Detection & Response (EDR) Managed Detection & Response (MDR)			
Recurring Monthly Total			\$1425.00

NON-RECURRING COSTS

User Helpdesk & Infrastructure Support	10	\$95.00	\$950.00
Help Desk Support for ongoing maintenance requests, troubleshooting, and support. Priced per user for unlimited support. Support is provided from 8 AM to 8 PM. After hours, weekends, and holidays provided along with 24x7 monitoring. A surcharge of \$45 per hour charged for weekend and holidays.			
<ul style="list-style-type: none"> ○ 10 hour block of pre-paid service ○ Auto reloads of balance when hours drop below 3. ○ ACH – auto pay required with Pre-Paid hours purchases. 			

Non- Recurring Monthly Total \$950.00



Implementation Plan

Complete IT & Security Monthly Support

eResources has a proved implementation plan for onboarding and provide premier IT and security services to our clients. Below provides a summary, but a more detailed onboarding plan can be found in the accompanying documentation provided or by following this link.

Support is provided from 8 AM to 8 PM. After hours, weekends, and holidays provided along with 24x7 monitoring. A surcharge of \$45 per hour charged for non-business hours.

1. Setup
 - a. Installation of RMM throughout the environment.
 - b. Deployment of Antivirus software
 - c. Patching enabled
 - d. Collection of client checklist information
 - i. Physical floor plan(s)
 - ii. Office and server room access
 - iii. Employee list
 - iv. Billing and account information
 - v. Existing IT documentation collection
 - vi. Standardization of devices and configuration
 - vii. List of common and recurring complaints
 - e. Onsite audit of physical environment scheduled
2. Vulnerability Assessment
 - a. Vulnerability scanning
 - b. GAP Analysis for security remediation
3. Threat Protection and Security Training
 - a. Advanced Endpoint Threat Protection
 - b. Advanced Email Threat Protection



- c. Security Education and Simulated Phishing
- 4. Edge Protection Installation
 - a. Information Security Review
 - b. Advanced Edge Protection
- 5. MFA Implementation
 - a. Multi-Factor Authentication deployment

Support and Maintenance Overview

Core to our partnership is our daily support and maintenance. This includes, but not limited to, the following:

1. IT Management
 - o Provide overall support and management of IT assets at the direction of OCHFA
 - o Regular reporting and recommendations to improve IT health and processes
 - o Ensuring alignment with company objectives and processes
 - o Vendor and partner coordination for external and adjacent IT services
 - o IT Budget forecasting and new hardware/software recommendations
 - o Monthly reporting and quarterly business reviews
2. Support Management
 - o Service ticket management and remediation
 - o Dispatching and triaging
 - o Systemic issues remediation
 - o Onsite management as needed and according to hours requested
 - o Onboarding and offboarding employees
 - o Equipment and warranty purchases and management
3. Infrastructure Management
 - o Network and device management, including desktops, laptops, printers, check scanners, firewalls, switches, wireless access points, and connectivity
 - o Implementation of best practices for system maintenance and optimization
 - o Inventory and licensing management



- Patching and device health management
4. Communication and Reporting
- Regular status updates and reports to client
 - Incident and problem management procedures
 - Escalation points for critical issues
 - Documentation and collection of data needed for operations
5. Security and Compliance
- Adherence to current security protocols
 - Security and compliance alignment to state, national, and trade organization requirements

Legal and Compliance

eResources assist our clients in compliance with any jurisdictional or trade organization requirements for compliance. We offer Compliance Audits that enable our partners to achieve CMMC Level 1 and 2 security compliance using the NIST 800-171 framework. Furthermore, we do work with our niche-industry clients, such as K-12, higher-ed, manufacturing, medical, financial, and more to align their organizations to their trade organization or local state requirements such as FERPA, HIPAA, PCI, and more.

While most clients do not need this level of compliance we do have the expertise and skills to execute needs as requested.

Your Account Manager

Corey Gagne will be your account manager. Corey has over 20 years in the IT industry service as an IT manager leading teams of 20, a help desk manager for MSPs, and now serving as a season account manager serving clients with employees ranging from 5 to 200. He is passionate in ensuring clients expectations and needs are surpassed. He is spoken of very highly by all our clients.





Excluded Services

The following services are excluded from your all-inclusive monthly service.

- Equipment purchases. This includes all purchases of software, licenses, hardware, or peripherals. These are billed upon approval of quotes
- Any projects. Projects are categorized as work of substantial nature out of the course of regular service delivery. This includes, but not limited to, server upgrades, new location installations, large asset upgrades (5 devices or more), platform changes. These will be brought to client's attention when these arise
- Any work outside of the scope of service provided herein are billed as projects upon the agreement and approval of client

Terms & Conditions

These terms and conditions augment those in the Master Services Agreement and supersede them where in conflict.

- This proposal is good for thirty (30) days
- Contract term begins on agreed upon date upon acceptance
- This is a one (1) year term agreement. This contract auto renews sixty (60) days prior to expiration date determined by the start date of the agreement unless notified in writing prior to this 60-day renewal period. An automatic price increase of 4% will accompany the autorenewal
- eResources requires all IT equipment procurement including, but not limited to user devices, servers, software, and network and wireless systems. eResources includes a 20% margin on all purchases to cover costs of procurement. Exceptions are made upon discussion with your account manager. This is done to ensure standardization of technology and best practices and quality product implementation
- The Terms and Conditions are additionally governed by the eResources ITonDemand's Master Services Agreement



Acceptance

In Witness Whereof, the parties hereto agree to the deliverables, scope, cost, and terms & conditions of this proposal. The client representative is duly authorized to enter into this agreement.

Print Name _____

Signature _____

Title _____

Date _____



Exhibit A: Response Form Questions

Expertise and Experience

1.3. What are the general types of organizations your clients represent?

- Housing Management, Non-Profit Organizations, Public and Governmental, Healthcare Providers, K-12 and Higher Education, Finance, Legal, Manufacturing, and Associations

1.4. Describe your onboarding/implementation process and approach if you were selected?

- Please see document attached at bottom of proposal (*ITonDemand - Managed IT, Security and Compliance Services Welcome Package Rev-A*)

1.5. How do you typically work with IT Management at clients who have staff members?

- We work together to designate a main point of contact to facilitate communication and support needs. All partner/company staff members can request support from our helpdesk.

1.6. Do you serve clients with 24 x 7 requirements?

- Yes. We provide 24x7x365 monitoring and service as needed.

1.7. What other services do you offer besides the core services of a Managed Service Provider?

- eResources has a large division that provides digital, marketing, and website design, management, and hosting (www.VIAStudio.com)
- vCIO and technology strategy and implantation planning
- Application Support (Yardi, RealPage, AppFolio, and more)
- Custom Solutions and application development
- Integration and automation
- Workflow and data management tools and implementation



- User training and guidance
- eResources also has a division (www.Dinam.is) that handles internal accounting processes for partners.

1.8. What type of training do you offer either during onboarding or ongoing?

- Any type of training required or requested related to Information Technology. This includes, but is not limited to, Microsoft 365, Microsoft Office, and Microsoft Teams and apps

1.9. What do you feel are your biggest hurdles to a successful relationship?

- Partner communication is key to a successful partnership. We have a core value that states Communication is documentation and documentation is communication. We err on over communicating to ensure we understand and manage your expectations correctly.

1.10. Please provide at least three (3) references, to include contact names, phone numbers, email addresses and type of industry.

- Greensboro Housing Authority (Government Housing Authority)
Neikelle Lashley-Ferris, Chief Financial Officer
(336) 312-2531
nferris@gha-nc.org
- Multi-south Management Services (Multifamily Property Management Firm)
David Shore, President
(901) 680-9005
david@multi-south.com
- Christian Health Care Center (Healthcare Provider)
Tonja Myers, Executive Director
(360) 354-4434
TAMyers@chcclynden.org



- United Way of Marion County (Non-Profit)
Robert “Bob” Haight, Director
(407) 230-8690
rhaight@uwmc.org
- At the end of our Frequently Asked Questions document we have a number of additional video interviews that also lend support for the high quality of our services, support, and quality customer service.

1.11. What type of general expertise can you provide in key technology areas?

- We can provide general expertise across a broad range of technology areas, including software development, systems architecture, cloud computing, data science, and cybersecurity. Whether it’s advising on best practices, identifying emerging trends, or evaluating tools and platforms, we offer insights that can guide strategic decision-making. Our guidance is grounded in thorough research, hands-on experience, and a commitment to helping individuals and organizations navigate complex technological landscapes.

1.12. What differentiates your organization from your competitors in the marketplace?

- We are a complete, vertically integrated technology company that can address all technology needs you will have. Our team works both remotely and in some cases as embedded staff with our clients.

We leverage a full team of software and hardware experts who have many years of expertise and knowledge in property management/multi-family/fee managed companies. Our skills extend beyond this to other company types which gives us a broad scope of IT experience to assist any business with any need.



Completeness of Solution

2.1. Specifically address how your firm will ensure proper coverage of the OCHFA account in the event the primary person(s) assigned are unavailable for any reason.

- o ITonDemand has a large presence of team members that ensure proper coverage and escalation needs. OCHFA will be assigned a designated Account Manager to ensure all areas of the account are managed – outside of support needs.

2.2. Do you use in-house or contracted resources for services?

- o All team members are eResources employees. We do not contract our services out to other organizations unless a specific request is made.

We utilize a partner only for locations where we do not have a physical presence, but in those cases only for hands and eyes work at the direction of our engineers.

2.3. Why do you believe that your firm is a good fit with our organization?

- o We have a division that specializes in multi-family property management, housing authorities, and housing companies with experience in Yardi, eSite, OneSite, RentCafe, etc. We understand this vertical very well and have been serving clients in this industry for over 25 years.

2.4. Describe your process for migrating OCHFA to your organization?

- o Please see document attached at bottom of proposal (*ITonDemand - Managed IT, Security and Compliance Services Welcome Package Rev-A*)

2.5. What OCHFA resources would you require (i.e., information, data, staff resources, communication) during initial migration and on an ongoing basis?

- o Please see document attached at bottom of proposal (ITOD_Contact_Information_Form_Rev_B.pdf)



2.6. Outline the methods by which clients can access you (i.e., online, by phone, etc.)?

- We have helpdesk that can be reached by phone, email, text, or through our agent that is installed on every supported device. Please see document attached at bottom of proposal (ITonDemand Help Desk Support Information.pdf) for further information. Client point of contact can access their account manager directly by phone, email, or text.

2.7. Describe the escalation and account management process?

- Escalation process is done based on complexity of the issue. However, we have initial helpdesk resolution followed by escalation to level 2, and 3 engineering.
- The account management process includes quarterly review meetings to assess various aspects of your account. During these sessions, we discuss Email/Application licensing, asset management, future planning, solution recommendations, and any ongoing support escalations. Additionally, you'll have direct access to an Account Manager, available 24/7 via a dedicated phone line, ensuring prompt assistance whenever needed.
- Monthly meetings are encouraged for ticket reviews and pro-active account reviews.

2.8. Where is/are your support center(s) located?

- Florida (Ocala, Gainesville)
- Virginia (DMV Area)
- Michigan (Livonia)
- Tennessee (Memphis)
- Kentucky (Louisville)
- Washington (Lynden)

2.9. How do you notify users of maintenance windows or system outages?

- Maintenance Windows: Support Ticket/Email communication is sent to Partner Point of Contact and assistance is provided in notifying entire company prior to any global changes. A schedule of regular and routine maintenance windows are agreed upon during onboarding.



- System Outages, we have monitoring around the clock. When an outage occurs, a support ticket is automatically created and set urgently in our systems. All ITonDemand support staff is notified via internal automatic notifications and resources are notified/assigned.

2.10. What is the firm's willingness or ability to support the security systems, phone systems, audio/visual systems?

- ITonDemand can provide support for phone systems, security systems and audio/visual systems.

2.11. Who are your technology partners? Please describe your relationships and experience

- eResources consist of 4 additional divisions:
 - VIA Studio - Marketing, software & web development
 - Orchestrate - Application process management
 - HDRealty – IT services for multifamily property management
 - Dynamis - Remote staffing
- Microsoft – 20 year partnership, Gold Partner
- VEEAM – 5 year partnership, best-in-class Disaster Recovery and Backup, Gold Partner
- Many technology platforms – Salesforce, Dell, HP, DATTO, ConnectWise
- Field Nation - On site IT needs for areas we don't have a presence in

2.12. Will you subcontract any components of the proposed solution to third party organizations? If so, please describe the components to be subcontracted and provide details of any agreement in place with the subcontracted firm/individuals as well as a

- We do not subcontract except for locations that are outside of our support radius. This does not affect our clients and only applies for remote workers and satellite offices out of the States we work.



Demonstrated Customer Service Quality and Support

All partners have direct emails and cell numbers of the account management team for any issues that require immediate attention. We also have a call center to answer incoming phone requests from end users as well as a customer facing ticket portal where anyone can monitor ticket status. Our goal is to ensure prompt and timely responses on issues with several ways we can be contacted. We are a customer service partner first, and a technology partner second. Lastly, the CEO, Dusty Gulleon, provides his direct cell number for issues the C-Suite clients may want to bring to his attention.

3.1. Indicate the number of employees in your organization. You may also include additional details such as employees' areas of expertise, experience with virtualization, certifications, etc. i) Number of employees in Account Management and Technical Support; ii) How many employees are full-time vs. contractual?

- eResources employees 80 team members
- We have experience in all areas of IT including but not limited to: Virtualization (Hyper-V, VMWare), networking, security, backups & disaster recovery, cloud hosted applications and services, general troubleshooting, maintenance and administration.
- 8 account managers
- 41 technical support staff including engineers
- All employees are full time

3.2. What types of monitoring agents would you use for end user devices?

- NinjaOne Support Agent

3.3. What is the back-end help desk system you use?

- Connectwise



3.4. Do you offer managed firewalls or other managed technology?

- o ITonDemand manages all network equipment within our service plans which include firewalls, network switches, wireless infrastructure, internet connectivity, and related hardware.

3.5. Do you offer Mobile Device Management (MDM) or other mobile management technology?

- o Yes.

3.6. Do you offer a Security Information and Event Management (SIEM) or other security-based technology?

- o Yes. We use Blumira SIEM.

3.7. What tools do you use for network monitoring?

- o SentinelOne and ConnectWise SOC (Security Operations Center)

3.8. What tools do you use for system monitoring or general health level of end user devices?

- o NinjaOne & Sentinel One

3.9. Do you offer or partner for laptop encryption?

- o Yes. We use BitLocker.

3.10. Please provide details on your standard reporting capabilities.

- o Our standard reporting includes inventory of computers to show out of date/end of life equipment, hours report on tickets by ticket and/or by tech which can be filtered by date ranges, contract/agreement information, security advisory issues and backups.



3.11. Describe any documentation and support (e.g., user manuals, online help, interactive web-based seminars, and online knowledge base) that will be available, both from the technological perspective and the end user perspective.

- We utilize IT Glue for our documentation platform that we can extend to you, should any need arise where a repository of documents is deemed necessary

3.12. How do you monitor customer satisfaction and quality assurance on an ongoing basis and how might we benefit from this process?

- Account managers have regular meetings with clients to ensure business goals are aligned properly. Our ticketing system also has feedback options that allow end users to provide feedback on their experience with the tech assigned to their ticket and the work that was performed. We also send out a yearly survey to all clients with feedback questions about how their experience was over the year and if there were anything improvements that could be made from their perspective.

3.13. The OCHFA user base varies considerably in its level of technical sophistication. Please describe your experience in successfully supporting users that may be remote

- The majority of our work is done remotely. We utilize Ninja RMM which is installed on every end user computer so we can log in quickly and resolve issues. We go onsite as necessary or requested. Customer service is our highest concern.

Exhibit B: Public Entity Crimes

Attached as a separate document.





OCHFA IT Managed Services RFP Response

Rolle IT, LLC

1/30/2025

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Prepared for:



Orange County Housing Finance Authority

2211 Hillcrest St., Orlando, FL 32803

Table of Contents

Exhibit A:..... 2

1.0 Expertise and Experience..... 2

2.0 Completeness of Solution 11

3.0 Demonstrated Customer Service Quality and Support 16

4.0 Pricing..... 22

 4.1 Optional Additional Services and Licenses..... 23

 4.2 Labor Categories for out-of-scope requests:..... 23

5.0 Minority/Women Business Enterprises..... 24

 SDVOSB 24

Exhibit B Sworn Statement..... 25

Exhibit A:

1.0 Expertise and Experience

1.1. Briefly describe the history and organization of your firm and confirm its current status as a service provider of Managed Information Technology Services.

Rolle IT, LLC was founded in January 2019 by Cordell and Marla Rolle with the mission of providing user-focused, value-driven IT and cybersecurity services. Since its inception, Rolle IT has grown into a trusted Managed Service Provider (MSP) serving a variety of clients across public and private sectors, including government agencies, defense contractors, and nonprofit organizations.

Headquartered in Melbourne, Florida, Rolle IT is a certified Service-Disabled Veteran-Owned Small Business (SDVOSB) and Minority Business Enterprise (MBE). The company's key areas of expertise include managed IT services, cybersecurity, cloud infrastructure, and compliance consulting. With a dedicated team of over 21 full-time associates, Rolle IT provides comprehensive IT support tailored to meet the unique needs of each client.

Rolle IT has received numerous recognitions for its excellence in service and community impact, including:

GrowFL Top 50 Companies to Watch 2024

Department of Labor's Hire Vets Gold Medallion Award 2024

Business of the Year by the Space Coast Black Chamber 2023

Cocoa Beach Chamber of Commerce Technology Company of the Year 2022

Women In Defense Leadership Award 2020

In addition to professional achievements, Rolle IT is deeply committed to community involvement. The company supports nonprofit organizations such as Junior Achievement, where it contributes to the growth of young entrepreneurs, WeVenture, which supports women-owned businesses, and CareerSource, which focuses on workforce development and job placement. This dedication to community engagement demonstrates Rolle IT's commitment to making a lasting positive impact beyond its business operations.

Rolle IT is currently contracted to provide Managed IT Services to critical clients such as public infrastructure, Melbourne Orlando International Airport, Department of Defense contractors, financial organizations, and nonprofit organizations, demonstrating its reliability, expertise, and commitment to excellence.



1.2. Describe the services offered and how they would meet the needs of OCHFA. Specify services such as: Fully Managed IT Services / Co-Managed IT Services / Managed Compliance and/or After-Hours Maintenance.

At Rolle IT, we understand that reliable and secure IT services are the foundation of any successful organization. Our approach is to offer a suite of services that not only address OCHFA's immediate operational needs but also provide long-term strategic benefits, ensuring scalability, security, and resilience.

Fully Managed IT Services: Our end-to-end management service encompasses everything from network security and infrastructure monitoring to proactive maintenance and user support. We use advanced service software, Jira, to track and manage every IT request, ensuring that no issue falls through the cracks. Jira allows us to maintain complete transparency and accountability, providing OCHFA with detailed reports, service timelines, and performance metrics.

Co-Managed IT Services: For organizations with existing IT staff, Rolle IT provides a collaborative approach, augmenting internal teams with specialized expertise and advanced tools. We ensure that your internal team is supported with seamless escalation paths, access to subject matter experts, and strategic planning to optimize IT operations.

Managed Compliance Services: Ensuring compliance with industry regulations such as NIST 800-171, CMMC, and SOC 2 is a critical component of our service offering. Our team conducts regular risk assessments, policy updates, and audit preparations to keep OCHFA's IT environment compliant and secure.

After-Hours Maintenance: To minimize disruptions to daily operations, we perform system updates, patches, and backups during non-business hours. Our after-hours support team remains on standby to address critical incidents, ensuring continuous protection and uptime.

In addition to these services, Rolle IT takes pride in its robust distribution partnerships with Pax8 and Ingram Micro. These partnerships enable us to license, manage, and provide nearly all of today's popular business applications, including Microsoft, Adobe, Fortinet, SonicWall, Dell, and CrowdStrike, among others. Due to our volume-based pricing, we often provide software and hardware solutions below MSRP, passing valuable cost savings to our clients.

Our extensive reseller work means that OCHFA will have access to best-in-class technology solutions, fully managed and tailored to your needs. Our staff's broad exposure to a wide range of business tools and applications ensures that we can support specialized systems as well as industry-standard platforms. Whether it's user onboarding, security configuration, or software procurement, Rolle IT is your trusted partner in IT management.

By integrating these comprehensive services, Rolle IT delivers a holistic approach to IT management that enhances operational efficiency, fortifies security, and drives cost-effectiveness for OCHFA.



1.3. What are the general types of organizations your clients represent?

Rolle IT's client portfolio spans several critical sectors, demonstrating our expertise in supporting complex IT environments and meeting stringent compliance requirements. Our primary focus areas include:

Defense Industrial Base (DIB): We provide robust IT and cybersecurity solutions for contractors working with the Department of Defense, ensuring compliance with regulations such as NIST 800-171 and CMMC.

State, Local, and Education (SLED): We partner with state agencies, local municipalities, and educational institutions to enhance their IT capabilities while ensuring cost efficiency and security.

Critical Infrastructure: Our team supports organizations in transportation, aviation, and public safety to maintain operational continuity and robust defense against cyber threats.

Nonprofits: We work with nonprofit organizations to implement cost-effective IT solutions that support their community-focused missions.

Financial Organizations: We work with small financial organizations. Our Managed Security Services are key in protecting critical financial and client information.

Key client partnerships include the Department of Veterans Affairs (VA), where Rolle IT has provided IT support since 2019 as a subcontractor for both the Veterans Health Administration (VHA) and Veterans Benefits Administration (VBA). Additionally, we have supported high-profile projects for Homeland Security and have ongoing contracts with the Melbourne Orlando Airport Authority, Fox Valley Technical College Supporting the Internet Crimes Against Children Program, and several law enforcement agencies.

By working across these diverse sectors, Rolle IT has gained extensive experience in tailoring IT solutions to meet specific operational requirements, whether it's implementing secure data management for educational institutions or ensuring uninterrupted service for critical infrastructure. This breadth of experience positions us as a trusted partner for OCHFA.

1.4. Describe your onboarding/implementation process and approach if you were selected?

At Rolle IT, onboarding is designed to be a transparent, structured process that sets the foundation for long-term success. Central to this approach is our use of Jira as a comprehensive project management tool, ensuring that every step of the onboarding journey is clearly documented, tracked, and visible to all stakeholders.

Our onboarding process typically follows these key phases:

1. Discovery Phase: The first phase involves conducting a thorough assessment of OCHFA's existing IT environment. During this phase, we gather detailed information about your current infrastructure, workflows, and support needs. Our team creates a custom blueprint for your service desk, tailoring it to

meet your unique requirements. By ensuring that the service desk reflects your organizational needs, we provide a user-friendly interface for staff to submit tickets, request support, and track updates.

2. Planning and Task Assignment: In this phase, all onboarding tasks—such as network configuration, software deployment, and security updates—are entered into Jira. Each task is assigned to a responsible team member, with clear timelines and dependencies outlined. This approach allows us to track progress in real time, ensuring that everyone involved stays informed about milestones and potential blockers.

3. Implementation and Configuration: We begin deploying our systems and configuring tools according to the tailored onboarding plan. Service desk workflows, user access permissions, and communication protocols are all established during this phase. Our Jira platform ensures that any changes, updates, or dependencies are logged, providing full visibility into what has been completed and what remains in progress.

4. Timeline and Dependencies: One of the key benefits of using Jira is that it provides an interactive timeline that outlines critical milestones and associated dependencies. If there are any delays due to external factors, such as hardware delivery or third-party integrations, they are immediately noted and adjustments are made to keep the onboarding process on track.

5. Knowledge Transfer and Training: Once the systems are live, we conduct comprehensive training sessions for OCHFA staff. These sessions ensure that users are comfortable navigating the service desk, submitting requests, and understanding system functionalities.

Benefits of Tracking in Jira:

Real-Time Visibility: OCHFA leadership can monitor onboarding progress, review task statuses, and access reports at any time.

Accountability: By assigning tasks directly within Jira, we ensure that each team member knows their responsibilities and deadlines.

Efficiency: Automated notifications and progress tracking reduce the need for status meetings and keep all stakeholders aligned.

Transparency: Our use of Jira fosters a collaborative environment where OCHFA and Rolle IT work seamlessly as partners, with shared access to timelines, updates, and documentation.

By using this phased, transparent onboarding approach, we ensure that OCHFA's IT environment is optimized from the start and that all stakeholders have confidence in the process.

1.5. How do you typically work with IT Management at clients who have staff members?

At Rolle IT, our Agile development framework serves as the foundation for how we seamlessly integrate with clients' IT management and staff. Agile practices foster collaboration, transparency, and alignment, enabling us to bring diverse teams together to achieve common goals. By emphasizing sprint planning, backlog refinement, and iterative delivery, we ensure that our clients have visibility into every stage of a project. Our product owners and business analysts work closely with client teams to prioritize work items, projects, and initiatives based on both strategic objectives and immediate needs.

Key components of our Agile approach include:

Cross-Functional Collaboration: We embed our technical experts alongside client personnel, forming cohesive teams that communicate daily and operate as a unified force.

Sprint-Based Progress: Our sprint cycles allow for consistent progress, with regular check-ins to ensure goals remain aligned and any blockers are addressed promptly.

Transparent Prioritization: Through backlog grooming and sprint reviews, we ensure that key stakeholders are informed and empowered to make timely decisions.

A prime example of our success in collaborative environments is our work with the Department of Veterans Affairs (VA). For over six years, Rolle IT has been a critical part of multidisciplinary teams supporting five of the VA's top 100 mission-critical applications. These teams consist of government personnel, other contractors, and Rolle IT specialists working in unison to ensure veterans have access to the support they need. Our role involves not only technical delivery but also fostering open communication and maintaining alignment across all parties.

By leveraging Agile principles and our extensive experience with large, complex environments like the VA, Rolle IT ensures that clients experience seamless integration, consistent progress, and impactful results. Our approach strengthens internal IT teams, enhances productivity, and delivers superior service to stakeholders.

1.6. Do you serve clients with 24 x 7 requirements?

Yes, Rolle IT provides 24/7 support to clients with critical infrastructure needs, understanding that threats don't sleep—and neither does Rolle IT. Our Network Operations Center (NOC) operates around the clock to monitor systems, detect anomalies, and respond to incidents in real time.

We provide continuous support to organizations such as the Transportation Security Administration (TSA), law enforcement agencies, and healthcare providers, where uninterrupted service is essential to their mission. Our proactive approach ensures minimal downtime and rapid recovery from any disruptions, safeguarding vital services and public safety.

This commitment to 24/7 service includes:



Real-Time Monitoring: Constant oversight of system health to catch issues before they impact operations.

Incident Response: Immediate triage and remediation of incidents to ensure continuity.

After-Hours Maintenance: Updates, patches, and backups performed during off-hours to prevent interruptions during peak times.

By providing comprehensive around-the-clock support, Rolle IT enhances our clients' ability to maintain secure, efficient operations at all hours, reinforcing their mission-critical objectives.

1.7. What other services do you offer besides the core services of a Managed Service Provider?

Beyond core MSP services, Rolle IT offers:

- Cybersecurity Services: Managed Detection and Response (MDR), penetration testing, and vulnerability assessments.
- Managed Security Services
- vCISO Services: Fractional Chief Information Security Officer services for strategic security planning and compliance.
- Cloud Infrastructure Management: Management and optimization of cloud services, including Microsoft Azure, AWS, and Microsoft 365. Transitions and modernizations to cloud environments for legacy environments such as OCHFA has
- Custom Software Development: Solutions such as SharePoint workflows, application development, and database administration.
- IT Policy and Compliance Consulting: Development of IT policies aligned with regulatory requirements and organizational goals.
- Hardware and Software procurement
- DevSecOps Custom Software Development

1.8. What type of training do you offer either during onboarding or ongoing?

Rolle IT provides comprehensive training programs designed to empower users and ensure they have the knowledge needed to effectively use our systems and services. Our training approach includes multiple formats to accommodate different learning styles and to ensure that key stakeholders at all levels, from general users to senior leadership, are confident in using our tools.

User Training: During onboarding, Rolle IT supplies detailed user guides complete with step-by-step instructions and screenshots to walk users through accessing and using our service desk and IT support tools. We also create training videos that provide visual and auditory walkthroughs for commonly performed tasks, reinforcing key concepts. Additionally, we offer one-on-one instruction for senior leadership to ensure they know how to navigate the system and access real-time metrics on the status of their IT service desk.

Cybersecurity and Email Spam Training: Rolle IT places a strong emphasis on security awareness. We provide regular cybersecurity training sessions that cover emerging threats, phishing simulations, and best practices for secure communication. By keeping users informed and vigilant, we help mitigate security risks and prevent costly incidents.

Customized Training Packages: We use a variety of tools to create tailored training materials that meet client-specific needs. As a reseller of Udemy, one of the largest professional training platforms, Rolle IT can provide access to thousands of courses across a wide range of professional development areas. This allows us to supplement technical training with additional skill-building resources.

Employee Onboarding: For new client employees, Rolle IT handles the onboarding process to ensure they are set up in our system and understand the proper use of client-provided technology. We offer guided instruction on using collaboration tools, submitting service tickets, and following security protocols.

Our training is tracked in Jira, allowing us to validate which employees have completed required training and identify areas where additional instruction may be needed. This tracking ensures accountability and supports continuous improvement.

Importance of Training: Well-trained users contribute to more efficient IT operations by reducing the number of avoidable support requests and strengthening the organization's overall security posture. By ensuring that all users, from entry-level employees to executives, are proficient in using IT tools and understanding security protocols, Rolle IT helps its clients build a resilient and proactive workforce.

1.9. What do you feel are your biggest hurdles to a successful relationship?

At Rolle IT, we recognize that successful partnerships require proactive communication, process control, and a shared commitment to continuous improvement. Our experience has shown that common hurdles in client relationships often include change management, communication gaps, and the adoption of standardized processes and policies. However, our Agile, transparent approach enables us to overcome these challenges by fostering collaboration and driving process improvement.

Change Management: One of the most frequent hurdles is resistance to new processes or technologies. For example, when onboarding a new service desk system, some teams may be hesitant to shift from familiar workflows. To address this, Rolle IT uses an incremental approach that includes clear communication of the benefits, step-by-step implementation, and ongoing support. We provide process documentation, training, and regular feedback loops to ensure that all stakeholders feel confident and supported during the transition.

Communication Gaps: Misaligned expectations and unclear priorities can lead to delays or unmet goals. To prevent this, Rolle IT emphasizes open communication and transparency through our Agile framework. We conduct regular sprint reviews and stakeholder meetings to keep everyone informed of progress, gather feedback, and address concerns in real time. This ensures that our work remains aligned with client goals and priorities.

Adoption of Process Control and Policies: Implementing standardized processes and ensuring adherence to policies can be challenging in organizations with established practices. Rolle IT addresses this by conducting thorough assessments to understand existing workflows and identifying areas for improvement. We collaborate with client leadership to develop clear, actionable policies that enhance efficiency without disrupting operations. Our process improvement initiatives are tracked and documented within Jira, providing visibility into each step and demonstrating measurable progress.

1.10. Please provide at least three (3) references, to include contact names, phone numbers, email addresses, and type of industry.

Critical Frequency Design (Defense Contractor)

Contact: Rebecca Warren, CEO

Phone: (321) 987-5272

Email: rwarren@criticalfrequency.com

Kegman Inc. (Defense Contractor)

Contact: Mark LeDoux, IT Director

Phone: (321) 242-9874

Email: Mark.ledoux@kegmaninc.com

Melbourne Orlando Airport Authority

Contact: Cliff Graham

Phone: (321) 723-6227

Email: Cliff Graham cgraham@mlbair.com

1.11. What type of general expertise can you provide in key technology areas?

Rolle IT provides a wide range of services and expertise designed to support and enhance OCHFA's IT operations. Our comprehensive suite of services aligns with the Scope of Services outlined in Section A of the RFP and reflects our commitment to delivering tailored, high-quality solutions.

Rolle IT deviates from typical MSP teams with our variety of subject matter experts. Due to the sensitive and complicated nature of the bulk of our Department of Defense and Federal clients, Rolle IT has curated a team of highly specialized subject matter experts in all areas of technology. All of our clients benefit from our depth of knowledge, as Rolle IT team members have continual access to very experienced professionals in all areas of IT Business Operations. Our Tier 3 Response team is available for timely resolutions of complex client issues.

Network and System Administration: Our team has extensive experience managing and optimizing networks, including the configuration and monitoring of firewalls such as pfSense, Fortinet, and SonicWall. We provide proactive system administration, ensuring optimal performance of virtualized environments such as Microsoft Hyper-V.

End-User Device Support: We provide full support for desktops, laptops, and mobile devices, ensuring that users have access to reliable, secure technology. Our services include hardware provisioning, software installations, and standardized imaging to maintain uniform configurations across devices.

Security Systems Monitoring and Threat Management: Rolle IT offers advanced threat detection and response capabilities using tools such as CrowdStrike and DNSFilter. Our expertise includes implementing and managing multi-factor authentication (MFA) solutions and ensuring compliance with security frameworks such as NIST 800-171 and CMMC.

Cloud Services and Infrastructure Management: We provide cloud infrastructure support for platforms such as Microsoft Azure, AWS, and Microsoft 365. Our services include cloud migrations, optimization, and ongoing management to ensure secure and efficient cloud operations.

HelpDesk and Service Desk Management: Our HelpDesk services are built into a comprehensive service desk solution tailored to each client's needs. Using Jira Service Management, we track and manage all service requests, ensuring transparency and accountability.

Backup and Disaster Recovery: We design and implement robust business continuity plans using solutions such as Veeam to ensure data is protected and recoverable in the event of system failures or disasters.

Procurement and Vendor Management: Through our partnerships with Pax8 and Ingram Micro, we offer competitive pricing for licenses and hardware from major vendors such as Microsoft, Adobe, Dell, and Fortinet. Our reselling capabilities ensure that clients receive cost-effective solutions and seamless procurement support.

IT Policy and Compliance Consulting: Rolle IT assists clients in developing and maintaining IT policies that align with regulatory requirements. We conduct regular audits and assessments to ensure adherence and recommend improvements where necessary.

Our expertise spans across a variety of technologies and service areas, enabling us to provide end-to-end IT support that meets the operational and strategic needs of our clients. By leveraging industry-leading tools and best practices, Rolle IT ensures that our clients' IT environments are secure, efficient, and aligned with their organizational goal

1.12. What differentiates your organization from your competitors in the marketplace?

Rolle IT stands out in the marketplace due to our unwavering commitment to excellence, our Agile approach to service delivery, and our dedication to continuous improvement. Our processes are built on transparency, collaboration, and a drive to create impactful solutions for our clients and the community.

Agile Approach: At Rolle IT, we use Agile methodologies to ensure that our projects remain flexible, adaptive, and client-focused. Our iterative approach allows us to continuously gather feedback, prioritize work based on client needs, and deliver high-value results incrementally. This ensures that our clients remain informed and engaged throughout each phase of a project.

Commitment to Continuous Improvement: Process improvement is at the core of our service delivery. We actively seek opportunities to refine workflows, enhance system efficiencies, and implement best



practices. By using tools like Jira, we maintain visibility into performance metrics and track improvements over time, reinforcing our dedication to delivering exceptional service.

Recognized Excellence: Rolle IT's commitment to innovation and service excellence has earned us notable recognition, including awards such as the GrowFL Top 50 Companies to Watch (2024), the Department of Labor's Hire Vets Gold Medallion Award (2024), and the Business of the Year by the Space Coast Black Chamber (2023). These accolades reflect not only our technical capabilities but also our dedication to fostering an inclusive and impactful workplace.

Making an Impact: Rolle IT was founded with a vision to make a meaningful difference in the technology sector and in our community. Our support for nonprofit organizations such as Junior Achievement, WeVenture, and CareerSource exemplifies our commitment to empowering the next generation of leaders and supporting economic growth. We believe that our success is measured not only by the services we provide but by the positive influence we have on the communities we serve.

Our holistic approach, combining technical expertise with a people-first mindset, positions Rolle IT as a trusted partner that prioritizes both operational excellence and community engagement. By delivering tailored solutions and fostering lasting partnerships, we continue to make an enduring impact in the industry and our central Florida community.

2.0 Completeness of Solution

2.1. Specifically address how your firm will ensure proper coverage of the OCHFA account in the event the primary person(s) assigned are unavailable for any reason.

At Rolle IT, we prioritize service continuity and have a robust coverage strategy in place to ensure that OCHFA's IT operations are never impacted by personnel availability. Our approach includes the following components:

Team-Based Support Structure: Every client account, including OCHFA, is assigned a primary account manager and technical lead, along with a dedicated support team familiar with the client's environment. This structure ensures that in the absence of a primary team member, secondary personnel can seamlessly step in without service disruption.

Knowledge Sharing and Documentation: We document all critical system configurations, workflows, and client-specific procedures in our centralized knowledge repository, accessible via our Jira Service Management platform. This ensures that team members have up-to-date information to provide consistent support.

Cross-Training and Readiness: Our team members undergo cross-training to stay familiar with multiple accounts, which bolsters our ability to maintain continuity and avoid knowledge silos.

24/7 Support Availability: Our Network Operations Center (NOC) operates around the clock, providing constant monitoring and incident response to ensure uninterrupted service for OCHFA, regardless of team member availability.

Our focus on proactive support, transparent communication, and cutting-edge technology solutions ensures exceptional service delivery and lasting client partnerships.

2.2 What general types of organizations your clients represent? Do you use in-house or contracted resources for services?

Our client base represents a diverse mix of industries, including:

Government and Public Sector: Agencies such as the Department of Veterans Affairs and Homeland Security.

Defense Industrial Base (DIB): Defense contractors adhering to strict security standards.

State, Local, and Education (SLED): Institutions like Fox Valley Universities and municipal organizations.

Critical Infrastructure: Airports, public transportation, and law enforcement agencies.

Nonprofit Organizations: Groups such as Junior Achievement and Ecosystem Services Market Consortium.

Rolle IT relies exclusively on in-house resources to provide services. Our highly skilled, full-time team ensures quality control and consistent service delivery, maintaining full accountability without the need for external subcontracting. This allows us to provide responsive, agile support with direct oversight of all operations. All Rolle IT associates are located in the continental US, and pass vigorous background screening.

2.3. Why do you believe that your firm is a good fit with our organization?

Rolle IT is uniquely positioned to support OCHFA due to our expertise in managing IT environments for organizations with complex operational needs. Our Agile approach enables us to adapt quickly and efficiently, ensuring that OCHFA's specific objectives and challenges are met with tailored solutions. Our values of transparency, collaboration, and continuous improvement align seamlessly with OCHFA's commitment to serving the community.

In addition, Rolle IT's experience supporting critical housing and public sector organizations positions us to provide not only technical expertise but also a deep understanding of regulatory compliance and the importance of maintaining secure, accessible systems.

2.4. Describe your process for migrating OCHFA to your organization?

Our migration process prioritizes transparency, collaboration, and delivering iterative value through an agile project structure.

Our migration process for OCHFA would be carried out in several phases to ensure a smooth transition:



Assessment and Planning: We begin with a comprehensive discovery phase, during which we evaluate OCHFA's existing infrastructure, data repositories, and security protocols. We identify potential risks and establish a migration timeline that minimizes disruptions.

Cloud Migration Recommendation: As part of our assessment, we recommend migrating OCHFA's environment to Microsoft 365 and establishing a secure cloud infrastructure. This move enhances collaboration, security, and operational efficiency. As a nonprofit/government entity, OCHFA may be eligible for free or reduced Microsoft licenses, allowing for cost savings and expanded capabilities.

Workstation and Device Cleanup: Before installing our protection software and deploying security configurations, we perform a thorough cleanup of existing workstations and devices. This includes removing outdated software, addressing any existing vulnerabilities, and ensuring that each device has a clean installation baseline. This step enhances system performance and ensures optimal compatibility with our advanced security solutions.

Data Migration Preparation: We document dependencies and create data backups to ensure that critical information is safeguarded. We also set up new Microsoft 365 accounts and configure secure cloud-based storage solutions.

System Integration and Cutover: Our team conducts the migration in phases, transferring systems and data incrementally to prevent downtime. Key stakeholders are informed throughout the process via Jira dashboards and regular updates.

Post-Migration Validation and Support: Once the migration is complete, we perform rigorous testing to validate system functionality. We remain fully engaged during the stabilization period to resolve any post-migration issues and provide training to ensure user adoption.

This phased approach, combined with cloud-based enhancements and a focus on clean, secure installations, ensures that OCHFA's operations remain secure, stable, and positioned for long-term growth and efficiency.

2.5. What OCHFA resources would you require (i.e., information, data, staff resources, communication) during initial migration and on an ongoing basis?

For a successful migration, Rolle IT would require the following resources from OCHFA:

Access to Existing Systems: Credentials for servers, endpoints, and applications to perform assessments and data transfers.

Networking Information: Detailed information on network configurations, including VLAN setups, IP address schemes, and firewall rules, to ensure seamless integration with existing infrastructure.

Organizational Workflows: Documentation of OCHFA's workflows, approval processes, and service priorities. Understanding these workflows allows us to tailor the service desk and categorize tickets to align with OCHFA's operational needs.

Designated Points of Contact: Staff members to provide insights on current workflows, key user roles, and approval hierarchies.

Communication Support: Assistance in coordinating internal announcements and end-user communications during key migration milestones.

Policy Documentation: Copies of relevant IT policies and procedures to align our work with OCHFA's standards.

Open Communication with any previous or current 3rd Party IT providers.

We will collaborate closely with OCHFA to customize their service desk within Jira Service Management. This customization will include creating categories that suit the organization's needs and ensuring that service requests capture all necessary user information. By working together on these configurations, we ensure the service desk becomes an intuitive and efficient tool for both users and administrators.

On an ongoing basis, regular communication with OCHFA's leadership and IT representatives ensures that priorities remain aligned and any new initiatives are properly scoped and executed.

2.6. Outline the methods by which clients can access you (i.e., online, by phone, etc.).

Clients can access Rolle IT's support services via multiple channels:



Online: Our Jira Service Desk portal provides a centralized platform for submitting requests, tracking issues, and viewing updates.



Phone: A dedicated support line is available for immediate assistance.



Email: Clients can send support requests via email, which automatically generate service tickets for tracking.



On-Site: When necessary, our technical team can provide on-site support to address complex issues.

2.7. Describe the escalation and account management process.

Rolle IT's escalation process ensures that support requests are handled promptly and effectively, with complete transparency and accountability:

Initial Support and Escalation Triggers: Any ticket can be escalated for additional assistance at any time. When escalation is required, the ticket is tagged and assigned to a Subject Matter Expert (SME) based on the nature of the issue.

Automated Team Notifications: Once a ticket is escalated, an automated notification is sent to all team members supporting the OCHFA account, including system administrators and business analysts. This ensures that the relevant team members are aware and can provide input as needed.

SLA-Driven Escalation: Our Service Level Agreements (SLAs) guide the escalation timeline, ensuring that issues are addressed within the agreed response and resolution timeframes.

Leadership Notifications: For high-priority escalations, we have the capability to notify OCHFA leadership with status updates and relevant details to ensure they remain informed.

Comprehensive Tracking in Jira: All escalations, communication, and resolution steps are logged in Jira for complete visibility. This enables transparent reporting and allows OCHFA to track the progress of any escalated ticket in real time.

2.8. Where is/are your support center(s) located?

Rolle IT's primary support center is located on the Space Coast in Melbourne, Florida. In addition to our central location, we have team members positioned throughout Central Florida and across the southeastern United States, enabling us to provide localized support and maintain a strong regional presence.

2.9. How do you notify users of maintenance windows or system outages?

Users are notified of scheduled maintenance and system outages through:

Email Announcements: Sent in advance with details on the expected downtime and impact.

Jira Notifications: Updates are posted on the service desk portal for visibility.

Follow-Up Reminders: Notifications are sent closer to the maintenance window to ensure awareness.

For unscheduled outages, immediate alerts are sent, along with regular progress updates until services are restored.

2.10. What is your willingness or ability to support the security systems, phone systems, audio/visual systems?

Rolle IT has extensive experience supporting security systems, phone systems, and audio/visual setups. We maintain partnerships with several VoIP and phone service providers, including major Internet Service Providers (ISPs) and video system vendors. These partnerships enable us to offer comprehensive solutions tailored to client needs.

We currently manage these services for multiple ongoing clients, providing configuration, monitoring, and troubleshooting to ensure seamless operation. Our expertise ensures that OCHFA's systems will be fully supported and optimized for performance and reliability.

2.11. Who are your technology partners? Please describe your relationships and experience with manufacturers and major distribution partners in the technology marketplace.

Rolle IT's key partnerships include Pax8 and Ingram Micro, allowing us to resell, license, and manage solutions from major vendors such as Microsoft, Adobe, Dell, Fortinet, and CrowdStrike. We are also a certified Microsoft Cloud Solution Provider (CSP), enabling us to issue and maintain licenses for secure government environments, including Microsoft 365 Government (GCC) and Azure Government solutions.

Our relationships with these partners give us access to volume-based pricing, early product releases, and advanced technical support. This ensures that our clients receive cost-effective, reliable solutions aligned with the highest security and compliance standards.

2.12. Will you subcontract any components of the proposed solution to third-party organizations?

Rolle IT does not subcontract core IT services. However, for specialized requirements outside our direct offerings, such as infrastructure projects that require physical installations (e.g., running fiber cabling), we may engage a trusted partner within our network to support that work effort. In these cases, we ensure that the selected partner meets our rigorous quality standards and complies with OCHFA's policies and requirements.

Before any subcontracted work begins, Rolle IT will present the proposed vendor and scope of work to OCHFA for final review and approval. This approach maintains transparency and ensures that OCHFA has full control over any third-party involvement.

By maintaining accountability and managing the process end-to-end, Rolle IT ensures that all subcontracted work aligns with the same high standards as our in-house services.

3.0 Demonstrated Customer Service Quality and Support**3.1. Indicate the number of employees in your organization. You may also include additional details such as certifications, etc. i) Number of employees in Account Management and Technical Support; ii) How many employees are full-time vs. contractual?**

Rolle IT currently employs 21 full-time staff members, including professionals across technical support, account management, and strategic operations. Our team includes dedicated system administrators, cybersecurity experts, and business analysts who collaborate to deliver high-quality service to our clients. We do not rely on contractual staff for core support functions, which allows us to maintain consistent quality control and provide dependable service.

Our team holds certifications in key areas, such as:

- Microsoft Certified Solutions Expert (MCSE) (3)



- Cisco Certified Network Associate (CCNA) (5)
- Certified Scrum Master (CSM) and Certified Scrum Product Owner (CSPO) (4)
- Certified CMMC Professional (CCP) for compliance with cybersecurity maturity model certification standards. (3)
- CompTIA A+ and CompTIA Security+ for foundational and advanced IT and security expertise. (10)
- Certified Information Systems Security Professional (CISSP) (5)
- Microsoft Certified Azure Solutions Architect Expert for advanced cloud infrastructure design and deployment.

These credentials ensure that our staff remains up-to-date on the latest technology best practices

3.2. What types of monitoring agents would you use for end user devices?

We use a combination of industry-leading monitoring and protection tools to ensure comprehensive coverage for end-user devices:



N-able RMM (Remote Monitoring and Management): This tool provides real-time insights into device performance, proactive alerts, remote access for support, and automated patch management. It allows our team to address potential issues before they impact the end user.



CrowdStrike Falcon: A crucial component of our endpoint protection strategy, CrowdStrike Falcon provides advanced threat detection and response capabilities. It leverages machine learning and behavioral analysis to identify and neutralize potential threats in real time, ensuring that OCHFA's devices remain secure against evolving cyber threats.



Microsoft **Intune:** In addition to device monitoring, we use Microsoft Intune for Mobile Device Management (MDM) and configuration profile development. Intune enables us to create customized configuration profiles for client accounts, ensuring that all devices meet security and compliance requirements. This includes setting up security baselines, enforcing access controls, and deploying security updates remotely.

By combining these tools, we provide robust endpoint monitoring, management, and protection that aligns with OCHFA's operational and security needs.

3.3. What is the back-end help desk system you use?

Rolle IT uses Jira Service Management as our primary back-end help desk system. This platform allows us to manage service requests, track incidents, monitor SLAs, and provide real-time updates to clients.

The system also integrates with reporting dashboards, offering transparency and detailed insights into ticket trends and response times.

3.4. Do you offer managed firewalls or other managed technology?

Yes, Rolle IT offers managed firewall services and other managed technologies. We support firewalls from vendors such as pfSense, Fortinet, and SonicWall, providing configuration, monitoring, and maintenance services. Additionally, we offer managed solutions for virtual private networks (VPNs), intrusion detection/prevention systems (IDS/IPS), and secure email gateways.

3.5. Do you offer Mobile Device Management (MDM) or other mobile management technology?

Yes, we provide Mobile Device Management (MDM) services using Microsoft Intune for both Android and iOS Devices. This enables us to manage mobile devices securely, enforce security policies, and ensure that corporate data remains protected, even on personal devices. Our MDM solutions help organizations maintain compliance while supporting mobile productivity.

3.6. Do you offer a Security Information and Event Management (SIEM) or other security-based technology?

Yes, Rolle IT offers comprehensive security services through our dedicated Security Operations Center (SOC). Our SOC utilizes CrowdStrike Falcon Insight as a cornerstone of our threat detection and response strategy. CrowdStrike Falcon Insight provides real-time endpoint detection and response (EDR) capabilities, enabling us to monitor activity across devices, identify anomalies, and respond to potential threats swiftly.

In addition to CrowdStrike, we leverage Microsoft Sentinel for Security Information and Event Management (SIEM), collecting and analyzing log data to detect patterns that may indicate security incidents. Our SOC's proactive approach ensures that OCHFA is protected from both known and emerging threats.

To support clients with compliance needs, we also offer vulnerability scanning services. These scans help identify potential weaknesses in client systems and ensure that all assets remain compliant with regulatory standards, such as NIST 800-171 and CMMC.

By combining advanced security tools with our SOC's expertise, Rolle IT provides a comprehensive detection and response framework that safeguards client environments and meets compliance requirements.

3.7. What tools do you use for network monitoring?

Rolle IT uses CrowdStrike Falcon Insight and DNSFilter at the endpoint level to provide comprehensive network protection. Additionally, we leverage the CrowdStrike Falcon Firewall Management component, which feeds firewall data into the CrowdStrike platform. This enables us to monitor and analyze both endpoint activity and firewall traffic, providing a comprehensive view of network security.



CrowdStrike Falcon Firewall Management enhances our ability to detect and mitigate threats by correlating firewall data with endpoint telemetry, helping to identify unauthorized access attempts, suspicious connections, and potential lateral movement within the network.

DNSFilter offers domain-level protection by blocking malicious domains, phishing attempts, and enforcing web content policies to secure endpoints accessing web-based resources.

3.8. What tools do you use for system monitoring or general health level of end user devices?

We use N-able RMM for system monitoring, which provides insights into CPU, memory, and disk usage for end-user devices. This tool also tracks patch status, antivirus updates, and overall device health, allowing our team to address performance issues proactively.

3.9. Do you offer or partner for laptop encryption?

Yes, Rolle IT offers laptop encryption services using BitLocker for Windows devices and FileVault for macOS devices. Our encryption services ensure that sensitive data remains protected in the event of device loss or theft. Additionally, we can integrate these solutions into our MDM platform for centralized management and reporting.

3.10. Please provide details on your standard reporting capabilities.

Rolle IT provides OnDemand reporting and any required ongoing reports to ensure transparency and continuous communication with stakeholders. Our reporting approach aligns with our Agile practices, ensuring that stakeholders have real-time visibility into their IT environment.

Bi-Weekly Backlog Grooming Sessions: We conduct bi-weekly sessions with stakeholders to review the status of their system. These sessions provide a live review of key performance indicators (KPIs), open tickets, and project progress, allowing for collaborative prioritization and informed decision-making.

OnDemand Reports: Stakeholders can request detailed reports at any time, including:

Incident and Service Request Reports: Overview of ticket categories, resolution times, and SLA adherence.

System Health Reports: Summaries of device performance, security updates, and potential issues.

Audit Logs and System Metrics: Our system audit logs allow us to maintain deep metrics on system performance, user activity, and configuration changes. These logs provide detailed insights that support compliance and enable in-depth analysis of system trends.

3.11. Describe any documentation and support (e.g., user manuals, online help, interactive web-based seminars, and online knowledge base) that will be available, both from the technological perspective and the end user perspective.

Rolle IT utilizes Confluence as a centralized knowledge base, collaborative platform and stakeholder site, making it a one-stop shop for all organizational documentation. Stakeholders can easily access a wide array of resources. This ensures that all documentation is well-organized, up-to-date, and readily available.

System Maps and Process Flows: Visual representations of system architecture and workflows to provide clear insights into how components interact.

How-To Guides and Standard Operating Procedures (SOPs): Step-by-step instructions and detailed procedures to support both technical and non-technical users.

System Metrics and Reports: Key performance indicators (KPIs), audit logs, and system health reports updated regularly for stakeholder review.

In addition to Confluence, we also provide:

User Manuals and Training Videos: Customized materials covering system navigation, common requests, and troubleshooting.

Interactive Webinars: Live sessions for end users and leadership to introduce new features and reinforce best practices.

3.12. How do you monitor customer satisfaction and quality assurance on an ongoing basis and how might we benefit from this process?

Rolle IT's approach to customer satisfaction and quality assurance is rooted in our Agile process, which prioritizes constant communication with stakeholders and iterative improvements.

Bi-Weekly Stakeholder Meetings: We hold bi-weekly calls with OCHFA leadership to review service metrics, address any open issues, and gather feedback on ongoing initiatives. These meetings ensure that concerns are identified early and addressed promptly.

Real-Time Metrics in Confluence: Key performance indicators (KPIs), system health reports, and audit logs are maintained in Confluence, making them accessible to both stakeholders and team members. This transparency ensures that OCHFA always has a clear view of our performance and progress.

User Satisfaction Ratings in Jira: After each service request is resolved, users can leave a satisfaction rating directly within the Jira ticket. This feedback provides valuable insights into user experience and allows us to continuously refine our support processes.

By maintaining open lines of communication, providing accessible reporting, and incorporating user feedback into our workflows, Rolle IT ensures that customer satisfaction remains a core focus of our service delivery.

3.13. The OCHFA user base varies considerably in its level of technical sophistication. Please describe your experience in successfully supporting users that may be remote and possess limited technical skills.

Rolle IT excels at supporting users across a wide spectrum of technical expertise, from volunteers at small nonprofits who need step-by-step guidance to CTOs at large organizations with high technical demands. Our user-first approach is built on empathy, adaptability, and a commitment to clear communication.

We understand that every user's experience is unique, and we tailor our support accordingly:

Empathetic and Patient Support: Our team meets users where they are, using simple, non-technical language when needed while providing more detailed, technical explanations for experienced users.

Proactive Assistance: We ensure that users feel confident using their technology by anticipating challenges and providing proactive solutions.

Adaptability to Diverse Needs: Whether we're assisting a volunteer at a nonprofit logging their first service request or collaborating with a seasoned CTO on complex infrastructure projects, we prioritize responsiveness and ensure every interaction leaves the user feeling supported.

Our team's approachable and friendly demeanor helps build trust and fosters strong working relationships. By prioritizing user experience, Rolle IT ensures that even the most remote or technically inexperienced users receive the support they need, while technical experts feel assured that their complex requests are handled with precision and expertise.

4.0 Pricing

Services Description	Users	Rate	Monthly Costs
ProDesk 24/7 Helpdesk Help Desk Standard Business Hours, on-site as needed Microsoft Administration Application Support Security and operating system patching for workstations Tier 1 & Tier 2 Solutions Vendor Support for 3rd party providers Hardware Support VOIP Support .5 Help Desk Hours included per user	9	150	1350
N-Able RMM: Remote Management of computers: 12 Workstations 5 Laptops 7 Virtual Machines	24	5	120
CrowdStrike: Managed Endpoint Security PC: 12 Workstations 5 Laptops 7 Virtual Machines	24	18	432
DNS Filter Web Filtering per device	24	3	72
Physical Server Management Monitoring, support, automated proactive maintenance, endpoint detection 2 On Prem Host Servers	2	150	300
Onsite Back Up Appliance Management Monitoring, support, automated proactive maintenance, 1 Tape Backup	1	30	30
Firewall Management CrowdStrike Firewall Management	1	36	36
Stand Alone Firewall Monitoring, support, automated proactive maintenance, 1 PfSense	1	30	30
Network Administration	1	150	150
Microsoft Intune for Mobile Device Management Support Security, Policy Management via Jamf for iOS 3 Department Cell Phones	3	5	15
Hardware Management 12 Workstations 5 Laptops 12 Printers	ALL	Included	
Network Monitoring 24/7/365 Monitoring & Support	ALL	Included	
Total			\$2505 Monthly

4.1 Optional Additional Services and Licenses

Name	Description	Unit	Price	Monthly Total
Cove Data Protect Suggested	Backup 365 Accounts *may not be necessary for all 365 accounts.	9	6	54
Server Backup	Cloud Backup Recommended for Servers	2	20	
365	M365 Basic		8	
365	M365 Business Standard -		17	
365	M365 E5		70	
Mimecast Suggested	Mimecast Email Security & Compliance 12 Months Retention Minimum 9 Users	9	5	45
Volli VOIP Solutions	VOIP Solutions Available through Volli. As low as 15/user/month			
DNS Hosting	GEN-DNS Hosting If needed	1	25	

4.2 Labor Categories for out-of-scope requests:

Reference: Labor 2025 Rates

LCAT	Hourly Rate
IT Architect	160.00
Senior IT Analyst	160.00
Project Management	110.00
Senior SYS Admin	105.00
Automation Engineer	95.00
Business Analyst	85.00
Information Security Analyst	105.00
IT Technician	75.00
After-Hours on-site IT Technician	110.00

5.0 Minority/Women Business Enterprises

SDVOSB

ROLLE IT LLC

Service Disabled Veteran Owned Small Business

Certification Information

DUNS

DBA

Last Verified

Mar 7, 2023

Expiration Date

Mar 7, 2027

Business Information

SAM UEI

R7DLKL224EM5

Cage Code

892K3

Entity Type

Limited Liability Company (LLC)

Year Established

2019

Website

www.rolleit.com

Business Address 1

255 ALAMEDA DR

Business Address 2

City

MERRITT ISLAND

State/Territory

FL

Zip Code

32952

NAICS CODES

541511

Custom Computer Programming Services

541512

Computer Systems Design Services

541519

Other Computer Related Services

541611

Administrative Management and General Management Consulting Services

To avoid restricting a certified VOSB/SDVOSB's ability to expand its operations into new industries, a firm must only qualify as small under the size standard corresponding to the NAICS code assigned to a specific contract.

SBA's certification process ensures that an applicant is owned and controlled by one or more veterans or service-disabled veterans and that it qualifies as a small business. For this purpose, SBA determines a business is currently small in at least one NAICS code by reviewing the firm's SAM profile.



EXHIBIT "B" PUBLIC ENTITY CRIMES**SWORN STATEMENT UNDER SECTION 287.133(3)(a), FLORIDA STATUTES**

THIS FORM MUST BE SIGNED AND SWORN TO IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICIAL AUTHORIZED TO ADMINISTER OATHS.

1. This sworn statement is submitted to the **Orange County Housing Finance Authority**
by: Cordell Rolle
for: Rolle IT, LLC
whose business address is: 3700 N Harbor CitDrive Suite 2D, Melbourne FL 32935
and (if applicable) its Federal Employer Identification Number SSN:
(FEIN): 83-3268836
(if the entity has no FEIN, include the Social Security Number of the individual signing this sworn statement.
2. I understand that a "public entity crime" as defined in Paragraph 287.133(1)(g), of the **Florida Statutes**, means a violation of any State or Federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or of the United States, including but not limited to, any bid or contract for goods or services, any lease for real property, or any contract for the construction or repair of a public building or public work, involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.
3. I understand that "convicted" or "conviction" is defined in Paragraph 287.133(1)(b), **Florida Statutes**, means a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in any federal or state trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of a jury verdict, nonjury trial, or entry of a plea of guilty or nolo contendere.
4. I understand that an "affiliate" is defined in Section 287.133(1)(a), **Florida Statutes**, means:
 - 1) A predecessor or successor of a person convicted of a public entity crime; or
 - 2) An entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term "affiliate" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person, or a pooling of equipment or income among persons when not for fair market value under an arm's length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.
5. I understand that a "person" as defined in Section 287.133(1)(e), **Florida Statutes**, means any natural person or entity organized under the laws of any state or of the United States with the legal power to enter into a binding contract and which bids or applied to bid on contracts let by a public entity, or which otherwise transacts or applies to transact business with a public entity. The term "person" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management

of an entity.

6. Based on information and belief, the statement which I have marked below is true in relation to the entity submitting this sworn statement (indicate by placing a check in front of the statement which applies):

Neither the entity submitting this sworn statement, nor any of its officers, directors, executives, partners, shareholders, employees, members or agents who are active in the management of the entity, nor any affiliate of the entity was charged with and convicted of a public entity crime subsequent to July 1, 1989.

The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity was charged with and convicted of a public entity crime subsequent to July 1, 1989.

The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity was charged with and convicted of a public entity crime subsequent to July 1, 1989. However, there was a subsequent proceeding before a Hearing Officer of the State of Florida Division of Administrative Hearings and the Final Order entered by the Hearing Officer determined that it was not in the public interest to place the entity submitting this sworn statement on the convicted vendor list (**attach a copy of final order**).

I UNDERSTAND THAT THE SUBMISSION OF THIS FORM TO THE CONTRACTING OFFICER FOR THE PUBLIC ENTITY IDENTIFIED IN PARAGRAPH 1 (ONE) ABOVE IS FOR THAT PUBLIC ENTITY ONLY AND, THAT THIS FORM IS VALID THROUGH DECEMBER 31 OF THE CALENDAR YEAR IN WHICH IT IS FILED. I ALSO UNDERSTAND THAT I AM REQUIRED TO INFORM THE PUBLIC ENTITY, PRIOR TO ENTERING INTO A CONTRACT IN EXCESS OF THRESHOLD AMOUNT PROVIDED IN SECTION 287.017, **FLORIDA STATUTES**, FOR CATEGORY TWO, OF ANY CHANGE AFFECTING THE CORRECTNESS OF THE INFORMATION CONTAINED IN THIS SWORN STATEMENT.

Signature

Date

Sworn to and subscribed before me this

27

day of

January

, 2025

Personally known ☒ or Produced identification

STATE OF: FL

Notary Name:

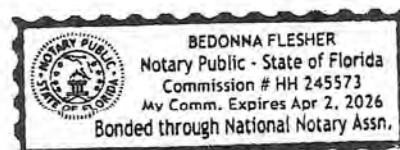
COUNTY OF: Broward

Commission #:

Expiration Date:

Notary Signature:

(NOTARY SEAL HERE)



Orange County Housing Finance Authority
2211 Hillcrest St., Orlando, FL 32803
December 12, 2024

Request for Proposal (RFP)

Managed Information Technology Services

Contact

Frantz Dutes, Interim Executive Director
Orange County Housing Finance Authority
2211 Hillcrest Street, Orlando, Florida 32803
Email fdutes@ochfa.com

DESCRIPTION

The Orange County Housing Finance Authority (“OCHFA”) is requesting proposals from firms interested in providing Information Technology Managed Services.

The Orange County Housing Finance Authority (OCHFA) is pleased to invite you to respond to this Request for Proposal (RFP) for Managed Information Technology (IT) Services. The intention of this RFP is to solicit responses and formal proposals from qualified Managed IT Services Providers (MSPs) and select an organization to provide IT services to OCHFA.

OCHFA Profile

OCHFA is a relatively small agency with a staff of nine (9). We are a regional agency, providing services in Orange, Lake, Seminole and Osceola County. We accomplish our mission by issuing mortgage revenue bonds that finance mortgages for first-time homebuyers. We also issue bonds to finance the acquisition, construction, or rehabilitation of rental housing.

OCHFA's work is done in partnership with developers, lenders investors, and nonprofit organizations that use our financing to serve low to moderate income Central Florida families. We leverage government and private funds to invest in financially sound, well-designed projects that will benefit communities for many years to come. The activities that we finance help families become more stable, put down roots, and climb the economic ladder. In turn, communities grow and prosper, broadening their tax base, creating new jobs, and maximizing local resources. OCHFA's work is truly a vehicle for economic growth.

Purpose

With this RFP, OCHFA is requesting information about your company and the IT products and solutions you provide as outlined within the Scope of Services Requirements section. This information will be gathered from several organizations and used to evaluate provider options for OCHFA.

This RFP is issued solely for information and planning purposes. This document does not commit OCHFA to contract for any services, supply, or subscription whatsoever. OCHFA will not reimburse any administrative costs incurred as a result of preparing a response to this RFP. All cost associated with a response will solely reside at the responding party's expense.

Confidentiality Statement

All information included in this RFP is considered confidential and intended only for use by responders. No information included in this document, or in discussions related to OCHFA Managed Service Provider selection effort, may be disclosed to another party or used for any other purpose without the express written or verbal consent.

I. MISCELLANEOUS TERMS AND CONDITIONS

1. **Submission of Qualification Statements:** Submissions are to be limited to a total of twenty-five (25) pages, not including a cover letter. Respondents must submit one (1) original hardcopy; five (5) hardcopies and one (1) pdf version (usb device or electronic delivery) of the proposal, to OCHFA for receipt no later than 4:00 P.M. EST on **Wednesday, January 15, 2025**. Proposals submitted by facsimile will not be accepted. Submissions must be responsive, in sequence, to the questions included as Exhibit A. Responses to each question must be included, with the question restated before each response.
2. **Review and Selection Process:** All submissions will be reviewed by Staff to determine responsiveness to the RFP. All proposals meeting responsiveness will be reviewed and evaluated by an Ad Hoc Committee of Board Members and/or Staff using the evaluation criteria form and weighing factors in Exhibit "A". The scoring will be tabulated and proposals ranked based on the numerical scores. The Chair of the Ad Hoc Committee may present the recommendations, together with a complete tabulation of numerical scoring results, to the full OCHFA Board for its consideration at its March 5, 2025, board meeting, or subsequent meeting. OCHFA may, but is not obligated to select, the firm which receives the highest numerical score in the evaluation process.

Firms and their representatives are requested not to contact the OCHFA Board Members or Staff after the release of the RFP. Questions should be in writing and directed to Frantz Dutes, Interim Executive Director, Orange County Housing Finance Authority, 2211 Hillcrest Street, Orlando, Florida 32803, **by 4:00 p.m., January 8, 2025.**

3. **Expenses Relating to Proposals:** OCHFA shall not be liable for any expenses incurred by respondents in replying to this Request for Proposal ("RFP").
4. **Rejection and Negotiation:** OCHFA reserves the right to reject any and all proposals submitted in response to this RFP and, to enter into fee negotiations with one or more respondents to this RFP.
5. **Term of Service:** It is expected that the firm selected pursuant to this RFP will serve as IT Management commencing after April 1, 2025.
6. **Distribution of RFP:** This RFP is being distributed to Managed Information Technology firms, located in Central Florida.
7. **Minority/Women Business Enterprise (M/WBE):** The Orange County Housing Finance Authority is an equal employment opportunity employer and governmental business agency. Accordingly, we encourage participation from Minority and/or Women Owned Business Enterprises (M/WBE) in this solicitation for Information Technology Managed Services.



II. SCOPE OF SERVICES

A) Environment Overview: The information below provides general information about OCHFA and our current technical environment.

Agency Location & Staff Members:

→ Business Location: 2211 Hillcrest Street, Orlando, FL 32803

Technical Environment (core hardware):

→ OS – MS Windows 10 Pro	→ Email – MS Exchange (virtual pc based)
→ Two (2) Host Servers (on premises)	→ One (1) Firewall (pfSense based)
→ Seven (7) Virtual Machines	→ One (1) Router VOIP (third-party managed)
→ Gigabit Ethernet	→ MS Hyper V Platform

Internet & Telephone Connectivity:

→ AT&T (POTS & VOIP)

Workstations & Laptops (Window PC environment):

→ Workstations (Dell): twelve (12) → Laptops (Dell): five (5)

Other Peripherals:

→ Cellphones (iOS): three (3)	→ Printer (desktop): eight (8)
→ Printer (all-in-one): three (3)	→ Printer (desktop all-in-one): one (1)

Print, scan, fax, copy services are provided via leased and networked group MFP devices, with maintenance and support provided by leasing vendor.

Software and Digital Applications:

→ MS Office Pro Plus 2013	→ Adobe Professional
→ Sage 300	→ Adobe Dreamweaver (web development)
→ Avaya IP Office VOIP	→ SelfSource (HR software)
→ Cisco WebEx	→ MS SQL Server (5 custom databases)
→ Box.com (file transfer)	

Backups, Antivirus and Remote Support:

→ AnyDesk (remote access)	→ pfSense (firewall)
→ Malwarebytes (anti-malware)	→ Tape Backup (on premises)

B) Services Requirements: As part of this RFP, OCHFA has identified a need for the following services. We realize that not every MSP will be able to provide all the services listed below, but we encourage you to respond where applicable.

1. Server & Network System Monitoring: The Managed Service Provider must provide 24/7/365 monitoring of OCHFA's server & network system with proactive communication and escalation protocols based on the severity of any unscheduled outages.
2. Patch Management Services & Preventative Maintenance: The MSP must provide management of critical security and system patches to all servers and systems on the network to ensure OCHFA's IT system and resources are properly managed and maintained.
3. Remote Backup Management: The MSP must execute a nightly backup plan for the critical servers, including a regularly-tested recovery process.
4. Email System Management: OCHFA requires the management and administration of OCHFA's email system for all users, against business email compromise cybersecurity threats.
5. Antivirus, Antispam & Antispyware Protection: OCHFA is looking for solutions to defend against security threats including phishing, malware, spam, viruses.
6. On-Site Support: When needed, the MSP should have the ability to deploy onsite resources to assist with issues which cannot be resolved through remote access to in-house system.
7. Networking Support: OCHFA requires proactive management and monitoring of our switches, firewalls, routers, and Wi-Fi systems, and other networking equipment as identified by OCHFA.
8. Security Systems Monitoring (Net Physical): MSP must provide proactive monitoring and management of OCHFA's security systems, including firewalls, intrusion prevention, secure remote access, and any implementations of advanced security solutions OCHFA may utilize.
9. Business Continuity: MSP must provide plan and solutions for mitigating the risks to the Authority's data from physical disasters – hurricanes and virtual crisis (ransomware). Support disaster recovery for servers, workstations, server data and user data.
10. Remote Workforce: MSP must provide a highly secure and stable environment for staff working remotely; as well as information security best practices.
11. Warranty and Asset Inventory Management: OCHFA expects the MSP to maintain a hardware and asset inventory that includes Desktops, Laptops, Servers, Printers/Scanners, Fax Machines, and notify OCHFA of any potential service or warranty issues. The MSP must also assist with managing the life cycle of OCHFA's devices and maintain an equipment inventory to ensure our systems are always current.
12. Software Licensing Control: Oversight of automatic renewal of software applications and maintenance of appropriate documentation.

13. Procurement Management: The MSP must assist with the selection of commercially rated equipment, order placement, order tracking, shipping, equipment returns, and sourcing and ordering replacement parts.
14. PC Development: Delivery and setup of machines on-site.
15. Desktop and Laptop Support: MSPs must include their ability to support existing and future desktops and laptop hardware. This includes maintenance and repair, replacement for failed equipment, and the acquisition and provisioning for new equipment as needed.
16. Printers, Copiers and Scanners: The MSP must be able to support existing printers, copiers and scanner related network-printing issues.
17. Desktop Software Standardization and Licensing and Upgrades: MSP must have a process for identifying standardization and management of desktop images and ensuring that staff are using current products; as well as current operating system and internet browser versions.
18. Break Fixes and Installation: The MSP should offer planned and on-call break/fix services, including emergency response to server issues.
19. Move, Add, Change (MAC): OCHFA is looking for the MSP to help with any changes to the location, configuration of existing equipment or software, and installation of additional equipment or software as needed.
20. Reporting: The MSP should provide relevant reporting not only based on their performance from a help desk perspective but also regarding system (hardware & cloud based) health, uptime; and assist in keeping an accurate hardware inventory to inform ongoing planning of maintenance, warranties, and refresh schedules.
21. Technology Strategy Planning: The MSP will work with the Authority's current IT consultant to develop a long-term strategic technology plan. The plan will take advantage of new and existing technologies to produce a pragmatic and effective future roadmap that enables the organization to fulfill its overall mandate in the community.
22. Account Management: The MSP must offer an internal escalation process in tandem with OCHFA to ensure the ability to have multiple points of contact available if needed depending on the items or issue encountered.
23. IT Policy Review and Development: The MSP should be able to assist in the development of customized policies related to the use of technology.
24. Data Classification: The MSP must timely and efficiently, provide services to assist with OCHFA's network Data Classification – public/ internal-only/ confidential/ restricted – as it relates to network drives and folders, assigning access levels to current, newly hired staff and staff separating employment (perform a final security audit to confirm that their access has been removed and that there are no security breaches).
25. Multi-Factor Authentication (MFA): MSP must be able to provide and manage a Multi-Factor Authentication (MFA) solution to provide an easy-to-use method to verify user identities at login and to protect logins with multi-factor authentication.

C) Response Process: Please indicate your intentions to respond to this RFP by email to the primary RFP Contact listed below by the Questions Due Date outlined below. Respondents should include responses to Exhibit-A in their proposal submission. If additional material is required for one or more questions, please label attachments clearly and reference them in your response. Responses received under this RFP that fail to address each of the questions, in adequate and complete detail, will be deemed as non-responsive and will not be considered. Note that responses of “to be provided upon request” or “to be determined” or the like, or that do not otherwise provide the information requested (e.g. left blank) are not acceptable.

- All proposals must be submitted no later than, Wednesday, January 15, 2025, By 4:00 p.m.
- All proposal must be addressed to:

Frantz Dutes, Interim Executive Director
Orange County Housing Finance Authority
2211 Hillcrest Street, Orlando, Florida 32803
Email fdutes@ochfa.com

- OCHFA requires responses to this request for proposal to be delivered in writing and electronic delivery. You may attach documentation to support your answers, if necessary.
- Please complete/respond to the questions listed within Exhibit-A, of this RFP, a proposal document, pricing breakdown, and a version of any master services agreement or other contract that would be utilized if chosen must be provided.
- Specify the name, telephone number and email address of the primary contact person regarding your firm’s proposal. Identify the personnel and provide a brief resume for each person who would be assigned to the OCHFA account if your firm is selected, pursuant to this RFP, to serve in any capacity.

III. EVALUATION & SELECTION CRITERIA

Proposal Evaluation Criteria: OCHFA will evaluate the responses based on multiple criteria and will select the best managed information technology firm to fit its needs. The following list summarizes the major qualitative areas that will be evaluated:

<u>Evaluation Criteria</u>	<u>Weighting Points</u>
Expertise and Experience	25
Completeness of Solution	25
Demonstrated Customer Service Quality and Support	20
Pricing and Contracts	25
M/WBE Firms	5
Total (Maximum Score)	100



Selection Criteria: Review and scoring of the responses, as well as clarification of information as deemed necessary by the evaluation team.

Key Dates: Below is a timeline outlining the steps with completion dates for each step in the process. By participating in the RFP, MSP's agree that they can adhere to the following general timeline.

<u>Task</u>	<u>Completion Date</u>
RFP Distributed to MSPs	December 12, 2024
Questions Due from MSPs	January 8, 2025
Responses Due from MSPs	January 15, 2025
Finalists Selection	March 5, 2025
MSP "Go Live"	April 1, 2025

IV. CONTRACT TERMS & ELIGIBILITY

Term: The initial contract term will be one (1) year.

V. CONCLUSION

Orange County Housing Finance Authority looks forward to reviewing your response and would like to thank you in advance for your participation. The Managed Services Provider selection is very important to our continued success and represents a major focus of effort for OCHFA.

OCHFA reserves the right, at its sole and absolute discretion, to amend or modify any provision of this RFP, or to withdraw this RFP at any time prior to contract award. OCHFA shall not be bound by or liable under this RFP and/or any response thereto until a final written contract has been executed by OCHFA and the vendor incorporating the terms and conditions of the award.

We appreciate and value your interest, expertise, and feedback.

Exhibit "A"**A) RESPONSE FORM QUESTIONS**

For the purposes of understanding more about your company and your ability to successfully fulfill the requirements, please provide the information below as part of your response, clearly referencing each specific question.

1.0) Expertise and Experience

- 1.1. Briefly describe the history and organization of your firm and confirm its current status as a service provider of Managed Information Technology Services.
- 1.2. Describe your firm's experience in successfully providing the different types of services offered and how they would meet the needs of OCHFA. Specify services such as: Fully Managed IT Svcs/ Co-Managed IT Services/ Managed Compliance and/or After Hours Maintenance.
- 1.3. What are the general types of organizations your clients represent?
- 1.4. Describe your onboarding/implementation process and approach if you were selected?
- 1.5. How do you typically work with IT Management at clients who have staff members?
- 1.6. Do you serve clients with 24 x 7 requirements?
- 1.7. What other services do you offer besides the core services of a Managed Service Provider?
- 1.8. What type of training do you offer either during onboarding or ongoing?
- 1.9. What do you feel are your biggest hurdles to a successful relationship?
- 1.10. Please provide at least three (3) references, to include contact names, phone numbers, email addresses and type of industry.
- 1.11. What type of general expertise can you provide in key technology areas?
- 1.12. What differentiates your organization from your competitors in the marketplace?

2.0) Completeness of Solution

- 2.1. Specifically address how your firm will ensure proper coverage of the OCHFA account in the event the primary person(s) assigned are unavailable for any reason.
- 2.2. What general types of organizations your clients represent? Do you use in-house or contracted resources for services?
- 2.3. Why do you believe that your firm is a good fit with our organization?
- 2.4. Describe your process for migrating OCHFA to your organization?
- 2.5. What OCHFA resources would you require (i.e., information, data, staff resources, communication) during initial migration and on an ongoing basis?
- 2.6. Outline the methods by which clients can access you (i.e., online, by phone, etc.)?
- 2.7. Describe the escalation and account management process?
- 2.8. Where is/are your support center(s) located?
- 2.9. How do you notify users of maintenance windows or system outages?
- 2.10. What is the firm's willingness or ability to support the security systems, phone systems, audio/visual systems?
- 2.11. Who are your technology partners? Please describe your relationships and experience with manufacturers and major distribution partners in the technology marketplace.
- 2.12. Will you subcontract any components of the proposed solution to third party organizations? If so, please describe the components to be subcontracted and provide details of any agreement in place with the subcontracted firm/individuals as well as a summary of past work that you have successfully completed together.

3.0) Demonstrated customer Service Quality and Support

- 3.1. Indicate the number of employees in your organization. You may also include additional details such as employees' areas of expertise, experience with virtualization, certifications, etc. i) Number of employees in Account Management and Technical Support; ii) How many employees are full-time vs. contractual?
- 3.2. What types of monitoring agents would you use for end user devices?
- 3.3. What is the back-end help desk system you use?
- 3.4. Do you offer managed firewalls or other managed technology?
- 3.5. Do you offer Mobile Device Management (MDM) or other mobile management technology?
- 3.6. Do you offer a Security Information and Event Management (SIEM) or other security-based technology?
- 3.7. What tools do you use for network monitoring?
- 3.8. What tools do you use for system monitoring or general health level of end user devices?
- 3.9. Do you offer or partner for laptop encryption?
- 3.10. Please provide details on your standard reporting capabilities.
- 3.11. Describe any documentation and support (e.g., user manuals, online help, interactive web-based seminars, and online knowledge base) that will be available, both from the technological perspective and the end user perspective.
- 3.12. How do you monitor customer satisfaction and quality assurance on an ongoing basis and how might we benefit from this process?
- 3.13. The OCHFA user base varies considerably in its level of technical sophistication. Please describe your experience in successfully supporting users that may be remote and possess limited technical skills.

4.0) Pricing and Contracts

- 4.1. Please attach operational cost estimates and worksheets using an hourly rate with a retainer to support these estimates. Itemize non-recurring and recurring operational costs. Recurring costs should be quoted as per user per month costs. Other pricing models may be provided as an option.

5.0) Minority/Women Business Enterprises

- 5.1. The Orange County Housing Finance Authority is an equal employment opportunity employer and governmental business agency. Accordingly, we encourage participation from all Minority / Women Owned Business Enterprises. Submit a copy of the certification from the appropriate agency.

B) PUBLIC ENTITY CRIMES

Florida Statutes Section 287.133(3)(a) requires that prior to award of a contract for certain goods or services, a sworn statement shall be submitted. A copy of such statement is attached hereto for submission – Exhibit B.

C) PUBLIC ACCESS

The Authority is a public body corporate and politic of Orange County, Florida. All documents and other materials made or received in conjunction with this proposal and Authority business will be subject to public disclosure requirements of Chapter 119, Florida Statutes. Copies of the end product(s) of the firm's work and can be made available to the public upon request. Failure to allow public access to all documents, papers, letters, or other material subject to disclosure pursuant to Chapter 119, Florida Statutes, and made and received by the firm in conjunction with the contract, may, in the discretion of the Authority, result in the cancellation of the contract.

EXHIBIT "B" PUBLIC ENTITY CRIMES**SWORN STATEMENT UNDER SECTION 287.133(3)(a), FLORIDA STATUTES**

THIS FORM MUST BE SIGNED AND SWORN TO IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICIAL AUTHORIZED TO ADMINISTER OATHS.

1. This sworn statement is submitted to the **Orange County Housing Finance Authority**
 by: _____
 for: _____
 whose business address is: _____
 and (if applicable) its Federal Employer Identification Number _____ SSN: _____
 (FEIN): _____
 (if the entity has no FEIN, include the Social Security Number of the individual signing this sworn statement. _____)

2. I understand that a "public entity crime" as defined in Paragraph 287.133(1)(g), of the **Florida Statutes**, means a violation of any State or Federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or of the United States, including but not limited to, any bid or contract for goods or services, any lease for real property, or any contract for the construction or repair of a public building or public work, involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.

3. I understand that "convicted" or "conviction" is defined in Paragraph 287.133(1)(b), **Florida Statutes**, means a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in any federal or state trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of a jury verdict, nonjury trial, or entry of a plea of guilty or nolo contendere.

4. I understand that an "affiliate" is defined in Section 287.133(1)(a), **Florida Statutes**, means:
 - 1) A predecessor or successor of a person convicted of a public entity crime; or
 - 2) An entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term "affiliate" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person, or a pooling of equipment or income among persons when not for fair market value under an arm's length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.

5. I understand that a "person" as defined in Section 287.133(1)(e), **Florida Statutes**, means any natural person or entity organized under the laws of any state or of the United States with the legal power to enter into a binding contract and which bids or applied to bid on contracts let by a public entity, or which otherwise transacts or applies to transact business with a public entity. The term "person" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.



6. Based on information and belief, the statement which I have marked below is true in relation to the entity submitting this sworn statement (indicate by placing a check in front of the statement which applies):

Neither the entity submitting this sworn statement, nor any of its officers, directors, executives, partners, shareholders, employees, members or agents who are active in the management of the entity, nor any affiliate of the entity was charged with and convicted of a public entity crime subsequent to July 1, 1989.

The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity was charged with and convicted of a public entity crime subsequent to July 1, 1989.

The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity was charged with and convicted of a public entity crime subsequent to July 1, 1989. However, there was a subsequent proceeding before a Hearing Officer of the State of Florida Division of Administrative Hearings and the Final Order entered by the Hearing Officer determined that it was not in the public interest to place the entity submitting this sworn statement on the convicted vendor list (**attach a copy of final order**).

I UNDERSTAND THAT THE SUBMISSION OF THIS FORM TO THE CONTRACTING OFFICER FOR THE PUBLIC ENTITY IDENTIFIED IN PARAGRAPH 1 (ONE) ABOVE IS FOR THAT PUBLIC ENTITY ONLY AND, THAT THIS FORM IS VALID THROUGH DECEMBER 31 OF THE CALENDAR YEAR IN WHICH IT IS FILED. I ALSO UNDERSTAND THAT I AM REQUIRED TO INFORM THE PUBLIC ENTITY, PRIOR TO ENTERING INTO A CONTRACT IN EXCESS OF THRESHOLD AMOUNT PROVIDED IN SECTION 287.017, **FLORIDA STATUTES**, FOR CATEGORY TWO, OF ANY CHANGE AFFECTING THE CORRECTNESS OF THE INFORMATION CONTAINED IN THIS SWORN STATEMENT.

Signature

Date

Sworn to and subscribed before me this _____ day of _____, 2024

Personally known _____ or Produced identification _____

STATE OF: _____

Notary Name: _____

COUNTY OF: _____

Commission #: _____

Expiration Date: _____

Notary Signature: _____

(NOTARY SEAL HERE)





FRANTZ DUTES
EXECUTIVE DIRECTOR

CONSENT ITEM

BOARD OF DIRECTORS

CURTIS HUNTER
CHAIR

RAY COLADO
VICE CHAIR

WIL STAMPER
BOARD MEMBER

SUSY JETTE
BOARD MEMBER

MARK LEWIS
BOARD MEMBER

MEMORANDUM

TO:	OCHFA Board of Directors
FROM:	Frantz Dutes, Executive Director
DATE:	April 2, 2025
RE:	CONSIDER APPROVAL OF THE AUTHORITY'S UPDATED PERSONNEL POLICIES AND PROCEDURES MANUAL. MAY 7, 2025 REGULAR BOARD OF DIRECTORS' MEETING

BACKGROUND

On September 7, 2011, the Board approved the most recent update to the Authority's Personnel Policies and Procedures Manual that amended the Health Reimbursement Account (HRA) employer contributions. In keeping with the goals of our FY 2024-2027 Strategic Plan, which states in part "Enhancement of OCHFA's operational system to enable the Authority to achieve its mission through the most efficient utilization of resources...", we have made comprehensive updates to our Personnel Policies & Procedures Manual.

On April 2, 2025, the Ad Hoc Committee recommended submission of our updated personnel policies & procedures manual to the Board for approval. The manual serves as a resourceful reference guide that can be used by staff, management and board members. We secured input from our General Counsel in developing the manual and their suggestions have been incorporated. The updated manual aligns our policies with the changes in the workforce.

ACTION REQUESTED

Board approval of the **Authority's updated Personnel Policies** and Procedures Manual as presented.

ORANGE COUNTY HOUSING FINANCE AUTHORITY

PERSONNEL POLICIES & PROCEDURES MANUAL



Table of Contents

Section 1	Introduction
Section 2	Guiding Principles
Section 3	Recruitment & Selection
Section 4	Classification & Compensation
Section 5	Employee Benefits
Section 6	Code of Conduct
Section 7	Disciplinary Action
Section 8	Grievance Policy
Section 9	Separation of Employment
Section 10	Travel Policy

Purpose Statement

The purpose of this Personnel Policy Manual ("the Manual") is to foster and promote a positive employment environment of mutual benefit and protection for employees and the Orange County Housing Finance Authority, (hereinafter referred to as OCHFA/ Authority). The policies included within this manual provide a means for equitable recruitment, selection, development, retention, termination and retirement of employees. The policies insure that:

- 1) All personnel actions are decided on the basis of assigned merit and the fitness of the individual for the duties assigned and OCHFA's needs.
- 2) All employees are encouraged to render their best services to the OCHFA.
- 3) High morale is maintained by fair administration of the OCHFA Personnel Policy Manual and by consideration for the rights and interests of employees.

These policies are intended to cover most personnel actions and employee conduct. Those not specifically covered will be interpreted in keeping with the intent and purposes of the OCHFA Policy. The policies and procedures in this Manual are guidelines only. OCHFA reserves the right to interpret and administer the provisions of this Manual as needed. Except for the policy of at-will employment, which can only be changed in writing by the Executive Director, OCHFA has the maximum discretion permitted by law to change, modify or delete any provision in this Manual at any time (with or without notice). However, oral statements or representations cannot supplement, change, or modify the provisions in this Manual.

The provisions in this Manual are not intended to in any way create any contractual obligations with respect to your employment. In the event any portion of these policies is held to be invalid or unconstitutional by any court legislation, authorized board or public official, the ruling shall not affect the validity, intent and effect of a section not in question.

Application of Policies

These policies shall be applicable to all full and part-time employees of the Orange County Housing Finance Authority. They shall not be applicable to members of the Board of the Orange County Housing Finance Authority or persons retained on a contractual Fee-For-Service basis, except for the Code of Conduct, and Travel Policy.

Each employee should read and become familiar with the information contained in this Manual. Failure to comply with OCHFA's policies or procedures may result in discipline, up to and including termination.

Purpose Statement

Orange County Housing Finance Authority places the highest importance on providing valuable service to its citizens through the ethical performance of job duties.

Code of Ethics for all OCHFA Employees

- We will adhere to the highest ethical standards
- We will be caretakers of the public trust in all actions related to employment
- We will provide the highest level of service to all citizens and customers
- We will adhere to all laws and regulations
- We will be fair to and respectful of fellow employees
- We will be accountable and responsible for all personal actions

Board of Directors

The OCHFA Board of Directors has the authority to and shall be responsible for:

- Approving and adopting policies; and
- Adopting and amending the Orange County Housing Finance Authority Policies, and confirming the appointment of the Executive Director.

Executive Director

The Executive Director has the authority to and shall be responsible for:

- Implementing, interpreting and enforcing OCHFA Policies and Regulations,
- Maintaining these Policies and Operational Regulations and any subsequent revisions,
- Providing employees with access to current Policies and Regulations,
- Providing advice and guidance to supervisors on appropriate application of these Policies and Operational Regulations,
- Reviewing and recommending approval of Procedures, Guidelines, and any other documents associated with these policies
- Delegating authority as necessary to an appropriate designee.
- Establishing and maintaining management practices consistent with the Policy's Regulations.
- Determining and changing work hours.
- Assigning duties to employees according to the needs and requirements of OCHFA
- Carrying out all other administrative and management functions.

Employees shall be responsible for

- Being familiar with and adhering to the OCHFA's Mission, Policies, Regulations, Procedures and Guidelines.
- Following the Code of Conduct.
- Providing updated and accurate personal information for their personnel file.

Equal Employment Opportunity Policy

OCHFA is an equal opportunity employer and complies with all applicable federal, state, and local fair employment practices laws. OCHFA strictly prohibits and does not tolerate discrimination against employees, applicants, or any other covered persons because of race, color, religion, creed, national origin or ancestry, ethnicity, sex (including pregnancy sexual orientation), gender, marital status, age, physical or mental disability or handicap, citizenship, past, current, or prospective service in the uniformed services, genetic information, or any other characteristic protected under applicable federal, state, or local law. All OCHFA employees, other workers, and representatives are prohibited from engaging in unlawful discrimination. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, training, promotion, discipline, compensation, benefits, and termination of employment.

OCHFA complies with the Americans with Disabilities Act (ADA), as amended by the ADA Amendments Act, the Florida Civil Rights Act of 1992, and all applicable state or local law. Consistent with those requirements, OCHFA will reasonably accommodate qualified individuals with a disability if such accommodation would allow the individual to perform the essential functions of the job, unless doing so would create an undue hardship. If you believe you need an accommodation, refer any such request to the Executive Director. OCHFA will also, where appropriate, provide reasonable accommodations for an employee's religious beliefs or practices.

OCHFA complies with the Pregnant Workers Fairness Act (PWFA). OCHFA will provide reasonable accommodations to qualified job applicants and employees to accommodate the individual's known limitations related to pregnancy, childbirth, or related medical conditions, unless doing so would create an undue hardship. OCHFA will not require a qualified employee to take paid or unpaid leave if another reasonable accommodation can be provided. If you believe you need a pregnancy-related accommodation, please refer any such request to the Executive Director.

Complaint Procedure

If you are subjected to any conduct that you believe violates this policy, you must promptly speak to, write, or otherwise contact your direct supervisor, the Executive Director, as soon as possible following the offending conduct.

Your complaint should be as detailed as possible, including the names of all individuals involved and any witnesses. OCHFA will directly and thoroughly investigate the facts and circumstances of all claims of perceived discrimination and will take prompt corrective action, if appropriate.

Additionally, any manager or supervisor who observes discriminatory conduct must report the conduct to the Executive Director so that an investigation can be made and corrective action taken, if appropriate.

No Retaliation

No one will be subject to, and OCHFA prohibits, any form of discipline, reprisal, intimidation, or retaliation for good faith reports or complaints of incidents of discrimination of any kind, pursuing any discrimination claim, or cooperating in related investigations. OCHFA is committed to enforcing this policy against all forms of discrimination. However, the effectiveness of our efforts depends largely on employees telling us about inappropriate workplace conduct. If employees feel that they or someone else may have been subjected to conduct that violates this policy, they should report it immediately. If employees do not report discriminatory conduct,

OCHFA may not become aware of a possible violation of this policy and may not be able to take appropriate corrective action.

Violations of this Policy

Any employee, regardless of position or title, whom OCHFA determines has subjected an individual to discrimination or retaliation in violation of this policy will be subject to discipline, up to and including termination of employment.

This policy is not intended to restrict communications or actions protected or required by state or federal law.

Policy

OCHFA strives to attract, recruit and select the best-qualified candidate for employment. Employment decisions are based on job related factors. Through the selection and recruitment process, OCHFA maintains a competent and diverse workforce.

When filling vacancies, the hiring/appointing authority may give first consideration to individuals currently employed with the Authority and to eligible veterans.

Job Descriptions

Written job descriptions are developed, maintained and continually reviewed for all Authority positions. They are utilized as the basis for establishing the minimum recruitment qualifications for attracting candidates for employment. These include, but are not limited to, a description of the position function, characteristics of work performed, examples of work and minimum qualifications. Job descriptions are designed to be descriptive and explanatory of the types of work generally performed, but are not necessarily inclusive of all duties which may be assigned from time to time.

Advertisement

Job vacancies at OCHFA will be made available to internal and external applicants at the same time. Vacant positions will be posted on OCHFA's website, social media platforms and job search websites. Due to the requirements of some positions, it may be necessary to recruit employees from outside the local area. When this is necessary, local, state and national agencies that promote and support OCHFA's mission will be used to advertise vacancies. The decision to advertise shall be determined by the availability of funds and the requirements of the position. The decision to advertise shall be the sole and exclusive decision of the Executive Director.

Announcement Requirements

Job vacancy announcements specify the job title, salary range, minimum qualifications and any special requirements of the position. Announcements also describe the application process by listing the time, place and manner for filing applications.

Application Deadlines

Advertising application/resume submission deadlines or cut-off dates are based on the publication's printing schedule and Authority needs.

Postponement or Cancellation

A job vacancy announcement may be postponed or canceled as determined by the Executive Director. In this event, each applicant will be notified by the Executive Director of the postponement or cancellation.

Filing Applications

No individual or employee is denied the right to file an application for any publicly announced position vacancy at the Authority.

Filing Procedure

In order to be considered as a valid applicant for a position, each applicant must:

- 1) Submit a resume and file a written application on the Authority's standard employment application in the Authority's office before the application deadline. Resumes are accepted until a standard Authority application form can be completed within a reasonable time.
- 2) Supply requested information that is complete, clear and accurate.
- 3) Sign the application attesting to the truth of all statements and information contained on the application.

Amend, correct or add requested information/documentation within the time limit established by the Executive Director.

Applicants should obtain the appropriate application form from the Authority office. A copy of the completed application should be submitted with a copy of all required documents/certificates attached.

Application Status

The Executive Director reviews and considers applications for vacancies as they are received. Applicants may be required to supply additional documentation upon request from the Executive Director. All applications will remain active until the position closes.

Promotional Opportunity/ Internal Selection:

1. In filling vacancies within the Authority, the hiring/appointing authority may give first consideration to individuals currently employed by the Authority. This does not preclude consideration and selection of external applicants for any job vacancy.
2. Authority employees selected for interviews or testing may attend such interviews or testing with pay during normal working hours.
3. It is the responsibility of the employee to ensure that the application form is submitted to the Executive Director prior to the position's closing date.

Family Employment Restriction

No spouse or member of the immediate family of an OCHFA employee or of a member of the Board of the OCHFA will be hired, transferred, or retained on a permanent, part-time or temporary basis by the OCHFA.

Definition of Immediate Family

Immediate family is defined as blood, marital, life partner or step relative, including father, mother, son, daughter, brother, sister, uncle, aunt, first cousin, nephew, niece, husband, wife, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, stepfather, stepmother, stepson, stepdaughter, stepbrother, stepsister, half-brother, half-sister or any ward of an employee or Board member.

Verification of Education and Work Experience for New Hires

Each applicant is required to submit a copy of the degree, diploma or certification indicated in the Application for Employment. The Executive Director is responsible for reviewing education and work history of each new hire.

Rejection of Applicants

The Executive Director is responsible for the initial screening of internal (employee) and external (public) applications after the closing of a job vacancy announcement. The Executive Director may reject an application or applicant if:

- 1) The applicant does not possess one or more of the minimum qualification requirements specified in the job description.
- 2) The application and/or resume was not received on or before the closing date established for receiving applications.
- 3) The applicant has a record of prior conviction for a crime, if the crime was a felony or first degree misdemeanor and directly related to the position of employment sought.
- 4) Applicant has made any false statement or practiced deception in the application.
- 5) Applicant has failed to adequately or sufficiently complete the application, or in any other way has failed to cooperate (to any extent) with the Authority.
- 6) Application has not been signed by the applicant.
- 7) Applicant is ineligible for employment pursuant to the standards of eligibility set forth in the Immigration Reform and Control Act of 1986 and regulations thereof.

Notification of Rejection

All Internal and external candidates who apply for a position but are not selected are notified in writing by the Executive Director

Reference Checks

The Executive Director is solely responsible for responding to inquiries concerning current and former employees. The Executive Director will only provide information about its current or former employees that can be disclosed in accordance with Florida law.

The Executive Director, in such Instances, will not comment upon its perception of the current or former employee, but will only verify dates of employment, rates of pay and positions held.

Classification and Pay Plan

The Classification and Pay Plan lists job classifications based on position in hierarchy. The Plan also lists the pay ranges assigned to each classification and the exempt or non-exempt status (for overtime pay purposes) of each position.

Job Descriptions

Job descriptions are established by the Board and maintained by the Executive Director.

Job descriptions include the functions and major dimensions which will be assigned to each classification. Minimum training, education and experience requirements are based on projected job responsibilities and work to be performed.

The Authority may revise job descriptions from time to time to expand, reduce or clarify the job dimensions and/or responsibilities of any position. The Authority will attempt to provide employees with as much advance notice of any change, as practicable.

Probationary Period

Newly hired employees serve a six (6) month probationary period or longer, if specified by the position description. This period may be extended by more than ninety (90) calendar days, if approved by the Executive Director. Probationary employees have no rights to predetermination hearing and no access to the grievance process for disciplinary action. Request for extension of probation and supporting documentation should be submitted at least thirty (30) days prior to the end of the existing probationary period.

If the employee's performance or work behavior is found to be unsatisfactory during the probationary period following initial employment or change in employment position, as determined in the sole discretion of the Executive Director or, in the case of the Executive Director, by the Board, the employee can be terminated without recourse.

Hiring Above the Minimum

In order to attract the best qualified candidates, the Executive Director may hire above the minimum, but not exceeding the mid-point of the salary range for the vacant job classification.

Prior to hiring above minimum, the Executive Director must examine: the impact the hiring will have on the Authority's budget; the salaries of incumbents in the job classification (if any); availability of other qualified applicants willing to accept the minimum salary; compliance with past hiring practices; and the establishment of precedent in hiring above minimum.

The Executive Director has sole authority in the granting of an above minimum salary hire.

Salary Administration

Pay Grades

All Classifications are assigned to a pay grade having both a minimum and maximum salary.

Market Adjustment

To ensure competitive salary administration, the pay grades may be adjusted annually based on the market value. Market value determines market adjustment. Market adjustment is the percentage increase necessary for the mid-point to remain at the market value.

Promotions

Promotion is defined as the advancement of an employee from one job classification to another job classification with a higher maximum salary than the job classification from which the advancement is made.

Promotional increases will be based on organizational guidelines. The promoted employee's pay rate shall be equal to or above the minimum of the new pay grade.

The employee's review date will be adjusted based on the effective date of promotion.

Annual Lump-Sum Payments

Employees who have reached the maximum rate of their salary grade range (no longer eligible to receive annual increases to their base pay) may be eligible to receive an annual lump-sum payment equal to the amount of base pay increase awarded that year calculated as a percentage of the employee's annualized base pay.

Upon approval by the Executive Director, employees whose base pay rates are nearing the maximum rate of their salary range will receive an annual adjustment in base salary up to the range maximum. If the amount of the percentage increase to base rate is higher than the base maximum base pay for the year, the employee will receive an increase up to the maximum base pay plus an additional annual lump sum payment that together with the increase in base pay equals the approved total base pay increase (base pay adjustment plus lump sum payment) approved by the Executive Director.

Reclassification

When a job changes significantly in terms of job content and responsibilities, a reclassification may be considered. A position may be reclassified to a higher or lower classification and pay grade. Positions reclassified to a lower pay grade will have the salary adjusted according to the guidelines for a demotion in this section. Positions reclassified to a higher pay grade will have the salary adjusted according to guidelines for a promotion in this section.

All requests for reclassification consideration must be made to the Executive Director. The Executive Director is responsible for final approval of the reclassification of positions which are currently in the classified work force.

Merit Increases

Merit increases are based on an employee meeting performance standards. Any employee whose salary is above the maximum for the pay grade, for any reason, will not receive a merit pay increase until the pay grade maximum increases and the employee's salary is within the pay grade.

The effective date of any merit pay increase shall be the pay period immediately following the date upon which the employee is eligible for consideration of a merit increase.

In the event that the effective date of a merit increase is delayed, the next scheduled review date is not changed.

The Board or its designee must administer these policies and procedures within the budgetary constraints established each fiscal year. The payment of salaries and granting of merit increases are always subject to the availability of adequate funding.

Hours of Work

A minimum of 7½ (7.50) hours constitutes a normal workday and a minimum of 37½ (37.50) hours constitutes a normal workweek.

The seven calendar day workweek starts on Monday at 12:01 a.m. and ends at 12:00 midnight the following Sunday.

All full time employees are required to be present and working in their assigned jobs for the total hours in the workweek unless absence from duty is authorized by the appropriate authority in accordance with these personnel policies. All absences must be properly recorded and charged to an employee's applicable leave balance. If there is no leave balance the absence will be considered time off without pay.

Part time employees are required to be present and working in their assigned jobs for the total number of hours for which compensation is being received unless absence from duty is authorized by appropriate authority in accordance with these personnel policies. All absences must be properly recorded and charged to an employees' applicable leave balance. If there is no leave balance the absence would be considered time off without pay.

Acting Pay

Through the acting pay policies, the Orange County Housing Finance Authority (OCHFA) recognizes its responsibility to compensate employees commensurate to their duties. Acting pay status may be granted to employees temporarily assuming the full responsibilities of a higher pay grade and job classification. Acting pay is intended for circumstances which may include a position vacancy or an incumbent's anticipated long term absence as a result of extended Family/Medical Leave, Leave of Absence Without Pay, prolonged illness/injury and/or lengthy Personal Leave.

Initiating Acting Pay

The Executive Director shall execute the proper change in salary form for any individual assigned the full duties of a higher position. No employee shall be paid any increase in salary resulting from the assumption of the full duties of a higher position unless an accompanying change of pay status form is executed and placed in the employee's file. Upon reinstatement of the employee to their previous position, a change in payroll form shall be placed in the personnel file of the individual reflecting their return to their prior classification and salary. No employee shall be deemed to have assumed the full duties of a higher position unless the Executive Director, in writing, expressly assigns such functions to that employee.

Notification to Board of Directors

The Executive Director must notify the Board of Directors through the submission of a memorandum regarding actions taken. The Executive Director shall have sole authority in the granting of acting pay status provided that agency guidelines are observed. Upon the Executive Director's authorization, acting pay status shall be effective

the first pay period concurrent to the assignment. The Executive Director may approve an employee's acting pay retroactively from the date full duties of the higher classification were assumed.

Reinstatement to Previous Position

Upon reinstatement to the employee's previous job classification, the employee will receive the hourly rate of pay earned prior to the time acting pay status was granted. The employee will receive any merit increase/wage adjustment that may be applicable to the original position.

Employment Type

OCHFA achieves its mission and provides its services through the employment and/or selection of qualified individuals. An employee may be appointed to fill an executive position, hired to fill a regular (full or part-time) position, or employed in a temporary capacity. Additional terms and conditions of employment may be detailed in an employment agreement that is consistent with these policies.

Appointed Employees

Executive employees include the Executive Director. An employee in this position is appointed and re-appointed annually; and is expected to communicate the organization's philosophy to employees in other classifications.

At the Board's discretion, if the Executive Director's annual contract is not renewed, he/she will be compensated based on the terms and conditions of the employment contract entered into with the Authority.

Regular Employment

Regular employees may include full-time and part-time employees, those hired to share a position budgeted for six months or more, and those employees hired under an employment agreement. Regular employees receive full benefits. Continuous OCHFA service of a regular employee is established from the most recent date of hire. The service date may be adjusted as provided under other policies. Approved regular positions are paid from regular salary accounts.

Full-Time Regular Employees

Full-time employees are those employees scheduled to thirty-seven and one-half hours – 37½ (37.50) per workweek, unless otherwise defined for a specific job classification.

Part-Time Regular Employees

A minimum of twenty (20) hours, but less than 37½ (37.50) hours constitutes a part-time work week. Payment will be made on an hourly basis. The seven calendar day workweek starts on Monday at 12:01 a.m. and ends at 12:00 midnight the following Sunday.

Part-time employee(s) are required to be present and working in their assigned jobs for the total number of hours for which compensation is being received unless absence from duty is authorized by appropriate authority in accordance with these personnel policies. All absences must be properly recorded and charged to an employee's applicable leave balance. If there is no leave balance the absence would be considered time off without pay. Part-

time employee(s) are not eligible for insurance or education benefits.

The benefits for a part-time employee(s) will be as follows:

- The Authority will continue to pay Florida Division of Retirement Contribution.
- The Authority will accrue leave time on a prorated basis, based on a minimum 20 hour workweek.
- The Authority will provide Holiday pay if Holiday is on scheduled work day.

Temporary Employment

Temporary employment provides the ability to staff a position and requires work to be performed intermittently or on an as-needed basis. The general terms and conditions of the specific Temporary Employment assignment are detailed in an employment agreement established and mutually endorsed by the hiring authority and the Temporary Employee or Employment Agency. Employees filling temporary positions do not receive benefits such as holiday pay, medical coverage, personal leave, term leave and other paid benefits.

Overtime Work

Employees in non-exempt job classifications are paid on an hourly basis. The employment and task assignments of the Authority should be scheduled to reduce or eliminate overtime work. It is anticipated, however, that employees may be required to work when necessary to complete work assignments or meet deadlines.

Payment

Employees in non-exempt job classifications are paid on an hourly basis. Job classifications are designated by the Authority as either "exempt" or "non-exempt" for overtime pay purposes in accordance with the Fair Labor Standards Act (FLSA).

Non-Exempt

Non-exempt employees who work their regularly scheduled hours will be paid at their straight- time rate of pay for all hours worked up to and include forty (40) hours in a workweek. Hours worked in excess of forty (40) hours in a workweek will be paid at one and one-half (1-1/2) the regular rate of pay.

The following job classifications are the Authority's "non-exempt" positions:

- Administrative Assistant
- Secretary / Receptionist

Exempt

Exempt employees are not eligible for overtime payments. They are compensated by regular salary on the basis that extended work hours, may be required to accomplish work assignments. Such employees are expected to work a minimum of their regularly scheduled work hours, per payroll. Any additional work hours will not be compensated. There may be occasions where an exempt employee is absent for part of the workday for personal reasons. The Executive Director may establish guidelines as to when such occasions require the exempt employee to have appropriate leave charged. The following job classifications are the Authority's "exempt" positions:

- Executive Director
- Chief Financial Officer
- Director, Program Operations
- Professional Support Supervisor
- Fiscal Officer I
- Program Operations Administrator
- Fiscal Officer II
- Database Fiscal Specialist

Exempt employees are paid on a salary basis and typically receive the same pay for each week in which they perform work, regardless of the quantity or quality of work performed, and regardless of how many hours they actually work. Limited exceptions to this rule may apply, such as reductions in increments of one or more full day(s) of pay for:

- for personal reasons other than sickness or disability;
- for absences of one or more full days due to sickness or disability if the deduction is made in accordance with a bona fide plan, policy or practice of providing compensation for salary lost due to illness;
- to offset amounts employees receive as jury or witness fees, or for military pay;
- for penalties imposed in good faith for infractions of safety rules of major significance;
- for unpaid disciplinary suspensions of one or more full days imposed in good faith for workplace conduct rule infractions;
- unpaid leave taken pursuant to the Family and Medical Leave Act (“FMLA”); or
- initial or terminal week of employment if the employee does not work a full week.

Exempt team members who believe that pay has been improperly deducted from their salary in violation of this policy should report it immediately to Executive Director.

Holidays and Non-Exempt Employees

When a non-exempt employee does work on a holiday, the employee is paid one and one-half (1½) times regular rate of pay for actual hours worked on a holiday. Hours paid as holiday pay are counted toward the minimum hours per workweek required to be eligible for overtime pay.

Overtime Exclusions

Annual, personal, funeral, jury leave and absence from duty are not considered as time worked to accumulate total weekly hours required to be eligible for overtime pay.

Approval

Supervisors must submit overtime requests to the Executive Director for approval. Overtime will only be authorized with prior approval from the Executive Director.

Internship Program

The Internship classification is intended for students seeking internship with Orange County Housing Finance Authority in order to receive on-the job training and to provide professional support to the OCHFA staff.

Definition of Intern

An undergraduate or graduate student who is currently enrolled in regular course of study in an accredited college or university, preferably in the fields of study in Public Finance, Accounting, Public Administration, Business

Administration or Information Technology.

All interns are expected to abide by the Policies and Procedures governing the terms and conditions of Orange County Housing Finance employees. Failure to do so could result in the termination of their internship with the OCHFA.

Terms of Internship Employment

Terms of employment under this category are intended to include twenty to forty hours weekly employment, not to exceed four (4) months in duration without reassessment. A full-time student may exceed four (4) months employment in this category.

Internship Benefits

Interns are not eligible for paid benefits.

Internship Rate of Pay

An undergraduate or graduate student will receive the current, hourly rate of pay approved by the respective university. Based upon previous work experience, hourly rate of pay may be negotiable.

Internship Evaluations

Evaluation of the intern's performance shall be done periodically by the supervisor to be filed in their personnel file and sent to the intern's University or College Program Coordinator, whichever applies.

Performance Evaluation

The OCHFA shall establish and administer a program to evaluate the quality of each employee's work performance and work behavior.

Employee performance evaluations shall be used for, but not limited to, the following purposes:

- 1) Documenting the Executive Director's and Supervisor's perception of the quality of each employee's work performance and work behavior.
- 2) Advising the employee of strengths and weaknesses of his/her work performance and work behavior.
- 3) Providing the employee with the Executive Director's and Supervisor's recommendations and expectations for improvement.
- 4) Aiding the Executive Director in improving the effectiveness and efficiency of their operations.
- 5) Documenting the basis for employee promotion, counseling, demotion or disciplinary action. However, the performance evaluation should not be used as the sole preponderant document for disciplinary action.
- 6) Aiding in determining an employee's eligibility for any merit increase.

Annual Performance Evaluation

The Supervisor/ Executive Director evaluates the work performance of each permanent full-time and permanent part-time employee who has completed an initial probationary period; then, by August 1st of each year. Each employee shall have the opportunity to discuss the evaluation with the Supervisor/ Executive Director.

Evaluation of the Executive Director:

The Board of the OCHFA evaluates the work performance of the Executive Director by March of each year. The evaluation of the Executive Director shall be used for, but not limited to, the following purpose.

- Documenting the Board's perception of the quality of the Executive Director's work performance and work behavior.
- Advising the Executive Director of strengths and weakness of his/her work performance and work behavior.
- Providing the Executive Director with recommendation and expectations for improvement.
- Aiding the Board in improving effectiveness and efficiency of operations.
- Aiding in determining the Executive Director's eligibility for any merit increase.

The Executive Director shall have the opportunity to discuss the evaluation with the Board members. All evaluations of employees, including the Executive Director, shall be placed in the particular employee's personnel file.

Purpose Statement

In order to provide reasonable compensation, benefits, assurances and safeguards to its employees, OCHFA offers a comprehensive package of benefits for its employees. For purposes of Insurance Coverage, OCHFA participates under the Orange County Government Wellness Plan – such benefits include:

- Medical
- Dental
- Vision
- Vacation Paid Leave
- Term (Sick) Paid Leave
- Life and Disability
- Medical Spending Accounts
- Education Assistance
- Retirement Planning

Benefits are automatically granted to employees based on the criteria described in the Wellness plan. Employees must meet eligibility guidelines.

Holiday

The following are official holidays which shall be observed by OCHFA:

New Year's Day	January 1st	Veteran's Day	November 11th
Martin Luther King, Jr. Day...	Third Monday in January	Thanksgiving Day	Fourth Thursday in November
Memorial Day	Fourth Monday in May	Day after Thanksgiving	Friday after Thanksgiving
Independence Day	July 4th	Christmas Eve	December 24th
Labor Day	First Monday in September	Christmas Day	December 25th

Floating Holiday

In addition to the observed holidays, two additional paid leave days, as a designated “Floating” holidays, will be provided during the course of the calendar year to all eligible employees. The “Floating” holiday may be taken at the employee’s discretion, subject to prior supervisory approval.

Personal Leave

Personal Leave is intended to be used to provide a periodic vacation; however, earned Personal Leave may be used for other reasons when authorized by the Executive Director or designee.

Employees may use Personal Leave for sickness, vacation, funeral leave, jury, and/or leave related to the Family/Medical Leave Policy. (See sections on Personal Leave for Illness, Term Leave, Funeral Leave, and Leave of Absence with Pay).

Approval

Personal Leave may be used only with the prior approval of the Executive Director or designee and shall not be authorized prior to the time it is earned and credited to the employee. However, while it is understood that personal leave is available for illness, prior approval need not be granted in this circumstance. Personal leave requests of the Executive Director shall be approved by the Chair of the Board of the OCHFA and noted to the Board.

Employee Leave Request

All Orange County Housing Finance Authority (OCHFA) employees are required to submit a Leave Request for prior approval to the Executive Director. Prior approval need not be required in the case that the employee is unable to report for scheduled duty due to illness. Personal leave requests of the Executive Director shall be approved by the Chair of the Board of the OCHFA and noted to the Board.

An Employee Leave Request is required for prior approval for the following leaves:

- Personal Vacation
- Floating Holiday
- Funeral Leave
- Family Medical Leave
- Travel
- Jury Duty (attach supporting documents)
- Leave Without Pay

Approved/denied Employee Leave Requests are routed to the Executive Director's office to be attached to the employee's time sheet upon filing.

Accrual of Personal Leave

All regular employees earn Personal Leave. Temporary employees are not eligible to accrue Personal Leave.

Accrual Rate

Eligible employees accrue Personal Leave for each hour worked in their regular scheduled workweek. This leave will be credited to employees at the end of each pay period and will accrue in accordance with the following tables:

Length of Continuous Service	Hours Accrued Per Pay Period	Days Per	Maximum Accrual Days
Under 5 years	2.60	18	18
Over 5 years	2.88	20	20
Over 6 years	3.03	21	21
Over 7 years	3.17	22	22
Over 8 years	3.32	23	23
Over 9 years	3.46	24	24
Over 10 years	3.61	25	25
Over 15 years	3.89	27	27

Part-Time Employees

Part time employees who work less than thirty-seven and one-half (37½) hours per workweek, but work at least twenty (20) or more hours per workweek, are eligible for Personal Leave on a pro-rata basis.

Leave of Absence w/Pay

During a leave of absence with pay, an employee continues to accrue Personal Leave.

Maximum Accrual Credit

The maximum number of Personal Leave hours employees may accrue at any one time is the amount they would accrue during a three (3) year period at their current rates of accrual.

Payment for Earned Personal Leave

Authority employees shall be paid for their unused, but accrued Personal Leave when they separate employment with the Authority.

In case of an employee's death, the payment for an employee's unused Personal Leave is made to the employee's beneficiary, estate, or as provided by law.

Term Leave

Use of Term Leave

Term Leave is paid time-off for an employee's inability to work the equivalent of their normally scheduled workweek (normally thirty-seven and one half (37½) due to illness or injury.

Eligible employees accrue Term Leave at the rate of two and thirty-one tenth (0.231) hours per paid-regular hour or paid leave hour. The use of Term Leave may be subject to submission of a doctor's verification of illness or injury at the discretion of management. Upon submittal of written documentation from a medical practitioner, Term Leave may be used for subsequent absences directly related to the original illness or disability, which required the use of Term Leave. Treatment must be within a twelve (12) month period following original use of Term Leave and must be in increments of no less than one-tenth (1/10th) of one (1) hour, six (6) minutes.

All regular employees may be granted Term Leave. Temporary employees are not eligible for Term Leave.

Eligibility

Term Leave may be used by eligible employees who are unable to work after being absent for thirty-seven and one-half (37½) consecutive work hours or longer because of an extended illness or injury that is medically incapacitating.

Once an employee has reached this status, and subject to possession of a doctor's verification of illness or injury statement, the employee may request conversion of any Personal Leave hours used during the initial thirty-seven and one-half (37½) consecutive hours of absence to Term Leave. Accrued balances will be adjusted accordingly, if needed.

Upon an employee's return to work, after an illness or injury requiring the use of Term Leave, an employee may utilize Term Leave for any additional absences from the work place, directly related to follow-up treatment for the illness or injury. The employee must possess a written statement from a licensed medical practitioner ordering the follow-up treatment for the illness or injury. Treatment must be within a twelve (12) month period following the original utilization of Term Leave.

Employees cannot use Term Leave hours in excess of the amount in their accrued balance. After an absence of thirty-seven and one-half (37½) hours, minimum use of Term Leave is a unit of one-half (1/2) hour.

For the use of Term Leave as it relates to absences granted in accordance with the Family/Medical Leave Policy, see Family/Medical in this section.

Payment for Earned Term Leave

Upon separation from OCHFA's employment, employees with fifteen (15) or more years of continuous service are paid for the unused accrued Term Leave at employees hourly pay rate unless separation is due to the death of the employee, then Term Leave will be paid regardless of length of service.

Upon exhaustion of Term Leave balance, accrued personal leave balances may be accessed.

Personal Leave for Illness

- (a) Notification: Each employee is responsible for notifying, by calling their supervisor or Executive Director, that he/she will be unable to report for scheduled duty due to illness. This notification must be given as soon as the employee knows he/she will not be able to work and must be no later than the first day of absence and preferably before the starting time for the employee's schedule.
- (b) Requests: If an employee requests Personal Leave for illness while working, the employee shall report to the Executive Director or designee to record the date and time of departure.
- (c) Doctor Verification: Once an employee has been unable to work due to sickness after being absent for thirty-seven and one half (37½) consecutive work hours or longer (five consecutive days), a doctor's verification of illness or injury statement is required prior to returning to work.
- (d) Medical Justification: The Executive Director or the Chair, as applicable, may require an employee to present medical evidence that he or she is physically or mentally unfit to work.

Family Medical Leave

Purpose

As outlined by the Family and Medical Leave Act of 1993, the Family/Medical Leave Policy of the Authority provides covered employees up to twelve (12) weeks of unpaid leave per calendar year for the birth, placement or adoption of a child, or caring for a spouse, child or parent. An employee will be provided up to 26-weeks to care for a covered service member with a serious injury or illness.

The FMLA defines a serious health condition as an illness, injury, impairment, or physical or mental condition that involves either inpatient care or continuing treatment by a health care provider. Both physical and mental health conditions qualify for FMLA leave. For more information about mental health conditions and the FMLA, specifically, see dol.gov/agencies/whd/fmla/mental-health.

Eligibility

To be eligible an employee must have been employed by the Authority: (1) for at least twelve (12) months; and (2) worked for at least 1,250 hours during the previous twelve (12) months.

Qualifying Events

Eligible employees may utilize the Family/Medical Leave Policy subject to the following qualifying events:

- (a) The birth of a child of the employee and in order to care for such child.
- (b) The placement of a child for adoption or foster care. The Family Medical Leave Policy can only be utilized within twelve (12) months after birth, adoption or placement.
- (c) To care for a spouse, child, or parent with a serious health condition/ either physical or psychological in nature.
- (d) A serious health condition of the employee which renders the employee unable to perform the functions of the employee's position.

Covered Relations

The Family/Medical Leave Policy shall define a child to include biological, adopted and foster children, as well as stepchildren, legal wards of a person acting in the day to day capacity of a parent.

The term parent shall be defined to include biological parents as well as a person that acted in the capacity of a parent towards the employee.

Medical Certification

When making a request for leave to care for a child, spouse or parent or personal medical leave the employee must provide medical certification from an appropriate health care provider.

Medical certification information is to include the following:

- (a) Verification that the employee, employee's child, spouse or parent has a serious health condition;
- (b) The date the serious health condition commenced and its anticipated duration;
- (c) The medical facts regarding the serious health condition; and
- (d) If the request for leave is due to a serious health condition of the employee, a description of the extent to which the employee is unable to perform his or her duties; or
- (e) If the request for leave is due to the serious health condition of a covered relation, a statement that the employee is needed to care for the child, spouse or parent and the amount of time needed to provide such care.
- (f) If the request involves partial or intermittent leave, verification of scheduling treatment is required.

For employees requesting medical leave due to a serious health condition, the Executive Director may request, at the Authority's expense, the employee obtain the opinion of a second health care provider chosen by the Authority. If the two health care providers disagree about any information in the certification, the parties involved will mutually select a third medical provider at the Authority's expense. The decision of the third provider shall be final and binding.

Health Conditions Covered

For purposes of the Family/Medical Leave Policy, a serious health condition requires:

- (a) Disabling physical or mental illness, injury, impairment, or condition which substantially restricts the participation in school or daily activities on a recurring or continuing basis; and
- (b) Inpatient care in a hospital, a nursing home, or a hospice, or
- (c) Outpatient care requiring continuing treatment by a health care provider.

An employee's medical condition must affect the employee's health to the extent that he or she must be absent from work on a recurring basis or for more than a few days for treatment or recovery.

Scheduling Leave

An employee must provide the Executive Director with at least thirty (30) days' notice of the need for leave for birth, adoption, foster care or planned medical treatment when the need for leave is foreseeable.

An employee must make notice as reasonable and practicable as possible when the need for leave is unforeseeable.

Situations where the need for leave is based on planned treatment or to care for a family member, the employee must make a reasonable effort to schedule the treatment so as not to unduly disrupt OCHFA's operations.

Leave may be taken intermittently (e.g., periods of leave consisting of one hour or more to several weeks) or on a reduced leave schedule (e.g., reduced hours per workweek or workday) if the employee has a serious health condition or is caring for a covered relation with a serious health condition, provided intermittent or reduced leave is medically necessary.

An employee taking intermittent leave or on a reduced leave schedule may be temporarily transferred to: (1) a position for which the employee is qualified; (2) a position which is more suitable for recurring period of absence to better accommodate the leave; and (3) a position of equivalent benefits, pay and other terms and conditions of employment.

Employees will not be granted intermittent leave or a reduced leave schedule for the birth, placement, or adoption of a child.

An employee with more than one qualifying event within a twelve (12) month calendar year is not entitled to a separate twelve (12) week period of leave for each event.

In the event the Executive Director seeks leave under the Family/Medical Leave Policy, all supervisory authority shall be exercised by the CFO.

Use of Leave Time

Employees who receive approval for leave under the Family/Medical Leave Policy due to a serious health condition must first use accrued Term Leave and Personal Leave prior to granting of Leave of Absence Without Pay. Leave must be used in the order presented above. Upon exhaustion of leave, the employee must be placed in an unpaid leave status. If the employee enters an unpaid leave status, the payroll transmittal should be noted as unpaid leave.

If a holiday falls within a period of FML leave it should be tracked as follows:

- If a holiday falls during a week in which an employee is taking the full week of FML leave, the entire week is counted as FML leave.
- If a holiday falls during a week in which an employee is taking less than the full week of FML leave, the holiday is not counted as FML leave unless the employee was scheduled to work the holiday and was absent.

An employee may use accrued Personal Leave for the birth, placement or adoption of a child. Term Leave is not available for use for this event. For cases in which the employee or child meets serious health conditions criteria, Term Leave is accessible.

An Employee who receives approval for leave under this policy is not required to be absent thirty- seven and one-half (37½) consecutive hours in order to access Term Leave. Upon approval of leave through this policy, the employee can immediately use available Term Leave.

Accrued leave time used for the purposes of and under conditions of this policy will be included in the twelve (12) weeks allowed per calendar year.

Benefits

During the period(s) of time that an employee is on approved Family/Medical Leave, as defined by the Family/Medical Leave Policy, health insurance coverage and other elected benefits (exceptions exist with the Florida Retirement System) will continue under the same conditions as before the leave began to the extent allocation, medical insurance will continue to be paid by the Authority. Any amount in excess of the employee's allocation must be paid in advance monthly.

Employees must coordinate payment of benefit premiums with the accounting department while on Leave of Absence Without Pay due to a qualifying event of the Family/Medical Leave Policy.

Returning From Leave

Employees must communicate with the Executive Director as to when they plan to return to work. The Executive Director shall require the employee to provide certification that he/she is able to resume full duties after leave when due to a personal serious health condition.

An employee, returning from approved leave relating to the Family/Medical Leave Policy, is entitled to the position held before the leave began or a comparable position.

Leave of Absence with Pay - Administrative

Court Appearance/Jury Duty

A full-time employee who is summoned to jury duty or subpoenaed to appear in court as a witness in relation to his/her position with the Authority shall be granted time off with pay for the time actually spent on jury duty or in the court appearance. As conditions precedent to receiving time off with pay for jury duty or court appearance of the aforesaid nature, the employee must:

- (a) Notify the Executive Director of the summons or subpoena immediately upon receipt, produce the summons or subpoena upon request, and provide an estimate of the duration of the absence; and
- (b) Report to the Executive Director immediately upon the conclusion or continuance of such jury duty or court appearance.
- (c) Submit to the Authority any payment received from jury duty or a subpoena when such payment is for time for which the employee is receiving salary from the Authority.

The Authority, in its discretion, may reschedule the working hours and days of work of an employee employed on other than a full-time who is summoned to jury duty or subpoenaed to appear in court as a witness in relation to his/her position with the Authority. If, in the Authority's judgment, it is not feasible or practical to schedule the employee's hours of work around such, the Authority shall grant the employee time off with pay for the time actually spent on jury duty or in the court appearance.

As conditions precedent to receiving time off with pay for jury duty or court appearance of the aforesaid nature, the employee must abide by the provisions contained in (a), (b) and (c).

If any employee is subpoenaed as a witness other than in the specific circumstances described above, the Authority will grant the employee leave without pay or accrued personal leave to the extent that the Executive Director so approves.

Notwithstanding any of the provisions above, no employee shall receive pay from the Authority where the employee is a plaintiff, claimant, or witness against the Authority in a matter contrary to the Authority's interests.

Military Leave

OCHFA commends employees who protect our country through service in the United States Armed Forces.

The term "uniformed services" means the Armed Forces, the Army National Guard and the Air National Guard when engaged in active duty for training, inactive duty training, or full-time National Guard duty, the commissioned corps of the Public Health Service, and any other category of persons designated by the President in time of war or emergency.

Intermittent employees of the National Disaster Medical System (NDMS) are also considered to be performing "service in the uniformed services" and protected by Uniformed Services Employment and Reemployment Rights Act (USERRA) when activated to provide assistance in a public health emergency, to be present when there is a risk of a public health emergency, or when participating in authorized training.

OCHFA's intention is to comply with the Uniformed Services Employment and Reemployment Rights Act (20 CFR Part 1002) as it may be amended from time to time.

Training

All regular employees of the OCHFA who are members of the Uniformed Services of the United States military are entitled to leaves of absence from their respective duties, for the period during which they are engaged in training ordered under the provisions of the United States military regulations for such personnel when assigned to active or inactive duty. The period of paid leave shall, under this provision, not exceed two-hundred and forty (240) hours in any one calendar year.

Active Service

All regular employees of the OCHFA who are members of the Uniformed Services of the United States military are entitled to leave of absence from their respective duties to perform active military service (as defined in Section 115.08, Florida Statutes). The normally scheduled work days within the first thirty (30) day period of any such leave of absence may be with full pay, and thereafter, OCHFA may supplement the difference between an employee's military compensation (e.g. Pay and Allowances, Basic Allowance for Quarters, Family Separation Allowance, Subsistence Allowance, Specialty Pays, etc.) and their regular rate of pay (provided the amount of military compensation does not exceed their regular OCHFA pay).

Active Duty in Florida National Guard

All regular employees who serve in the Florida National Guard are eligible for paid military leave not to exceed thirty (30) calendar days at any one time for periods of active State or Federal duty pursuant to Section 250.28 or 252.36, Florida Statutes. An employee, who serves in the Florida National Guard at any one time for a period of active state duty in excess of thirty (30) days, shall be permitted, upon request of that employee, to elect either personal or vacation leave or leave without pay for such extended absence.

Domestic Violence

OCHFA is committed to reducing the incidence and severity of domestic violence, to protect and support employees experiencing domestic violence, and to provide guidance to supervisors on addressing the occurrences of domestic violence and its effects on the workplace.

Domestic violence will not be tolerated in the workplace and any threatening behaviors or violent actions occurring in the workplace by a non-employee shall be promptly reported to the appropriate authorities.

In accordance with Section 741.313, Florida Statutes, an employee who has been employed by OCHFA for three (3) months or longer is eligible for Domestic Violence Leave if that employee, or a family or household member of that employee, is the victim of domestic violence.

Upon exhaustion of all applicable leave balances, eligible regular full and part-time employees may use up to three (3) days of unpaid leave in any twelve (12) month period when a domestic violence-related issue impacts the employee's life.

Domestic violence-related incidents include:

- (a) Seeking an injunction for protection against domestic violence or an injunction for protection in cases of repeat violence, dating violence, or sexual violence;
- (b) Obtaining medical care or mental health counseling, or both, for the employee or a family or household member to address physical or psychological injuries resulting from the act of domestic violence or sexual violence;
- (c) Obtaining services, as a result of any act of domestic violence, from victim-services organizations including, but not limited to, a domestic violence shelter or program or a rape crisis center;
- (d) Making the employee's home secure from the perpetrator of the domestic violence or sexual violence or seeking new housing to escape the perpetrator;
- (e) Seeking legal assistance in addressing issues arising from any act of domestic violence or sexual violence or attending and preparing for court-related proceedings arising from an act of domestic violence or sexual violence.

Funeral Leave

All eligible employees are granted a benefit of five (5) paid days not charged to any leave balance for death of a member of the employee's immediate family. If additional time is requested, it may be taken with the approval of the Executive Director or the Chairman, as applicable, and noted to the Board, and shall be leave without pay or Personal Leave. (Immediate family shall be defined as spouse, mother, father, son, daughter, grandson, granddaughter, sister, brother, legal guardian, mother-in-law, father-in-law, stepparents, stepchildren and grandparents.)

Timesheets

All Employees of the Orange County Housing Finance Authority (OCHFA) are required to submit a Timesheet to the Executive Director on a weekly basis. The timesheets are due to the Executive Directors office (Supervisor Professional Support) on Friday of each week. After review of the time sheets for completeness and accuracy, the timesheets are submitted to the Executive Director for final approval. Employee timesheets must accurately report time worked, type of absences used, personal or term leave used

The Executive Director will not approve employee timesheets that does not have the appropriate approved Employee Leave Request documentation attached. A copy of the timesheets is given to the finance department for payroll entry and Chief Financial Officers review for accuracy. Employee Timesheets are filed in the employee's human resources file.

Benefit Contributions

Florida Retirement System (FRS)

The Orange County Housing Finance Authority employees are covered by the Florida Retirement System. The Orange County Housing Finance Authority pays the employer contribution for its employees in order to provide

retirement income, in addition to the employer social security contribution benefits.

Retirement enrollment is granted to employees upon employment.

Deferred Compensation Plan

Deferred Compensation Plan is a retirement savings program that allows employees to defer income taxes on a portion of their salary into an account for retirement. OCHFA participates in the 457(b) Deferred Compensation Plan through Voya Financial, by contributing a percentage of the employee's salary into the plan. Employees may also contribute into the plan as a weekly payroll deduction. The amount deducted is determined by each employee. The amount of gross salary deferred is only a pre-tax deduction for federal income tax.

In general, you pay no federal income taxes on the money you put into the plan or any earnings on that money until it is time to take withdrawals.

Educational Assistance Program

Employees are encouraged to continue their formal academic education in areas that shall enhance their contribution to the Authority's mission. The Educational Assistance Program reimburses full-time, regular employees for tuition expenses which have been paid by employees upon the successful completion of pre-approved course work and training. Successful completion of course work is defined as having earned a grade of "C" or better on an alphabetic scale, the equivalent on a numerical scale, a grade of "passing" on a pass/fail rating system or certificate of successful course completion.

The maximum reimbursement amount per fiscal year for a regular (non-temporary) employee is as follows:

- \$1,250.00 for full-time employee

The fiscal year for the Authority begins in the first pay-period that includes October 1st and ends in the pay-period that includes September 30th of the following year.

Exceptions

- Books are not included
- Cost incurred in the registration process for courses meeting the completion definition outlined above.
- Funds covered by Veteran's Administration, GI Bills, Pell Grant, Scholarships and other grants are not eligible for reimbursement. Only the portion not covered by such funding may be reimbursed through this program.
- Loans are not covered.

Employees must provide the following documentation:

- 1) Tuition cost paid in full by subsidized loan, unsubsidized loan, cash, credit card, personal check and school contractual payments.
- 2) Course or program instruction start and end date.
- 3) Letter grade of "C" or higher or its equivalent numerical grade, or program certificate of successful completion if applicable.
- 4) Completed Tuition Reimbursement Request.

All supporting documents must contain the employee's name, the school's name and the associated term of the course(s).

The employee has 60 (sixty) calendar days from the successful completion of course to submit a request for tuition reimbursement to their Supervisor/ Executive Director.

The employee must obtain written approval from the Executive Director.

Fiscal/ Finance Department

- 1) Review employee supporting documents
 - Tuition cost paid in full by either subsidized loan, unsubsidized loan, cash, credit card, personal check, or school contractual payments, and;
 - Course or program instruction start and end date, and;
 - Letter grade of “C” or its equivalent numerical grade or higher, or certificate of successful completion if applicable.

All supporting documents must contain the employee’s name, the school’s name and the associated term of the course(s).

- 2) Confirm the Executive Director’s written approval.
- 3) Verify that the employee has not exceeded the maximum reimbursement amount for the current fiscal year.
 - Calculate each reimbursement amount to ensure that the employee has not exceeded the allotted amount.
- 4) Review employee’s standard hours.
 - Verify the employee’s standard hours to determine the qualified maximum reimbursement amount based on the employee’s full-time work status.

By providing employees professional educational opportunities and tuition reimbursement, the Orange County Housing Finance Authority benefits through the improved performance of the employee in his/her current job functions.

Such off-duty education, training, instruction or courses of study must directly contribute to the improvement of skills or the enhancement of knowledge used in the performance of Authority duties.

Requests for tuition reimbursement should be approved prior to class enrollment by written memorandum to the Executive Director or Board as applicable. If the employee enrolls in a class without approval, he/she does so at their own risk as there must be no presumption that the course of study will be approved for reimbursement.

Qualified employees may be permitted time off from work with pay to attend required classes which are not available during non-work hours, if approved by the Executive Director or Board, as applicable.

Flex Work Schedule

The Flex Work Schedule (FWS) is a management tool that may be used to increase the productivity and morale of employees, with no interruption to the Authority’s daily operations. OCHFA will actively support this FWS when it is reasonable and practical to do so and where operational needs will not be adversely affected. OCHFA encourages the use of the FWS where it will be to the mutual benefit of employees, OCHFA and the public. The FWS is an employee benefit intended to be available to all OCHFA employees.

An employee is eligible for FWS with the approval of his/her supervisor and the Executive Director (or designee). The following employee categories will not be eligible for participation in the FWS.

- Newly Hired (probationary period)
- Part-time Employees
- Temporary/ Contracted Employees

Policy and Procedures

The FWS provides an opportunity for exempt or non-exempt employees to benefit from a flexible work schedule. The following guidelines will apply to each employment category:

Non-Exempt Employees

Prior to the start of the work-week, non-exempt employees may select the following work schedule with approval from their supervisor:

- (1) Non-exempt employees may select to arrive at work between 8:00 a.m. through 9:00 a.m., and may request to leave from 3:30 p.m. through 4:30 p.m.
- (2) To ensure coverage at the front desk at all times, the receptionist and administrative assistant positions, will alternate coverage of the front desk weekly. Employees must work the required 7½ (7.50) Hours for each work day. To provide additional flexibility and employee may opt NOT to take a lunch break or reduce their normal lunch hour and depart earlier. The examples provided in this section assumes that an employee has opted to not take lunch.

Exempt Employees

Prior to the start of the work-week, exempt employees may adopt the following work schedule with approval from their supervisor:

- (1) Exempt employees may select to arrive at work between 7:30 a.m. through 9:30 a.m. and may request to leave from 3:00 p.m. thru 5:00pm.
- (2) Employees must work the required 7½ (7.50) Hours for each work day. To provide additional flexibility and employee may opt NOT to take a lunch break or reduce their normal lunch hour and depart earlier. The examples provided in this section assumes that an employee has opted to not take lunch.

Remote Work Policy

Under certain circumstances, the Executive Director can approve that an employee work remotely, if it is determined to be beneficial to OCHFA and the employee.

Purpose Statement

This code of conduct applies to all Board Members and employees of the Orange County Housing Finance Authority

Employees violating these provisions or any provision contained in these policies may be subject to disciplinary action up to and including termination.

All Board Members and employees are expected to remember that they are public servants and to conduct themselves according to the following:

- 1) Board Members and employees shall in no way act in any manner which may discredit the OCHFA, the Board, other employees or themselves.
- 2) Board Members and employees shall avoid conduct and speech which undermines the efficiency and/or reputation of the Board or employees, or that interferes with the reasonable supervision of proper discipline of the OCHFA.
- 3) Board Members and employees shall direct and coordinate their efforts to establish and maintain the highest level of efficiency, morale and achievement.
- 4) Board Members and employees shall conduct themselves in such a manner as to bring about the greatest harmony within the OCHFA.
- 5) No Board Member or employee shall make any false statement or certification of these policies, or in any manner, commit or attempt to commit any fraud preventing the impartial execution of the provisions of these policies with regard to employment, promotion or transfer.

The Board acknowledges and affirms that the provisions of Part III, Chapter 112, Florida Statutes, Code of Ethics for Public Officers and Employees, as are applicable to the OCHFA shall be enforced and complied with by Board Members and employees of the OCHFA.

Employee Responsibility for Personnel Policies

All employees are responsible for becoming aware of and familiar with the policies and procedures which govern their employment with the OCHFA.

All employees are expected to report immediately to their supervisor any and all suspected violations of these policies. Failure to do so may subject the employee to disciplinary action.

Conflict of Interest

Board members or employees who may be in a position to influence decisions shall refrain from relationships which may adversely affect their judgment in dealing with OCHFA suppliers of goods and services or with other public agencies.

An outside personal or business/economic relationship which affords present or future financial benefits to a Board Member or employee, their family, or to individuals with whom the Board Member or employee has business or financial ties, may be considered a conflict of interest requiring evaluation when:

A Board Member or employee having an outside personal or business/economic relationship under the conditions specified above shall disclose in a written sworn statement to the Board, indicating the nature and scope of the relationship and the extent of financial benefits received. If the Board Member or employee is in doubt that a conflict of interest exists, it is the Board Member or employee's responsibility to seek clarification from the Board.

If a conflict of interest is found to exist, the matter will be forwarded to the Board for disposition.

Gifts and Gratuities

No Board Member or employee shall solicit or accept anything of value to the recipient, including a gift, loan, reward, promise of future employment, favor or service, based upon any understanding that the votes, official action, or judgment of the Board Member or employee would be influenced thereby.

No Board Member or employee or his spouse or minor child shall, at any time, accept any compensation, payment, or thing of value when such Board Member or employee knows or with the exercise of reasonable care should know, that it was given to influence a vote or other action in which the Board Member or employee was expected to participate in his/her official capacity.

A non-monetary gift, including meals or entertainment, when offered gratuitously and carrying a total value of less than twenty-five dollars (\$25.00) may be accepted if the Board Member or employee can ensure that it was not offered to influence his/her judgment, action or vote. It is the Board Member or employee's responsibility to avoid the appearance of conflict of interest and discretion should be used in accepting gifts valued under the amount stated above. If there is any doubt about the intent of the person giving the gift or its value is \$25.00 or greater, then the Board Member or employee must decline to accept it.

Disclosure of Information

Information which is obtained in the course of official duties shall not be released by any employee unless the employee is charged with this responsibility as part of his/her official duties. Employees may not, either directly or indirectly, use their official positions with the OCHFA or information obtained in connection with their employment for private gain or personal benefit.

Drug and Alcohol Use

An employee's use of alcohol and/or controlled substances per Florida law and/or having such controlled substances or alcohol in his/her system on OCHFA property and/or during OCHFA time shall result in any or all of the following:

- 1) Supervisory referral of the affected employee to a treatment program.
- 2) The affected employee being placed on approved leave until such time as other action is determined to be in the interest of the OCHFA.
- 3) Affected employee being subject to disciplinary action.

The sale, possession or use of alcohol or controlled substances during OCHFA compensated work time (inclusive of breaks/lunch), in any OCHFA building or on OCHFA property shall be considered grounds for immediate termination.

Outside Employment

OCHFA employment must be considered an employee's primary employment. An employee choosing to maintain outside employment (working for an employer other than the OCHFA, engaging in private or self-employment or rendering services for private interest) must submit written notification of such employment to the Executive Director or designee.

Outside employment shall not:

- 1) Interfere with the performance of OCHFA duties or conflict with OCHFA interest.
- 2) Be in violation of the OCHFA policy governing Conflict of Interest.
- 3) Occur during a period in which the employee is receiving paid leave, term leave or workers' compensation benefits from the OCHFA. Exceptions to this may apply if an employee's medical restrictions cannot be accommodated by the OCHFA. Exceptions must be approved by the Executive Director or designee.
- 4) Be covered by the OCHFA workers' compensation benefits if an employee is injured, disabled or becomes ill as a result of outside employment.
- 5) Utilize OCHFA time, equipment, facilities, vehicles or other OCHFA property.

Violations of this policy shall be grounds for disciplinary action, up to and including termination from OCHFA employment.

Any employee engaged in outside employment shall file a statement with the Chairman of the Board, detailing the nature of the outside employment. Such outside employment must be approved by the Board.

Promotion of Private Business

Employees are prohibited from promoting or conducting personal or private business for gain or personal benefit within any OCHFA building or property or on OCHFA time.

No employee shall utilize another OCHFA employee to perform personal or private work or business during regularly scheduled work hours.

Political Activity Restrictions

It is the Board of the Orange County Housing Finance Authority's intent to promote more efficient public service by relieving employees of political pressure and to protect against a clear, substantial and direct threat to the efficiency, integrity, or morale of OCHFA employees, by regulating the political activities of its employees. Toward this end, the following provisions apply to all OCHFA employees, subject to the personnel policies:

- 1) No OCHFA Board Member or employee shall use his official authority or influence for the purpose of interfering with an election or a nomination of office or coercing or influencing another person's vote or affecting the result thereof.
- 2) No OCHFA Board Member or employee shall directly, or indirectly, coerce or attempt to coerce, command, or advise any other Board Member or employee to pay, lend or contribute any part of his salary, or any money or anything else of value to any party, committee, organization, agency or person for political purposes. Contributions which are strictly voluntary in nature for political purposes are permitted.
- 3) No OCHFA Board Member or employee shall directly or indirectly coerce or attempt to coerce, command

or advise any such Board Member or employee as to where he might purchase commodities or to interfere in any other way with the personal right of said Board Member or employee.

- 4) All employees retain the right to vote as they may choose and to express their opinions on all political subjects and candidates.
- 5) Employees may express opinions on candidates or issues and participate in political campaigns only during off-duty hours. No employee can take part in any political campaign while on OCHFA compensated time, or within any period of time during which the employee is expected to perform services for which the employee receives compensation from the OCHFA. This section does not prohibit an employee from engaging in non-partisan political activity.
- 6) The use of OCHFA employee work time or equipment, supplies or funds to assist political parties or candidates for public office is prohibited.

Use of OCHFA Property

- 1) Employees are expected to exercise reasonable care in the safekeeping, use and preservation of OCHFA equipment, tools, materials, etc. Employees shall return OCHFA property upon the request of their supervisor.
- 2) All employees shall promptly report, in writing, to the Executive Director and Chairman the loss, damage or unserviceable condition of any OCHFA property.

Business Communication Systems

Business Communication Systems includes telephone, facsimile (fax) machines, e-mail, photocopiers, computers, all computer software, internet and any other type of electronic communication equipment or systems. The following business communication guidelines must be adhered to by staff:

- (a) The computer and the internet have become the primary communication method and information source of choice, convenience and efficiency. The purpose of Orange County Housing Finance Authority's ("OCHFA" / "AUTHORITY") computer and internet use policies is to promote positive and appropriate staff use of this important work resource. The restrictions placed on the use of Authority's computer system and the internet is to make it clear that OCHFA's computer system is to be used for legitimate work/tasks and not to be used for inappropriate or excessive personal activities. Private/ personal fiduciary business transactions are clearly prohibited. These clear prohibitions should not be misunderstood by anyone using OCHFA's computer system or internet.
- (b) The Authority's computers and electronic communication systems are the property of the OCHFA. Telephone, fax machines, computers and computer software, including electronic mail (e-mail) and internet, are resources provided as business communication and research tools.
- (c) These tools shall be used for matters directly related to the business activities of OCHFA and as a means to further the Authority's mission.
- (d) Employees are expected to communicate in a professional manner that will reflect positively on them and OCHFA. Vulgar, profane, insulting, threatening, or offensive messages including racial or sexual slurs are unprofessional and unacceptable. Soliciting outside business ventures, advertising or soliciting for personal enterprises or for political purposes, and "chain letters" are prohibited. Advertising for community or promotion of non-profit related purposes are generally not prohibited. Limited, local phone calls and use of other business communications for personal non-business purposes is permissible only within reasonable limits.
- (e) Employees, who transmit, receive, or store personal or private electronic communications on OCHFA

equipment or systems do so at their own risk. Any transmissions sent or received through OCHFA's system are not considered private and may be monitored and reviewed as needed to ensure the proper use of the system and to protect the interests of the Authority. System features such as passwords and delete message functions may give the appearance of privacy, but do not affect OCHFA's ability to retrieve and right to review electronic messages, and act accordingly.

- (f) Employees are not to use security features such as codes or passwords (this is to include all documents created on OCHFA computer property) without the express knowledge and prior approval of the Deputy Executive Director/ CFO. In order to maintain the integrity of the computer system, no employee shall download/install any computer software programs without the express consent of the Executive Director/CFO.
- (g) No employee shall send e-mail under another employee's name or password without authorization. No employee shall forward any portion of a received message, which has been altered, without authorization from the author. No employee may use illegal copies of copyrighted software or material, or store such copies on OCHFA equipment or systems.
- (h) All OCHFA electronic mail is an official public (not necessarily open) record and is subject to public record regulations with respect to inspection, disclosure, scheduled retention and disposition.
- (i) A violation of this policy may subject the employee to disciplinary action(s), including restrictions on the employee's access and use of Authority's equipment or systems, suspension and/or termination of employment.

By accepting the Authority's Policies and Procedures Manual, the employee acknowledges the Authority's Business Communication System Usage Policy in full and fully agree to abide by all its terms. Employees understand that the Authority may monitor personal use of telephone, facsimile (fax) machines, e-mail, photocopiers, computers (desktop/ laptops/ smartphones), all computer software, internet and any other type of electronic communication and that communications are not considered private. All communications are recorded and stored for archival retrieval. The employee understands that if he/she violates the terms of this policy he/she are subject to disciplinary actions to include suspension and/or termination of employment.

Dress Code

It is the policy of the Orange County Housing Finance Authority that each employee's dress, grooming and personal hygiene should be appropriate to a professional work place environment.

Employees are expected at all times to present a professional, businesslike image to clients and the public within the workplace.

Employees who have regular contact with the public must comply with the following personal appearance standards:

- Employees are expected to dress in a manner that is normally acceptable in similar business establishments. Employees should not wear suggestive attire, jeans, athletic clothing, shorts, sandals, tank or tube tops, flip-flops or tennis shoes, t-shirts, novelty buttons, baseball hats and similar items of casual attire that do not present a businesslike appearance.
- Hair should be cleaned, combed and neatly trimmed or arranged. Shaggy, unkempt hair is not permissible regardless of length.
- Sideburns, moustaches and beards should be neatly trimmed.
- The length of dress, skirt or skorts should not be above the tips of your fingers when holding your hands to your side.

- Open toe shoes and sleeveless blouse or dress are acceptable.
- Stylish hats are acceptable. Baseball caps are not acceptable.
- A collared shirt and tie, polo, jacket or blazer, suit, dress or relaxed fit slacks, dress shoes are appropriate for men.
- Dress slacks, pantsuits, skirts, dresses, suit, dress shoes or dress sandals are appropriate for women.
- Tattoos and body piercings (other than earrings) should not be visible.

The exception for the business attire are for employees whose jobs require them to be out of the office and in the field, should follow basic requirements of safety and comfort, but should still be as neat and businesslike as working conditions permit.

At its discretion, the Authority may allow employees to dress in a more casual fashion than is normally required. The Authority has designated Friday as “Casual Attire Day.” On these occasions, employees are still expected to present a neat appearance and are not permitted to wear ripped or disheveled clothing or similarly inappropriate clothing. Casual dress includes denim jeans or skirts, khakis, athletic clothing, sandals, tennis shoes and polo shirts. Tank or tube tops, shorts, suggestive attire, bathing suits or t-shirts with obscene writing on the front or back are not acceptable.

Any employee who does not meet the standards of this policy will be required to take corrective measures, which may include leaving the premises to change attire. Nonexempt employees (those employees subject to the hourly wage and overtime requirements of the Fair Labor Standards Act) will not be compensated for any work time missed because of failure to comply with this policy. Violations of this policy may result in disciplinary action. Any questions about the requirements of this policy or what constitutes appropriate workplace attire should be directed to the employee’s supervisor.

Purpose Statement

It is the intent of Orange County Housing Finance Authority that effective management and supervision, as well as good employee-employer relations, will be preventive mechanisms for most situations necessitating disciplinary actions.

The interrelationship between employee performance review and evaluations, employee conduct relating the OCHFA work program, and the use of constructive discipline is seen to be an integral part of the successful management at OCHFA.

The policies and procedures contained herein, are intended to provide the Board and the Executive Director with direction and guidelines for fair, equitable and consistent application of solution-oriented discipline.

The initiation of disciplinary action for regular full-time and regular part-time employees shall:

- 1) Identify and recognize elements of an employee's conduct / work habits and/or performance contrary to the rules, regulations, policies, procedures and/or objectives of OCHFA.
- 2) Identify and measure work performance problems.
- 3) Provide constructive feedback to the employee.
- 4) Encourage employees to cooperate and be productive members of the work force.
- 5) Correct or improve improper or deficient employee performance or behavior which is seen or viewed by the supervisor, to be less than acceptable.
- 6) Provide documentation of the supervisor's efforts and communication to the employee regarding his/her performance.
- 7) Ensure that employees' rights to due process are followed.

Disciplinary Action Authority

It shall be the responsibility of the respective immediate supervisor/ Executive Director to:

- 1) Review the performance of his/her regular full-time and regular part-time employees. If an employee's overall performance is rated Needs Improvement", a performance plan will be developed to monitor performance.
- 2) Identify and recognize employee offenses against or contrary to these policies, procedures, and/or departmental operating procedures.
- 3) Document, initiate and select appropriate preventive and correct disciplinary measures.
- 4) Ensure the right of due process is provided for all employees.

Types of Offenses

Work Habits

The following are improper work habits which may be subject to disciplinary action. This list is not to be considered inclusive. Depending on the circumstances of the offense, management may enter into any phase of the disciplinary process deemed appropriate.

- 1) Insubordination
 - a) Refusal to carry out a reasonable request given by a supervisor.
 - b) Abusive language toward a supervisor.
- 2) Physical Harm/ Assault
 - a) Inflicting bodily harm, threatening, verbally or physically, directly or indirectly, another person or employee.
- 3) Theft / Destruction of OCHFA property
 - a) Taking, removing, damaging, destroying or tampering with OCHFA property without proper authorization.
 - b) Damaging/destroying property due to failure to use proper care, equipment or instruction.
 - c) Personal use of OCHFA equipment, materials, tools, supplies, etc. without proper authorization.
- 4) Fraud
 - a) Falsification of OCHFA records or record keeping (e.g., employment application, attendance records, time sheets, purchasing activities, etc.).
 - b) Making false statements, verbally or in writing, about the OCHFA, other employees, themselves, supervision or work situations.
- 5) Drug / Alcohol Use
 - a) Manufacture distribution, dispensing, possession or use of drugs/alcohol in the employee's workplace or reporting to work under the influence or impaired by drugs/alcohol.
- 6) Violations of Law
 - a) Violation or failure to comply with any city, county, state or federal law or regulation which is job related or which violation or failure to comply discredits the OCHFA, public officials, fellow employees or themselves.
 - b) Failure to notify supervisor of the above or in case of incarceration.
 - c) Pleading guilty or nolo contendere to a felony, job related misdemeanor involving moral turpitude. Being found guilty of a felony, job related misdemeanor or misdemeanor involving moral turpitude.
 - i) "Crimes of moral turpitude" as that term is used herein, includes any criminal conviction or plea of nolo contendere, under a city, county, state or federal ordinance, regulation, statute or law, where the criminal act or conduct involves conduct contrary to justice, honesty, modesty, community morality, or good morals. A crime of moral turpitude thus includes, but is not limited to, any crime, the commission of which, reflects adversely on a person's reputation, integrity, or reliability, or which otherwise brings, tends to bring, or may reasonably be expected to bring, discredit or disrepute upon that person or that person's employer.
- 7) Conflicts of Interest
 - a) Beginning or maintaining an outside personal or business relationship which affords present or future financial benefits due to the position of the employee.
 - b) Promotion of private business on work time.
 - c) Hiring or recommending the hire of a relative for employment by OCHFA.
 - d) Acceptance of loans, advances, gifts, gratuities, favors and/or entertainment from any party doing or seeking to do business with the OCHFA.
- 8) Safety Violations
 - a) Possession and/or use of weapons, ammunition or explosives without proper authorization.

- b) Failure to comply with OCHFA safety practices and regulations or exposure of another person to same.
- c) Pranks resulting in physical harm or property damage.
- 9) Absences / Tardiness
 - a) Failure to report to work without proper authorization or to call in to secure approval of absences.
 - b) Habitual or excess absence or tardiness for work for any reason.
 - c) Leaving assigned work site without proper authorization.
- 10) Misconduct
 - a) Smoking in restricted areas.
 - b) Sleeping on OCHFA compensated time.
 - c) Gambling on OCHFA compensated time.
 - d) Rudeness or acts of disrespect to the public, co-workers or supervisor.
 - e) Excessive personal phone calls or personal emails while on OCHFA compensated time.
 - f) Violation of any OCHFA policy or procedure. Attempts to induce or inducement of any OCHFA employee to commit an action in violation of any lawful or reasonable policy or regulation.
- 11) Harassment
 - a) Unwarranted intrusion, subjection to ridicule or threats of one employee to another for any reason (i.e., sexual, racial, religious, national origin, etc.).
- 12) Loss of Certification / Licensure
 - a) Loss of certification, licensure, etc. required to perform duties.
 - b) Revocation, restriction, expiration or suspension of Drivers' License, as required to perform duties.
 - c) Failure to report any of the above to supervisor.
- 13) Performance
 - a) Poor performance, as described below, will also initiate the disciplinary process.
 - b) Failure to perform assigned duties according to prescribed dimensions and standards on the individual performance plan.

All Unlawful Harassment Prohibited

OCHFA strictly prohibits and does not tolerate unlawful harassment against employees or any other covered persons (including interns) because of race, color, religion, creed, national origin, ancestry, sex (including pregnancy), gender, age, physical or mental disability or handicap, citizenship, genetic information, past, current, or prospective service in the uniformed services, marital status, or any other characteristic protected under applicable federal, state, or local law.

Sexual Harassment

Sexual harassment is a form of employee misconduct which undermines the integrity of the employment relationship. OCHFA policy dictates that all employees be able to work in an environment free from unsolicited and unwelcome sexual overtones harassment.

It is a violation of OCHFA policy for any employee to engage in any act or behavior, as defined herein as sexual harassment. The OCHFA will take corrective action against any employee deemed to have violated this policy. Such action will include a range of disciplinary measures, up to and including discharge.

- 1) Definition – Sexual harassment means any harassment based on someone’s sex or gender. It includes harassment that is not necessarily sexual in nature (for example offensive remarks about an individual’s sex), as well as any deliberate and/or repeated unsolicited verbal comments, gestures or physical contact of a sexual nature which are unwelcome. Any action which involves implicit or explicit coercive sexual behavior to control, influence or affect the career, salary or position of another employee or applicant also constitutes sexual harassment. OCHFA will not tolerate any form of sexual harassment, regardless of whether it is verbal, physical, visual, or online. This definition is illustrative only and not exhaustive.
- 2) Complaint Procedure – If you are subjected to any conduct that you believe violates this policy or witness any such conduct, you must promptly speak to, write, or otherwise contact your direct supervisor or, if the conduct involves your direct supervisor, the Executive Director immediately.

Your complaint should be as detailed as possible, including the names of all individuals involved and any witnesses. OCHFA will directly and thoroughly investigate the facts and circumstances of all claims of perceived harassment and will take prompt corrective action, if appropriate.

Additionally, any manager or supervisor who observes harassing conduct must report the conduct to the Executive Director so that an investigation can be made and corrective action taken, if appropriate.

No one will be subject to, and OCHFA prohibits, any form of discipline, reprisal, intimidation, or retaliation for good faith reporting of incidents of harassment of any kind, pursuing any harassment claim, or cooperating in related investigations.

OCHFA is committed to enforcing this policy against all forms of harassment. However, the effectiveness of our efforts depends largely on employees telling us about inappropriate workplace conduct. If employees feel that they or someone else may have been subjected to conduct that violates this policy, they should report it immediately. If employees do not report harassing conduct, OCHFA may not become aware of a possible violation of this policy and may not be able to take appropriate corrective action.

If OCHFA determines any employee, regardless of position or title, has subjected an individual to harassment or retaliation in violation of this policy, they will be subject to discipline, up to and including termination of employment.

Types of Disciplinary Action

The following guidelines are to be used when considering and selecting the most appropriate and effective type of disciplinary action:

- 1) There can be no mechanical formula for the application of discipline.
- 2) Each work habit offense or failure to perform must be viewed and judged individually depending on the circumstances.
- 3) The least severe action should be considered for each offense with the primary focus being resolution of the offense.
- 4) Continued work habit offenses or poor performance may justify more progressively stringent discipline. This could lead up to and include termination.

- 5) In determining the best course of disciplinary action to achieve a positive permanent change in behavior on the part of the employee, the supervisor will consider the following factors in each case:
 - a) Seriousness and circumstances of the particular offense.
 - b) Lapse of time an employee last received disciplinary action; and frequency of the problem.
 - c) Prior practice by OCHFA in similar cases.
 - d) Counseling efforts to advise an employee of the problem.
 - e) Impact on an employee and implications for other employees.
 - f) Available justification and objective documentation to support the action.
 - g) Any extenuating circumstances which may exist.
(Exception: These considerations may not apply to first occurrences of a serious nature where termination may be appropriate).
- 6) Disciplinary actions shall be no more severe than reasonably necessary to correct work habits and/or performance of an employee to meet the standard of the position and these personnel policies.

General Provision

Acceptable disciplinary actions may, depending upon the circumstances include, but are not limited to:

- 1) Verbal Warning
- 2) Written Reprimand
- 3) Suspension
- 4) Demotion
- 5) Termination

The Executive Director shall be deemed to be the supervisory authority of all employees of the OCHFA. The Board of the OCHFA shall be deemed the supervisory authority of the Executive Director.

All disciplinary action measures shall be accomplished by discussion between the Executive Director, as necessary, and the affected employee. However, in all cases, the Executive Director initiating the disciplinary action shall be present in the disciplinary action discussion with the employee. When disciplinary action is recommended which may deprive an employee of monies, a pre-determination hearing must be held subject to provisions outlined in this policy.

Verbal Warning

A verbal warning should be administered and documented by the Executive Director when they denote early indications of less than acceptable performance or unacceptable work habits.

Verbal Warning Notices shall:

- 1) Explain the performance or work habit problem.
- 2) Explain why performance or work habits are unacceptable.
- 3) Prescribe or identify expected solutions and when and by whom such should be accomplished.
- 4) Denote the consequences of continued undesirable work habits or performance.

A verbal warning should be given as soon as practicable after the most, recent basis for the verbal warning is known

by the employee's immediate supervisor.

Written Reprimand

A written reprimand should be administered and documented by the Executive Director.

- 1) When less severe disciplinary action has been unsuccessful and/or correction action has not been taken by the employee.
- 2) For an initial discussion in a serious situation.

A written reprimand should be given as soon as practicable after the most recent basis for the written reprimand is known by the Executive Director.

Demotion

An employee can be demoted to a classification assigned to a lower pay range (a lower maximum salary than the position from which the assignment is made). This action will be taken when it appears that an employee's performance is less than acceptable and less severe disciplinary action has not solved the problem. An employee will be given the due process right of a predetermination hearing prior to an involuntary demotion.

Suspension

The Executive Director may suspend an employee.

Suspensions constitute disciplinary time away from the job usually without pay.

Suspensions without pay should be considered and initiated when less severe disciplinary actions has been unsuccessful when an employee fails to make corrective action, as identified in the previous disciplinary actions or for serious situations.

Suspensions shall be for a period of not less than the balance of the employee's shift on the working day the action is taken and shall normally not exceed five (5) consecutive working days or shifts.

Suspensions should be given as soon as practicable after the most recent basis for the suspension is known by the Executive Director.

An employee will be given the due process right of a predetermination hearing prior to suspensions without pay.

Relieving an employee of duties with pay may serve as interim disciplinary action when termination is warranted, as a result of the employee's offense for the reasons that:

- 1) Sufficient time is allowed for thorough investigation of the offense and circumstances.
- 2) Such action provides the opportunity for the supervisor to request and/or accept written, signed statement(s) from the affected employee.
- 3) Time is allowed for careful and supported determinations.

In the event an employee is relieved of duties with pay, he/she may be required to call into work daily.

Termination

Termination action requests may be initiated by the Executive Director when:

- 1) The violation is a serious offense.
- 2) There are repeated offenses and all other disciplinary actions have been unsuccessful in effecting improved work habits or performance; or an employee has failed to take corrective action identified in other disciplinary actions.

Termination is the most serious and the most severe disciplinary action and should be resorted to only when other efforts to bring about the correction have been unsuccessful or conduct constitutes a serious offense.

Procedure for Appeal of Disciplinary Action

General Procedures

An employee who has received a Verbal Warning, a Written Reprimand, a Suspension, a Demotion or has been terminated by the actions of the Executive Director shall have the right of appeal. Such appeal shall be to the Chairman of the OCHFA or his/her designee.

The Employee who wishes to institute an appeal of the disciplinary action taken by the Executive Director shall file a request for review within five (5) business days of the taking of the disciplinary action. Such request for review shall be in writing. A copy of the request for review shall be provided to the Executive Director.

The Chairman of the OCHFA or his/her designee shall schedule a review hearing after the filing of the request. The Executive Director and the employee shall be present at the review. The Chairman of the OCHFA or his/her designee shall consider all pertinent matters relating to the review and render a decision. Such decision shall be deemed final. The decision shall be in writing and filed in the employees personnel file.

Pre-Determination Hearing

An employee will be given the due process right of a pre-determination hearing, prior to termination.

Prior to any involuntary termination of employment, demotion or suspension, the affected employee will receive written notice of the proposed action, which shall include a written statement of the reasons for such action and provide the affected employee with an opportunity to rebut such reasons.

The affected employee will, thereafter, have the right and opportunity to respond to such matters before the person having the responsibility for making the decision.

Following completion of the pre-determination hearing, the person responsible for the decision will notify the affected employee, in writing, of the decision.

Executive Director

Due to the vital and fundamental nature of the position of the Executive Director and the necessity that the Executive Director be able to function closely with the Board of the OCHFA, the position of the Executive Director shall be deemed to have been appointed and to serve at the pleasure of the Board of OCHFA. The Executive Director shall not be deemed to have any property right to continued employment by OCHFA.

The Executive Director may be terminated by the majority vote of the Board and of OCHFA and will not be entitled to any pre- determination hearing, review or appeal from the decision of the Board. Such termination shall be deemed to be effective immediately.

Policy

A grievance is a job related complaint made by a regular, non-probationary employee who believes that he/she has not been treated in accordance with these employment policies. If an employee has a complaint concerning any matter not covered by these policies, he/she should informally discuss the complaint with the Executive Director to attempt clarification or resolution of the concern.

Accordingly, if an employee attempts to file a grievance concerning a matter which is not grievable, the employee will be informed that he/she has no resort to the grievance procedure.

In the event that the employee disagrees with the resolution of the grievance by the Executive Director, the employee may appeal to the Chair of the Board of the OCHFA. Notice of appeal shall be within five (5) business days of the determination of the Executive Director. The Executive Director shall have no right of appeal as to the resolution of a grievance filed by the employee.

Time Limitation

An employee, who believes that they have a grievance under these policies, shall file a request for review in writing setting forth the nature of the grievance. Such written request shall be directed to the Executive Director. A grievance filed by the Executive Director shall be directed to the Chair of the Board of the OCHFA. All grievances, whether by the Executive Director or any other employee, shall be filed within five (5) business days from the occurrence of the event which is the basis of the grievance. Failure to file a request for review within the time period shall be deemed a waiver of the employee's right to review of the grievance.

A Predetermination Hearing (PDH) notification package should normally include:

- 1) The date, time and location of hearing
- 2) The specific alleged violation(s) and facts supporting the allegations along with any witness statements
- 3) A statement of the employee's right and opportunity to respond to the hearing authority in writing and/or verbally
- 4) A statement of the employee's right to be formally represented at the hearing
- 5) A statement that advance notice of an attorney's intended presence is required
- 6) A statement that the employee will receive a written notice of the disciplinary action decision after all verbal testimony, written documentation and any other evidence has been carefully considered
- 7) A notice of the employee's right to appeal the disciplinary action decision in accordance with the Grievance Process.

A statement that the Hearing will be recorded and the employee may request a copy at cost. The employee must also be provided with copies of all written documentation upon which the proposed disciplinary action is based. These may include, but are not limited to previous discussions, counseling, progressive disciplinary action documents, and complete copies of any investigative reports, written statements, rules, records, or policies.

Written notice of the Predetermination Hearing and all related documentation should be provided to the employee at least three (3) full working days prior to the scheduled hearing date.

If Personal Health Information (PHI) is presented at any time during the PDH process, Confidentiality Forms will be signed by all who need to view those documents and all in attendance of the hearing. Confidentiality Forms will be collected and maintained by OCHFA.

The employee must be notified in writing, by certified mail and hand delivery or regular mail, of the outcome of a Predetermination Hearing or the need for an extension within ten (10) full working days of the hearing.

Voluntary Separation

- 1) Resignation/Retirement: Employees who voluntarily resign or retire should submit a written resignation letter to management at least two (2) weeks prior to the effective date of the resignation.
- 2) Resigned Without Notice: Employees who are absent from work for three (3) consecutive working days without giving either verbal or written notice, will be considered as having voluntarily resigned without notice.

Involuntary Separation

- 1) Medical Separation: In the event an employee is unable to perform his/her assigned duties due to an injury or illness, OCHFA may medically separate the employee from employment. Medical separations must comply with the Family and Medical Leave Act (FMLA) Americans with Disabilities Act (ADA) guidelines and any other policies/laws governing separation. Medical Separations may be appealed utilizing the grievance process.
- 2) Termination: Employees may be terminated due to a violation of OCHFA rules, policies, unsatisfactory performance or unacceptable conduct.
- 3) Layoff: An employee may be subject to layoff when the Executive Director or designee determines that it is necessary to reduce the number of positions due to reorganization, reduction in funding, lack of work, loss of funding, abolishment of the position or other reasons. Eligible employees may claim a preference.

Layoff(s)

The sequence of layoffs is as follows:

- 1) Temporary employees;
- 2) Probationary employees (new hires); and then
- 3) Regular employees

Recall Period

Laid off employees will retain their recall rights for twelve (12) months in the job classification from which they were originally laid off. Recall rights are forfeited if an employee accepts or declines another position during the recall period. Employees recalled within twelve (12) months will have their service date adjusted for layoff periods exceeding thirty calendar days. If re-employed after the expiration of the twelve (12) month recall period, the employee will be treated as a new hire.

Recall Notification

Notification by OCHFA to recall previously laid off employees will be provided by certified mail to the last known address as indicated in the employee's records. Employees who fail to acknowledge receipt of properly addressed, certified mail, mailed to the last known address, within ten (10) calendar days of initial attempted delivery will forfeit their seniority and recall rights.

Reinstatement Provisions

Recall will be offered to laid off employees provided they are in all respects, mentally and physically, qualified to perform the duties of the job. A laid off employee who is temporarily unable to accept the recall offer for medical reasons, as certified by a licensed physician, will remain on the recall register for the remainder of the twelve (12) month recall period. Upon recall and reinstatement to the classification from which the employee was laid off, the employee will receive any wage adjustment that may be applicable to the employee's job classification in addition to the hourly rate of pay earned at the time of layoff.

Policy

Per diem and travel expenses necessarily incurred by OCHFA Board Members and Staff in the performance or furtherance of their duties with the OCHFA shall be paid in accordance with the provisions of Sections 7.11 and 7.12, Orange County Administration Regulations and any subsequent amendment. The following shall govern travel by Board Members and employees of the Authority. To the extent that such provisions are inconsistent with and not permitted by the provisions of Sections §112.0361, Florida Statutes and §112.061, Florida Statutes shall control.

(1) AUTHORITY TO INCUR TRAVEL EXPENSES.

- (a) Section (§) 112.031 Florida Statutes establishes procedures with respect to travel expenses of Public Officers and employees and authorizes the Orange County Housing Finance Authority Board to establish rates.
- (b) All travel must be authorized and approved by the Executive Director or, in the case of the Executive Director, by the Chair. The Executive Director or Chair, as applicable, shall not authorize or approve such a request unless it is accompanied by a signed statement by the traveler stating that such travel is on the official business of the Authority and also stating the purpose of such travel.
- (c) Travel expenses of travelers shall be limited to those expenses necessarily incurred by them (Board/ Staff Member) in the performance of a public purpose authorized by law to be performed by the Authority and must be within the limitations prescribed by this section.
- (d) Travel by public officers or employees serving temporarily on behalf of another agency or partly on behalf of more than one agency at the same time, or authorized persons who are called upon to contribute time and services as consultants or advisers, may be authorized by the Executive Director or Chair, as applicable. Complete explanation and justification must be shown on the travel expense voucher or attached thereto.
- (e) Travel expenses of employees for the sole purpose of taking merit system or other job placement examinations, written or oral, shall not be allowed under any circumstances, except that upon prior written approval of the Executive Director or Chair, as applicable, candidates for executive or professional positions may be allowed travel expenses pursuant to this section.
- (f) Prior to commencing authorized travel, a travel request and reimbursement form must be completed and approved by the Executive Director or Chair. The travel form should include information on the nature and purpose of the activity/event. All forms must include documentation to support expenses outlined in the form, including a copy of the program agenda stating the registration fee. Travelers must submit approved travel forms at least two weeks prior to authorized travel in order to receive a travel advance check to cover trip expenses, pursuant to section 5 below. Once travel is complete, all receipts and additional requests for reimbursement (for expenses not included in the travel advance check) must be remitted to the Authority within 60 days of travel. Travel documentation not received within 60 days will result in the traveler not being reimbursed for additional expenses incurred, and could restrict future travel authorizations.
- (g) A traveler who becomes sick or injured while away from his or her official headquarters and is, therefore, unable to perform the official business of the Authority may continue to receive subsistence as provided in subsection (6) during this period of illness or injury until such time as he or she is able to perform the official business of the Authority or returns to his or her official headquarters, whichever is earlier. Such subsistence may be paid when approved by the Executive Director or Chair, as applicable.

(2) OFFICIAL HEADQUARTERS. The official headquarters of a Board Member or employee shall be Orlando, FL.

(3) CLASSIFICATION OF TRAVEL AND TRAINING. Local travel and training shall mean all official travel and training

inside the boundaries of Orange, Osceola, Lake, and Seminole counties. Non-local travel and training shall mean all official travel and training outside the boundaries of Orange, Osceola, Lake, and Seminole counties.

- (4) COMPUTATION OF TRAVEL TIME FOR REIMBURSEMENT. For purposes of reimbursement and methods of calculating fractional days of travel, the following principles are prescribed:

(a) A traveler shall not be reimbursed on a per diem basis for local travel (travel for short or day trips where the traveler is not away from his or her official headquarters overnight). For non-local fractional travel, a traveler shall receive subsistence as provided in this section, which allowance for meals shall be based on the following schedule:

1. Breakfast—When travel begins before 6:00 a.m. and extends beyond 8:00 a.m.
2. Lunch—When travel begins before 12:00 p.m. (noon) and extends beyond 2:00 p.m.
3. Dinner—When travel begins before 6:00 p.m. and extends beyond 8:00 p.m., or when travel occurs during nighttime hours due to special assignment.

No allowance shall be made for meals when travel is confined to the city or town of the official headquarters or immediate vicinity; except assignments of official business outside the traveler's regular place of employment if travel expenses are approved.

- (5) RATES OF PER DIEM AND SUBSISTENCE ALLOWANCE. Travelers with continuous non-local travel involving an overnight absence from official headquarters may request per diem or actual cost reimbursement method, but not both.

(a) Per diem method: Receipts are not required in order to receive a per diem. The per diem method will cover meals and lodging and is paid at a rate of \$20 for each full or partial quarter of a day (For a total of \$80 per day). Per diem rates, as set forth above, are established pursuant to the authority provided in Section 112.061, Florida Statutes, as amended from time to time:

1. Daily quarters are designated as 12:00 midnight to 6:00a.m., 6:00a.m. to 12:00 noon, 12:00 noon to 6:00 p.m., 6:00p.m., to 12:00 midnight

(b) Actual cost Method: Actual costs for lodging, substantiated by receipts, shall be paid at the single-occupancy rate. Meal allowances shall be made using the U.S. General Services Administration ("GSA") meals expenses second highest tier rates, at the time the expense is incurred, and may be amended as the rates periodically change. The meal allowance shall be used towards all meals, taxes, and service/gratuuity charges, and will be in the amounts specified below, until revised.

Breakfast: \$22 Lunch: \$23 Dinner: \$36

- (c) No one, whether traveling out of state or in state, shall be reimbursed for any meal or lodging included in a convention or conference registration fee paid by the Authority.
- (d) The Authority shall issue a travel advance check for authorized travel if received by the Finance Department at least 2 weeks prior the trip. Advance checks may include fees for mileage, taxi/shuttle transportation, hotel charges (if not prepaid and if per diem method is not selected), meals, and parking as prescribed in this policy. The Authority will pre-pay travel expenses such as registration, airfare, or hotel charges.

(6) TRANSPORTATION

- (a) All travel must be by a usually traveled route. In case a person travels by an indirect route for his or her own convenience, any extra costs shall be borne by the traveler; and reimbursement for expenses shall be based only on such charges as would have been incurred by a usually traveled route. The Executive Director or Chair, as applicable, shall designate the most economical method of travel for each trip, keeping in mind the following conditions:
1. The nature of the business.
 2. The most efficient and economical means of travel (considering time of the traveler, cost of transportation and per diem or subsistence required).
 3. The number of persons making the trip and the amount of equipment or material to be transported.
- (b) Transportation by common carrier when traveling on official business and paid for personally by the traveler shall be substantiated by a receipt therefore. Federal tax shall not be reimbursable to the traveler unless the state and other public agencies are also required by federal law to pay such tax. In the event transportation other than the most economical class, as approved by the Executive Director or Chair, as applicable, is provided by a common carrier on a flight check or credit card, the charges in excess of the most economical class shall be refunded by the traveler to the agency charged with the transportation provided in this manner.
- (c) 1. The use of privately owned vehicles for official travel in lieu of publicly owned vehicles or common carriers may be authorized by the Executive Director or Chair, as applicable. Whenever travel is by privately owned vehicle, the traveler shall be entitled to a mileage allowance at the standard mileage rate for business established by the IRS effective January 1, which is currently .67 cents per mile or the common carrier fare for such travel, as determined by the Executive Director or Chair, as applicable. Reimbursement for expenses related to the operation, maintenance and ownership of a vehicle shall not be allowed when privately owned vehicles are used on public business and reimbursement is made pursuant to this paragraph.
2. All mileage shall be shown from point of origin to point of destination and, when possible, shall be computed on the basis of the current map of the Department of Transportation. Vicinity mileage necessary for the conduct of official business is allowable, but must be shown as a separate item on the expense voucher.
- (d) Transportation by chartered vehicles when traveling on official business may be authorized by the Executive Director or Chair, as applicable, when necessary or where it is to the advantage of the Authority, provided the cost of such transportation does not exceed the cost of transportation by privately owned vehicle, pursuant to paragraph (c).
- (e) The Board may grant monthly allowance in fixed amounts for use of privately owned automobiles on official business in lieu of the mileage rate provided in paragraph (c). Allowances granted pursuant to this paragraph shall be reasonable, taking into account the customary use of the automobile, taking into account the customary use of the automobile, the roads customarily traveled, and whether any of the expenses incident to the operation, maintenance, and ownership of the automobile are paid from funds of the agency or other public funds. Such allowance may be changed at any time, and shall be made on

the basis of a signed statement of the traveler, filed before the allowance is granted or changed and at least annually thereafter. The statement shall show the places and distances for an average typical month's travel on official business, and the amount that would be allowed under the approved rate per mile for the travel shown in the statement, if payment had been made pursuant to paragraph (c).

- (f) No contract may be entered into between a Board Member or employee, or any other person and the Authority, in which a depreciation allowance is used in computing the amount due by the Authority to the individual for the use of a privately owned vehicle on official business; provided, any such existing contract shall not be impaired.
- (g) No traveler shall be allowed either mileage or transportation expense when gratuitously transported by another person or when transported by another traveler who is entitled to mileage or transportation expense. However, a traveler on a private aircraft shall be reimbursed the actual amount charged and paid for the fare for such transportation up to the cost of a commercial airline ticket for the same flight, even though the owner or pilot of such aircraft is also entitled to transportation expense for the same flight under this subsection.

(7) OTHER EXPENSES

- (a) The following incidental travel expenses of the traveler may be reimbursed, once substantiated by receipts and compared against amounts advanced to traveler.

- (1) Taxi fare.

- (2) Ferry fares, bridge, road and tunnel tolls.

- (3) Storage or parking fees.

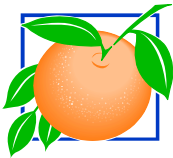
- (4) Communication expense.

- (5) Convention registration fees while attending a convention or conference which will serve a direct public purpose with relation to the public agency served by the person attending such meetings. A traveler may be reimbursed the actual and necessary fees for attending events which are not included in a basic registration fee that directly enhance the public purpose of the participation of the agency in the conference. Such expenses may include, but not be limited to, banquets, official tours and other meal functions. It shall be the responsibility of the traveler to substantiate that the charges included in the registration fee will be deducted in accordance with the allowances provided in subsection (4).

- (b) Other expenses which are not specifically authorized by this section may be approved by the Board.

- (8) EXTENDED TRAVEL FOR PERSONAL REASONS: Travelers sometimes extend the length of a business trip by adding personal travel to the trip. In such cases, there must be no additional cost to the Authority. With supervisor approval, the Authority will cover the base travel expenses related to the official business of the Authority, and any additional cost above the base is the sole responsibility of the traveler. An extension of time for personal travel is the responsibility of the traveler and will be on the employee's own personal time. An employee's travel time beyond the amount required for OCHFA business purposes must be charged to an available leave balance. In addition, expenses for social activities (not offered as a part of the convention/training or approved Authority travel).

- (9) SPOUSES AND GUESTS: Spouses and guests may accompany the OCHFA traveler on OCHFA travel and at conferences, seminars and meetings. However, any additional costs associated with the participation of the spouse or other guests are the responsibility of the traveler. The OCHFA is not liable for spousal/guests injury or loss resulting from theft of their personal items.
- (10) NON-REIMBURSABLE EXPENSES: The following incidental and personal expenses are generally not allowable for reimbursement:
- Traffic and parking violations, also refer to Comprehensive Vehicle Policy for vehicle user responsibilities.
 - Mileage traveled within the OCHFA for Board of Supervisors and designated employees receiving a vehicle allowance.
 - Mileage for commute to work.
 - Emergency repairs on non-OCHFA vehicles.
 - Car rental insurance and Fuel Service Option (FSO) / Fuel Purchase Option (FPO).
 - Insurance not provided for under this policy/procedure.
 - Alcoholic beverages.
 - Refreshments and snacks.
 - Medicinal remedies, health supplies, cosmetics.
 - Personal entertainment, e.g., in-room movies, saunas, fees for exercise room, sports events, personal reading material, personal grooming, optional tours, and souvenirs.
 - Airline club membership fees and credit card fees.
 - Childcare fees.
 - Kennel/boarding fees.
 - Tips that exceed OCHFA allowances.
 - Other incidental expenses that are determined to be of a personal nature, extravagant, or might be considered to be unreasonable or unnecessary.
 - Social activities such as sightseeing, tours, and golf outings are considered personal expenses and will not be paid in advance nor will traveler be reimbursed.



FRANTZ DUTES
EXECUTIVE DIRECTOR

CONSENT ITEM

BOARD OF DIRECTORS

CURTIS HUNTER
CHAIR

RAY COLADO
VICE CHAIR

WIL STAMPER
BOARD MEMBER

SUSY JETTE
BOARD MEMBER

MARK LEWIS
BOARD MEMBER

MEMORANDUM

TO:	OCHFHA Board of Directors
FROM:	Frantz Dutes, Executive Director
DATE:	April 15, 2025
RE:	BOND REFUNDING POLICY MAY 7, 2025 REGULAR BOARD OF DIRECTORS MEETING.

BACKGROUND

On April 3, 2019, the board adopted the Authority's current Multi-Family Fee Policy for proposed bond transactions. At the time, a review of the Authority's fee policy was warranted to properly address market conditions as well as bond transactions where tax exempt bonds are short term in nature. Inadvertently, the concepts, and premise applied to our Multi-Family Fee Policy adopted by the board was not incorporated in our current Bond Refunding Policy. After careful consideration, we applied the following objectives to develop the attached Bond Refunding Policy:

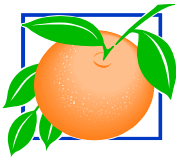
- Consistency with our current Multi-Family Fee Policy
- Fair compensation to the Authority

CURRENT

With the assistance of our financial advisor, and bond counsel we proceeded to develop the proposed Bond Refunding Policy. The policy adopts an annual administration fee (30 bps per annum), and application fee (30 bps) that is consistent with the Authority's Multi-Family Policy.

ACTION REQUESTED

We are requesting that the board consider approval of the proposed Bond Refunding Policy.



FRANTZ DUTES
EXECUTIVE DIRECTOR

2025 Orange County Housing Finance Authority REFUNDING GUIDELINES

BOARD OF DIRECTORS

CURTIS HUNTER
CHAIR

RAY COLADO
VICE CHAIR

WIL STAMPER
BOARD MEMBER

SUSY JETTE
BOARD MEMBER

MARK LEWIS
BOARD MEMBER

Purpose

The following represent guidelines of the Orange County Housing Finance Authority (the "Authority") for the refunding of revenue bonds.

Refunding of Bond Issues

The Borrower or the Authority's staff shall, from time to time, review the outstanding multi-family bond issue(s) to determine whether or not a refunding of any of such bond issue(s) or a refunding of a portion of such bond issue(s) would create a sufficient cost savings to be in the best interests of the Borrower or the Authority and the public.

Application Process

- (1) Borrowers whose multi-family projects have been financed under one of the Authority's multi-family bond programs may apply to the Authority for a refunding of such bonds or a portion thereof by providing the Authority's Executive Director with a written request for consideration at least 21 days prior to the Authority's next regularly scheduled meeting. Such request shall contain a minimum of the following information:
 - (a) Name and address of borrower.
 - (b) Description of the bonds to be refunded.
 - (c) Current status as to the multi-family project for which the bonds were issued, setting for the stage of construction, the number of units, the number of units set aside for low-income persons, the occupancy level, the completion date of the project and the date the bonds were originally issued.
 - (d) A written description of the proposed financing for the refunding of the bonds.
 - (e) The public purpose to be served by the refunding of the bonds.
 - (f) The estimated cost savings to be provided by the refunding of the bonds.
 - (g) Information regarding any undue economic hardship affecting the project which has the potential of causing a default under the loan and which would be alleviated by the proposed refunding.



- (2) Increased set-asides for residents who are eligible to receive assistance payments from an approved housing assistance program, residents eligible for “Section 8” housing, or other residents whose incomes are at or below 50% of the median income in the area;
- (3) The Authority shall review the borrower’s application at a scheduled Authority meeting and shall either approve or reject the Developer’s application based on the following factors:
 - (a) The cost savings to be realized in connection with the refunding.
 - (b) The public purpose to be served.
 - (c) Market conditions.
 - (d) The proposed financing structure.
 - (e) Any undue economic hardship affecting the property which might be alleviated by refunding the bonds.
 - (f) The protection and best interests of the Authority and the public.
 - (g) Availability of Volume Cap
- (4) Should the Authority approve the Developer’s application, the Authority shall direct its staff, in conjunction with the Authority Counsel and its Financial Advisor, to take the necessary action to prepare a loan commitment agreements setting out the terms and conditions under which the refunding bonds shall be issued and the loan made to the borrower, and to begin the necessary work for the preparation of program documents in order to proceed to a closing of the refunding bonds.
- (5) The borrower will be required to pay the Authority fees as follows:
 - (i) 1.50% for the first Five Million Dollars (\$5,000,000) of bonds in an issue.
 - (ii) 0.85% of the amount of bonds issued in excess of Five Million Dollars (\$5,000,000).
 - (iii) An annual administrative fee of 30 basis points.
- (6) A portion of the Authority’s fees referenced above, equivalent to 30-basis points must be submitted with the developer’s/ sponsor’s application for bond refunding. In the event that bond refunding is not consummated, the 30-basis points will not be refunded and will be used to pay professional service expenses incurred, the residual will remain with the Authority.
- (7) The Authority shall require the developer to deliver to the Authority, or at the request of the Authority, directly to the Trustee, on or before the date of delivery of the bonds, a cost issuance fee in an amount determined by the Authority to be sufficient to pay costs and expenses relating to bond refinancing.
- (8) If services are required the developer will also pay the fees associated with credit underwriting and the Authority’s Financial Advisor.
- (9) The developer shall agree to execute or cause to be executed all of the program loan documents required by the Authority to ensure that the bonds are properly refunded and to secure the unconditional repayment of the refunding bonds.
- (10) The Authority shall require that the repayment of the bonds be guaranteed or collateralized or other secured to the extent necessary to protect the Authority and the bondholders.





FRANTZ DUTES
EXECUTIVE DIRECTOR

CONSENT ITEM

MEMORANDUM

BOARD OF DIRECTORS

CURTIS HUNTER
CHAIR

RAY COLADO
VICE CHAIR

WIL STAMPER
BOARD MEMBER

SUSY JETTE
BOARD MEMBER

MARK LEWIS
BOARD MEMBER

TO:	OCHFA Board of Directors
FROM:	Frantz Dutes, Executive Director
CONTACT:	Olukayode Adetayo, Chief Financial Officer
DATE:	April 25, 2025
RE:	OCHFA CONSOLIDATED BALANCE SHEET FOR THE OPERATING FUND FOR THE PERIOD ENDING MARCH 31, 2025. MAY 7, 2025 REGULAR BOARD OF DIRECTORS' MEETING.

Attached for your review is the OCHFA's Operating Fund Balance Sheet. The Operating Fund includes all funds namely: the General Fund, the Low Income Housing Fund and the Homeownership Assistance Program Fund.

The majority of the funds in the General Fund are invested in GNMA's. The GNMA's yield approximately 5.0700%. The remaining funds are invested in the US Bank Money Market. The Authority earned an average of 3.853% interest income on all investments.

Orange County Housing Finance Authority

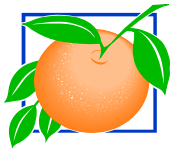
Operating Fund Balance Sheet

As of March 31, 2025

	GENERAL FUND	LOW INCOME HOUSING FUND	HOMEOWNERSHIP ASSISTANCE FUND	COMBINED <u>TOTALS</u>
Assets				
Cash	7,175,975.06	1,459,448.46	809,458.94	9,444,882.46
***** Investments	12,616,094.33	0.00	369,709.61	12,985,803.94
GNMA/FNMA Securities	17,185,042.63	0.00	0.00	17,185,042.63
Accounts Receivable	341,358.28	0.00	39,947.14	381,305.42
Notes Receivable	1,210,282.62	21,700.00	0.00	1,231,982.62
GF - FHLB GNMA Collateral / Rcvbl	614,752.25	0.00	0.00	614,752.25
Mortgage Receivable	0.00	277,904.24	3,939,347.52	4,217,251.76
**** Allowance for Doubtful Accounts	0.00	(274,426.89)	(1,384,360.14)	(1,658,787.03)
Mortgage & GNMA/FNMA Income Receivable	4,090,825.61	0.00	0.00	4,090,825.61
Deferred FRS Pension Contributions	179,817.00	0.00	0.00	179,817.00
Interfund Receivable/Payable	8,777,591.11	4,775,793.63	(5,585,578.35)	7,967,806.39
Prepaid Expenses	7,412.74	0.00	0.00	7,412.74
Fixed Assets	219,375.29	0.00	0.00	219,375.29
Total Assets	52,418,526.92	6,260,419.44	(1,811,475.28)	56,867,471.08
Current liabilities:				
Other Payables	145,114.53	0.00	0.00	145,114.53
FRS Net Pension Liability	987,617.00	0.00	0.00	987,617.00
Accounts Payables	574,125.35	0.00	0.00	574,125.35
Total liabilities	1,706,856.88	0.00	0.00	1,706,856.88
Retained Earnings Previous Period	48,480,520.40	6,234,880.15	(1,836,347.87)	52,879,052.68
Net Income (Loss)	2,231,149.64	25,539.29	24,872.59	2,281,561.52
Total Liabilities & Retained Earnings	52,418,526.92	6,260,419.44	(1,811,475.28)	56,867,471.08

**** A reserve account is set up to allow for percentage of the Down Payment Assistance Notes Receivable to be recognized as doubtful accounts based on industry standards. (Approximately 3%). The actual notes receivable remain on the books while the doubtful account is set up as a contra asset account.

***** This balance includes a \$59,847.78 difference between the GNMA'S book value and market value recorded at 9/30/2024 (GASB 31).



FRANTZ DUTES
EXECUTIVE DIRECTOR

CONSENT ITEM

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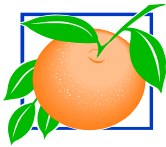
TO:	OCHFA Board of Directors
FROM:	Frantz Dutes, Executive Director
CONTACT:	Olukayode Adetayo, Chief Financial Officer
DATE:	April 25, 2025
RE:	OCHFA COMBINED STATEMENT OF REVENUES, EXPENSES AND CHANGES IN RETAINED EARNINGS FOR THE PERIOD ENDING MARCH 31, 2025. MAY 7, 2025 REGULAR BOARD OF DIRECTORS' MEETING.

Attached for your review are the OCHFA's Operating Fund Statement of Revenues, Expenses, and Changes in Retained Earnings. The Operating Fund includes all funds namely: the General Fund, the Low Income Housing Fund, and the Homeownership Assistance Program Fund.

Attachments

Orange County Housing Finance Authority
Combined Statement of Revenues, Expenses, and Changes in Retained Earnings
For The 6 Periods Ending March 31, 2025

	Operating Fund			
	General Fund	Low Income Hsg Fund	Homeownership Assistance Fund	Current YTD
Revenue:				
Administrative Fees	809,504.18	0.00	0.00	809,504.18
Bond Financing Fees	1,353,498.00	0.00	0.00	1,353,498.00
Gain on the Sale of GNMA's	96,340.67	0.00	0.00	96,340.67
Other Revenue	65,511.00	25,539.29	11,602.13	102,652.42
Investment Income	279,089.78	0.00	11,650.38	290,740.16
Income from Loans, GNMA's	605,672.15	0.00	2,580.08	608,252.23
Total Revenues	3,209,615.78	25,539.29	25,832.59	3,260,987.66
Expenses				
General and Administrative	966,906.52	0.00	960.00	967,866.52
Intra Fund Expense	10,000.00	0.00	0.00	10,000.00
Rebate Expense	900.00	0.00	0.00	900.00
Other Expenses	659.62	0.00	0.00	659.62
Total Expenses	978,466.14	0.00	960.00	979,426.14
Net Income (Loss)	2,231,149.64	25,539.29	24,872.59	2,281,561.52
Retained Earnings Beginning of Year	48,480,520.40	6,234,880.15	-1,836,347.87	52,879,052.68
Retained Earnings End of Year	50,711,670.04	6,260,419.44	(1,811,475.28)	55,160,614.20



FRANTZ DUTES
EXECUTIVE DIRECTOR

CONSENT ITEM

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TO:	OCHFA Board of Directors
FROM:	Frantz Dutes, Executive Director
CONTACT:	Olukayode Adetayo, Chief Financial Officer
DATE:	April 25, 2025
RE:	OCHFA FISCAL YEAR 2025 OPERATING FUND – COMPARISON OF BUDGET VS. ACTUAL AS OF MARCH 31, 2025. MAY 7, 2025 REGULAR BOARD OF DIRECTORS' MEETING

Attached for your attention is the comparison of the Budgeted Revenues and Expenses for Fiscal Year 2025 vs. the Actual Revenues and Expenses for the period ending March 31, 2025.

Attachments

Orange County Housing Finance Authority				
Statement of Earnings				
For The 6 Periods Ending March 31, 2025				
	Fiscal Year 2025	Year To Date	Budget	%age
	Budget	Revenue	Remaining	Budget
		Received	YTD	Remaining YTD
Revenue:				
2014 SERIES A	\$2,624	\$0	\$2,624	100%
2017 SERIES A	\$7,618	\$3,908	\$3,710	49%
2018 SERIES A	\$7,007	\$4,316	\$2,691	38%
2020 SERIES A	\$1,301	\$4,986	(\$3,685)	-283%
2020 SERIES B	\$163,425	\$91,237	\$72,188	44%
2023 SERIES A	\$24,369	\$11,823	\$12,546	51%
2024 SERIES A	\$11,360	\$11,826	(\$466)	-4%
HANDS 2001 F	\$6,410	\$9,390	(\$2,980)	-46%
THE LANDINGS ON MILLENIA	\$18,730	\$8,845	\$9,885	53%
LEE VISTA APARTMENTS	\$29,265	\$14,333	\$14,933	51%
COVE AT LADY LAKE	\$19,845	\$9,750	\$10,095	51%
LAKESIDE POINTE APARTMENTS	\$15,045	\$7,343	\$7,703	51%
OVIEDO TOWN CENTER PHASE I	\$14,055	\$0	\$14,055	100%
OVIEDO TOWN CENTER PHASE II	\$10,000	\$0	\$10,000	100%
OVIEDO TOWN CENTER PHASE III	\$10,000	\$0	\$10,000	100%
OVIEDO TOWN CENTER PHASE IV	\$10,000	\$0	\$10,000	100%
LAUREL OAKS I	\$0	\$10,665	(\$10,665)	
LAUREL OAKS II	\$0	\$9,855	(\$9,855)	
FOUNTAINS @ MILLENIA II	\$10,000	\$5,000	\$5,000	50%
FOUNTAINS @ MILLENIA III	\$10,000	\$5,000	\$5,000	50%
FOUNTAINS @ MILLENIA IV	\$10,513	\$5,194	\$5,319	51%
SOUTHWINDS	\$14,125	\$6,938	\$7,188	51%
CHATHAM HARBOR APTS	\$68,040	\$34,020	\$34,020	50%
CRESTWOOD APARTMENTS	\$17,070	\$8,430	\$8,640	51%
LAKE SHERWOOD APARTMENTS	\$14,400	\$7,110	\$7,290	51%
OAK HARBOR APARTMENTS	\$19,860	\$9,810	\$10,050	51%
RIVER RIDGE APARTMENTS	\$25,920	\$12,795	\$13,125	51%
SEVILLE PLACE APARTMENTS	\$17,760	\$8,775	\$8,985	51%
NASSAU BAY APARTMENTS	\$62,100	\$31,050	\$31,050	50%
BUCHANAN BAY	\$36,912	\$18,294	\$18,618	50%
WESTWOOD PARK APTS	\$49,272	\$24,618	\$24,654	50%
VISTA PINES APTS	\$65,739	\$32,852	\$32,888	50%
LAKE WESTON POINT APTS	\$49,510	\$24,582	\$24,928	50%
CHAPEL TRACE APARTMENTS	\$37,001	\$18,366	\$18,635	50%
BAPTIST TERRACE APARTMENTS	\$31,546	\$0	\$31,546	100%
SOMERSET LANDINGS	\$40,200	\$15,641	\$24,559	61%
LAKE COUNTY	\$66,150	\$55,500	\$10,650	16%
52 AT PARK	\$166,500	\$83,250	\$83,250	50%
SOUTHWICK COMMONS	\$93,000	\$0	\$93,000	100%
HANDS	\$1,650	\$202,325	(\$200,675)	-12162%
ALHAMBRA TRACE APTS	\$1,360	\$1,680	(\$320)	-24%
BOND FINANCING FEES	\$262,500	\$1,353,498	(\$1,090,998)	-416%
GAIN ON SALE OF GNMA'S	\$25,000	\$96,341	(\$71,341)	-285%
OTHER REVENUES	\$374,361	\$98,063	\$276,298	74%
OTHER REVENUE TBA	\$0	\$4,590	(\$4,590)	
INV INCOME	\$192,760	\$148,484	\$44,276	23%
INV INCOME US TREASURIES	\$487,671	\$142,256	\$345,415	71%
FHLB HELD SECURITIES GNMA/FNMA INCOME	\$22,265	\$98,542	(\$76,277)	-343%
INTEREST INCOME ON WESTLAKES PHASE I	\$7,500	\$3,085	\$4,415	59%
INTEREST INCOME HANNIBAL SQUARE	\$9,000	\$18,000	(\$9,000)	-100%
GNMA/FNMA INCOME	\$231,826	\$204,604	\$27,222	12%
MASTER ACC FUND GNMA/FNMA INCOME	\$22,513	\$281,442	(\$258,929)	-1150%
2006 A DPA MORTGAGE INTEREST	\$600	\$48	\$552	92%
2006 A 1 DPA MORTGAGE INTEREST	\$2,100	\$7	\$2,093	100%
2007 A DPA MORTGAGE INTEREST	\$10,000	\$652	\$9,348	93%
2007 B DPA MORTGAGE INTEREST	\$10,000	\$1,842	\$8,158	82%
2009 A NIBP DPA MORTGAGE INTEREST	\$1,800	\$31	\$1,769	98%
	\$2,919,577	\$3,260,988	(\$341,410)	-12%

	Fiscal Year 2025	Year To Date	Budget	%age
	Budget	Expenses	Remaining	Budget
		Incurred	YTD	Remaining YTD
Costs and expenses:				
SALARIES AND WAGES	\$1,030,805	\$490,595	\$540,210	52%
SHIPPING	\$2,500	\$1,332	\$1,168	47%
TRAVEL/CONFERENCE/ TRAINING	\$37,800	\$6,032	\$31,768	84%
CASUAL LABOR/STUDENT ASST.	\$2,500	\$0	\$2,500	100%
OFFICE MAINTENANCE	\$20,000	\$11,018	\$8,982	45%
BUILDING MAINTENANCE	\$17,600	\$8,246	\$9,354	53%
TELEPHONE	\$28,000	\$8,967	\$19,033	68%
POSTAGE	\$3,000	\$149	\$2,851	95%
OFFICE SUPPLIES	\$5,500	\$2,154	\$3,346	61%
OFFICE FURNITURE	\$1,000	\$0	\$1,000	100%
PUBLICATIONS	\$2,000	\$2,188	(\$188)	-9%
PRINTING/ANNUAL REPORT	\$6,500	\$0	\$6,500	100%
EQUIPMENT / COMPUTER / PRINTER	\$10,000	\$1,390	\$8,610	86%
MARKETING	\$42,000	\$27,500	\$14,500	35%
CONTRACTOR SERVICES	\$25,000	\$1,900	\$23,100	92%
SEMINARS/EDUCATION	\$15,000	\$0	\$15,000	100%
EMPLOYEE BENEFITS HEALTH/LIFE	\$170,000	\$96,530	\$73,470	43%
UNEMPLOYMENT COMPENSATION	\$2,000	\$0	\$2,000	100%
OTHER INSURANCE & TAXES	\$1,200	\$0	\$1,200	100%
ANNUAL AUDIT	\$52,000	\$52,000	\$0	0%
LEGAL ADVERTISING	\$4,000	\$2,260	\$1,740	44%
LEGAL FEES	\$10,000	\$9,448	\$552	6%
MEMBERSHIP	\$7,800	\$6,800	\$1,000	13%
PAYROLL TAXES	\$78,857	\$35,497	\$43,360	55%
MISCELLANEOUS EXPENSE	\$10,000	\$1,581	\$8,419	84%
LOSS ON DPA FORECLOSURES	\$12,000	\$0	\$12,000	100%
FLORIDA RETIREMENT SYSTEM	\$140,499	\$76,131	\$64,368	46%
457 DEFERRED COMP EMPLOYER CONTRIBUTION EXP	\$51,540	\$34,435	\$17,105	33%
LIMITED HRA	\$10,500	\$8,250	\$2,250	21%
TERM LEAVE	\$20,000	\$0	\$20,000	100%
FILE STORAGE	\$2,400	\$1,382	\$1,018	42%
LOCAL MILEAGE REIMBURSEMENT	\$2,000	\$21	\$1,979	99%
EQUIPMENT MAINTENANCE	\$5,000	\$2,479	\$2,521	50%
INSURANCE COVERAGES	\$77,000	\$44,711	\$32,289	42%
RESERVE FOR REPLACEMENT BLDG	\$5,000	\$0	\$5,000	100%
FHLB LOAN INTEREST COLLATERAL EXP	\$0	\$150	(\$150)	
TRANSFER OUT	\$0	\$10,000	(\$10,000)	
FINANCIAL ADVISORY SERVICES	\$12,000	\$460	\$11,540	96%
PERFORMANCE AWARD PROGRAM	\$103,489	\$31,500	\$71,989	70%
ADMINISTRATIVE EXP. TRUSTEE	\$0	\$2,760	(\$2,760)	
CUSTODY FEE	\$5,500	\$0	\$5,500	100%
ADMIN EXPENSE BANK/TRUSTEE	\$1,000	\$0	\$1,000	100%
REBATE FEE EXPENSE	\$6,000	\$900	\$5,100	85%
OPERATING CONTINGENCY RESERVE	\$50,000	\$0	\$50,000	100%
1994 EXCESS GNMA INTEREST EXP	\$0	\$6	(\$6)	
1995 EXCESS GNMA INTEREST EXP	\$0	\$2	(\$2)	
LOSS ON SALE	\$0	\$651	(\$651)	
	\$2,088,990	\$979,426	\$1,109,564	53%



CONSENT ITEM

FRANTZ DUTES
EXECUTIVE DIRECTOR

MEMORANDUM

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TO:	OCHFA Board of Directors
FROM:	Frantz Dutes, Executive Director
CONTACT:	Olukayode Adetayo, Chief Financial Officer
DATE:	April 25, 2025
RE:	OCHFA FISCAL YEAR 2025, OPERATING FUND – COMPARISON OF ACTUAL REVENUES AND EXPENSES FOR THE PERIODS ENDING MARCH 31, 2024 AND MARCH 31, 2025. MAY 7, 2025 REGULAR BOARD OF DIRECTORS' MEETING

Attached for your review is the comparison of the Actual Revenues and Expenses for the periods ending March 31, 2024 and March 31, 2025.

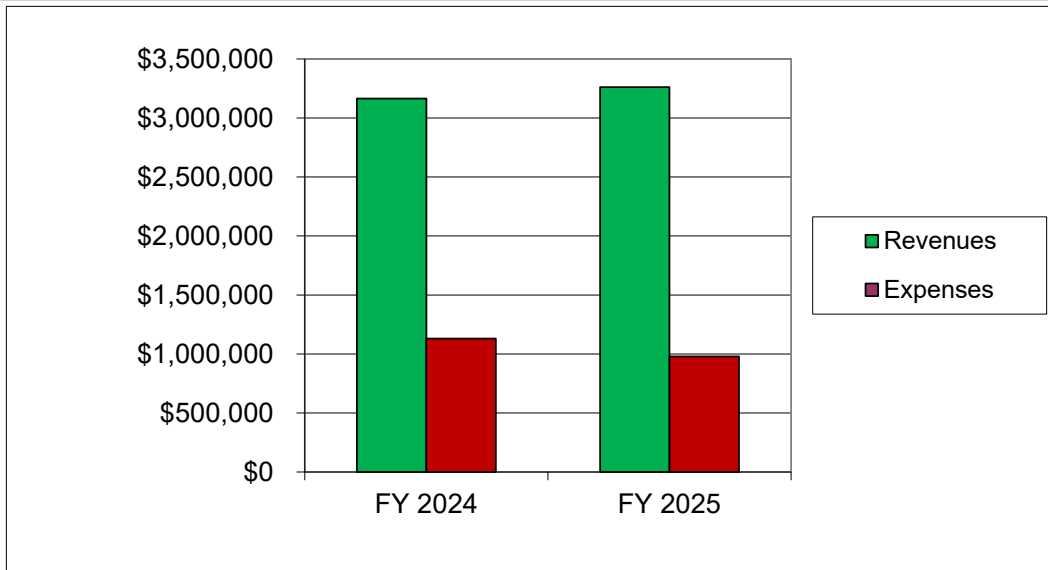
Attachments

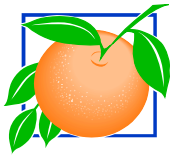
Actual Revenues and Expenses Comparison
For the Period Ending March 31, 2025

	FY 2024	FY 2025	% Δ
Revenues	\$3,163,968	\$3,260,988	3%
Expenses	\$1,130,780	\$979,426	-13%

Revenues slightly increased this year compared with last year. This is due to the receipt of bond financing fees in the current year. The overall change in revenues is 3%.

Overall, general operating expenses decreased this year compared to last year due to a prior year loss on the transfer of GNMA investments to the Single Family program, which is not present in the current year. The overall change in expenses is -13%.





CONSENT ITEM

FRANTZ DUTES
EXECUTIVE DIRECTOR

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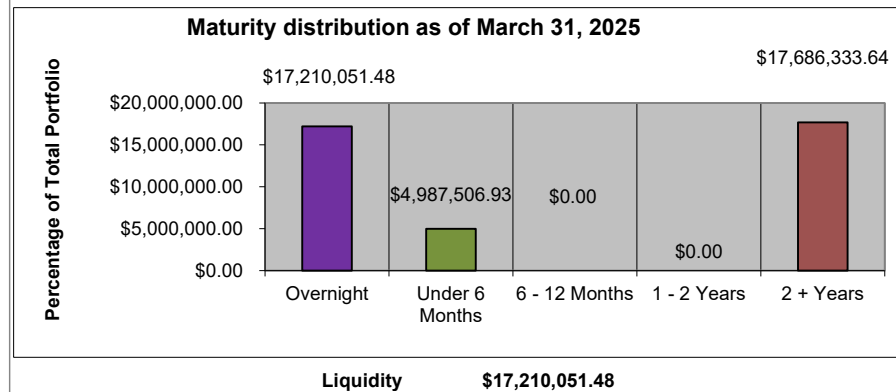
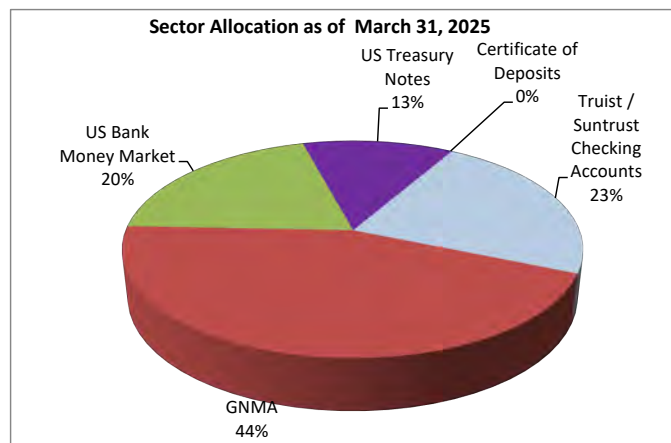
TO:	OCHFA Board of Directors
FROM:	Frantz Dutes, Executive Director
CONTACT:	Olukayode Adetayo, Chief Financial Officer
DATE:	April 25, 2025
RE:	SUMMARY OF OCHFA'S OPERATING FUND INVESTMENTS. MAY 7, 2025 REGULAR BOARD OF DIRECTORS' MEETING

As of March 31, 2025 the total investments in the Operating Fund of the Orange County Housing Finance Authority was \$39,883,892.05 producing an average yield of 3.853% as shown in the Summary of Accounts. If you have any questions on this matter do not hesitate to ask me.

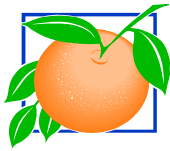
Attachments

**Orange County Housing Finance Authority
Summary of Accounts
as of March 31, 2025**

Account	Account #	Institution	Ending Balance ¹	Net Interest Earned ¹	Average Yield (Annualized) ¹
Operating Fund	215252054184-000	Truist / Suntrust Bank	\$6,882,999.29	\$10,972.15	3.6000%
Low Income Housing Fund	215252054192-000	Truist / Suntrust Bank	\$1,459,448.46	\$3,660.20	3.6000%
Homeownership Assistance Fund	1000042656834	Truist / Suntrust Bank	\$809,458.94	\$1,106.57	3.6000%
Custody Account	129142000	US Bank Money Market	\$7,081,405.26	\$25,019.28	3.9400%
Custody Account	129142000	US Treasury Notes	\$4,987,506.93	\$2,597.50	3.500%
Custody Account	129142000	GNMA - OCHFA Investment	\$17,185,042.64	\$66,366.26	5.0700%
Custody Account	141763000	US Bank Money Market /NIBP	\$369,709.61	\$1,899.46	3.9400%
Custody Account	261060000	US Bank Money Market /Turnkey	\$607,029.92	\$1,816.18	3.9400%
FHLB Collateral	38786	FHLBank Atlanta	\$501,291.00	\$14,620.80	4.4000%
Total			\$39,883,892.05	\$128,058.40	3.853%



Note:
1. Ending Bal., Net Int. Earned, Avg. Yields shown above are recorded directly from month-end accts statements provided by respective institutions.



FRANTZ DUTES
EXECUTIVE DIRECTOR

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TO:	OCHFA Board of Directors
FROM:	Frantz Dutes, Executive Director
CONTACT:	Olukayode Adetayo, Chief Financial Officer
DATE:	April 20, 2025
RE:	GAP LOAN REPORT MAY 7, 2025 REGULAR BOARD OF DIRECTORS' MEETING.

Attached for your review is our gap loan report. This analysis which shows all gap loans outstanding and Hannibal Square Community Land Trust.

Attachments

Gap Loan Report

Hannibal Square Community Land Trust (HSCLT)

Loan Analysis: April 20, 2025

DESCRIPTION	OCHFA	HSCLT	HSCLT2	HSCLT Total
	OPPORTUNITY	LOAN	ESCROW	PAYMENTS
	COST	PAYMENTS	ACTIVITY	
Opportunity Cost/Loan/Escrow Amount	\$600,000.00		\$300,000.00	
Year-To-Date Estimated Compounded Interest 4%	\$49,885.78			
Accumulated Payments Received		\$9,000.00	\$18,000.00	\$27,000.00
Accumulated Escrow Interest Earned			\$10,920.16	
Year To Date Balance	\$649,885.78	\$9,000.00	\$292,920.16	\$27,000.00

NOTES:

Anticipated OCHFA Loss:

(Opportunity Cost-Payments-HSCLT Escrow Balance) \$347,965.62

Actual Potential Write-Off \$298,079.84

Remaining Escrow Balance Years 10.85

Loan Maturity: 10/31/2027

Other Outstanding Gap Loans

West Lakes Phase I \$608,384.62

Grand Avenue Economic Community Development Corp. \$47,497.33



ORANGE COUNTY HOUSING FINANCE AUTHORITY

CONSENT ITEM

MEMORANDUM

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BOARD MEMBER

TO:	OCHFA Board of Directors
FROM:	Frantz Dutes, Executive Director
CONTACT:	Shawn Tan, Director Program Operations
DATE:	April 25, 2025
RE:	STATUS REPORT: 2024-A HOMEOWNER REVENUE BOND PROGRAM; TBA "TURNKEY" MORTGAGE LOAN PROGRAM MAY 7, 2025, REGULAR BOARD OF DIRECTORS MEETING.

2024-A HOMEOWNER REVENUE BOND PROGRAM

The **Authority's SERIES** 2024-A Homeowner Revenue Bonds (HRB) Program was authorized by the Board on April 3, 2024 for the aggregate principal amount not-to-exceed TWENTY FOUR MILLION DOLLARS (\$24MM) of Homeowner Revenue Bond Program proceeds. The Board authorized Staff to begin a pipeline of loans for future issuance. The 2024 (HRB) Program offers a 30-year loan product. The Down Payment Assistance (DPA) is currently at \$10,000, and is a 30-year deferred loan at 0% interest.

PRODUCTS	INTEREST RATES	ORIGINATION FEE
Zero Point	6.375%	1%

Commencing from the initial reservation date, there is an aggregate total of Twenty Six Million Two Hundred Ninety Eight Thousand Three Hundred Twenty Four Dollars (\$26,298,324) financed by the Single-Family Acquisition, and Single-Family Custody Account.

As of April 24, 2025:

- Ninety Seven (97) loans were originated: 92-FHA; 5-VA; 0-USDA-RD.
- **The Authority's 2024A** DPA program has financed or committed an aggregate total of: Nine Hundred Thirty Thousand Dollars (\$930,000).

The Reservation Period start date was April 30, 2024, and Final Delivery end date is April 15, 2025.

TBA "TURNKEY" MORTGAGE LOAN PROGRAM

The **Authority's TBA "Turnkey" Mortgage Loan program was authorized by the board on August 2, 2017.** This conventional loan program is a partnership with OCHFA, Freddie Mac, and Raymond James and Associates. Since the inception of the program a total of Twenty Two Million Five Hundred Nine Thousand Five Hundred Thirty Nine Dollars (\$22,509,539) have been financed. The Down Payment Assistance is currently at \$7,500, and is a 30 year deferred loan at 0% interest.

As of April 24, 2025:

- One Hundred Twenty-Four (124) loans were Originated
- Financed or committed an aggregate total of Nine Hundred Thirty Thousand Dollars (\$930,000) in Down Payment Assistance

ACTION REQUESTED: For information only

**Orange County HFA
Demographic Analysis Report
2024A SF Program**

ORIGINATION SUMMARY REPORT

ORIGINATOR	LOANS	\$ AMOUNT	% OF TOTAL
American Neighborhood Mortgage Acceptance Company, LLC	1	297,110.00	1.03%
American Pacific Mortgage Corporation	1	274,928.00	1.03%
Bank of England	2	603,301.00	2.06%
Centennial Bank	2	734,430.00	2.06%
Cornerstone First Mortgage, LLC	3	635,009.00	3.09%
Everett Financial, Inc.	10	2,715,446.00	10.31%
Fairway Independent Mortgage Corporation	7	1,955,254.00	7.22%
FBC Mortgage, LLC	3	880,391.00	3.09%
Guaranteed Rate, Inc.	2	644,001.00	2.06%
Guild Mortgage Company LLC	4	1,208,799.00	4.12%
Lower, LLC	1	353,380.00	1.03%
Movement Mortgage, LLC	7	1,717,171.00	7.22%
Nationwide Mortgage Bankers, Inc.	2	551,118.00	2.06%
NewRez LLC	3	897,638.00	3.09%
Novus Home Mortgage is a division of Ixonia Bank	8	2,108,075.00	8.25%
Open Mortgage, LLC	1	304,385.00	1.03%
Paramount Residential Mortgage Group, Inc.	3	821,480.00	3.09%
SouthState Bank, National Association	1	412,214.00	1.03%
Stockton Mortgage Corporation	1	309,284.00	1.03%
The Mortgage Firm Inc	2	659,828.00	2.06%
Waterstone Mortgage Corporation	33	8,215,082.00	34.02%
TOTAL	97	26,298,324.00	100.00%

CITY SUMMARY

CITY	LOANS	\$ AMOUNT	% OF TOTAL
Altamonte Springs	1	402,930.00	1.03%
Apopka	4	1,374,641.00	4.12%
Casselberry	5	1,422,050.00	5.15%
Chuluota	2	608,769.00	2.06%
Clermont	3	852,364.00	3.09%
Eustis	2	497,458.00	2.06%
Fruitland Park	1	161,884.00	1.03%
Grand Island	1	271,982.00	1.03%
Howey in the Hills	1	296,525.00	1.03%
Kissimmee	9	2,491,376.00	9.28%
Lady Lake	1	185,576.00	1.03%
Leesburg	5	984,663.00	5.15%
Longwood	2	569,002.00	2.06%
Mascotte	1	290,638.00	1.03%
Mount Dora	1	324,022.00	1.03%
Orlando	38	9,959,320.00	39.18%
Saint Cloud	1	254,308.00	1.03%
Sanford	9	2,473,565.00	9.28%
Sorrento	2	578,599.00	2.06%
Tavares	3	821,803.00	3.09%
Umatilla	2	591,549.00	2.06%
Winter Springs	3	885,300.00	3.09%
TOTAL	97	26,298,324.00	100.00%

COUNTY SUMMARY

COUNTY	LOANS	\$ AMOUNT	% OF TOTAL
Lake	20	5,041,128.00	20.62%
Orange	49	13,133,318.00	50.52%
Osceola	9	2,501,484.00	9.28%
Seminole	19	5,622,394.00	19.59%
TOTAL	97	26,298,324.00	100.00%

HOUSEHOLD ANNUAL INCOME REPORT

ANNUAL INCOME	LOANS	% OF TOTAL
\$15,000-\$29,999	1	1.03%
\$30,000-\$44,999	6	6.19%
\$45,000-\$59,999	17	17.53%
\$60,000-\$74,999	27	27.84%
\$75,000-\$89,999	37	38.14%
\$90,000-\$104,999	8	8.25%
\$120,000-\$134,999	1	1.03%
TOTAL	97	100.00%

HOUSEHOLD SIZE REPORT

HOUSEHOLD SIZE	LOANS	% OF TOTAL
1 - One person	35	36.08%
2 - Two persons	25	25.77%
3 - Three persons	21	21.65%
4 - Four persons	11	11.34%
5 - Five persons	2	2.06%
6 - Six persons	2	2.06%
7 - Seven persons	1	1.03%
TOTAL	97	100.00%

LOAN AMOUNT REPORT

LOAN AMOUNT	LOANS	% OF TOTAL
\$125,000-\$150,000	4	4.12%
\$150,000-\$175,000	5	5.15%
\$175,000-\$200,000	6	6.19%
\$200,000-\$225,000	8	8.25%
\$225,000-\$250,000	8	8.25%
\$250,000-\$275,000	18	18.56%
\$275,000-\$300,000	14	14.43%
\$300,000-\$325,000	18	18.56%
\$325,000-\$350,000	7	7.22%
\$350,000-\$375,000	5	5.15%
\$375,000-\$400,000	1	1.03%
\$400,000+	3	3.09%
TOTAL	97	100.00%

PURCHASE PRICE REPORT

PURCHASE PRICE	LOANS	% OF TOTAL
\$125,000-\$150,000	1	1.03%
\$150,000-\$175,000	1	1.03%
\$175,000-\$200,000	4	4.12%
\$200,000-\$225,000	11	11.34%
\$225,000-\$250,000	8	8.25%
\$250,000-\$275,000	10	10.31%
\$275,000-\$300,000	21	21.65%
\$300,000-\$325,000	15	15.46%
\$325,000-\$350,000	12	12.37%
\$350,000-\$375,000	7	7.22%
\$375,000-\$400,000	3	3.09%
\$400,000+	4	4.12%
TOTAL	97	100.00%

LOAN TYPE REPORT

LOAN TYPE	LOANS	% OF TOTAL
FHA	92	94.85%
VA	5	5.15%
TOTAL	97	100.00%

PROPERTY TYPE REPORT

PROPERTY TYPE	LOANS	% OF TOTAL
1 Unit Single Family Detached	83	85.57%
Condominium	1	1.03%
Townhouse	13	13.40%
TOTAL	97	100.00%

CATEGORY TYPE REPORT

TYPE	LOANS	% OF TOTAL
Existing	86	88.66%
New	11	11.34%
Unspecified	0	0.00%
TOTAL	97	100.00%

TARGET/NON TARGET REPORT

TYPE	LOANS	\$ AMOUNT	% OF TOTAL
TARGET	5	1,312,785.00	5.15%
NON TARGET	92	24,985,539.00	94.85%
TOTAL	97	26,298,324.00	100.00%

INTEREST RATE RANGES REPORT

RATE	LOANS	% OF TOTAL
5.2500% - 5.4900%	3	3.09%
5.7500% - 5.9900%	10	10.31%
6.0000% - 6.2400%	11	11.34%
6.2500% - 6.4900%	38	39.18%
6.5000% - 6.7400%	22	22.68%
6.7500% - 6.9900%	13	13.40%
TOTAL	97	100.00%

FIRST TIME HOMEBUYER REPORT

FIRST TIME HOMEBUYER	LOANS	% OF TOTAL
No	0	0.00%
Yes	97	100.00%
TOTAL	97	100.00%

ADDITIONAL / ASSISTANCE

ADDTL MTG PROGRAM \ PRIMARY MTG PROGRAM	LOANS	\$ LOAN AMOUNT	AVG LOAN AMOUNT
OCHFA DPA \ 2024A SF Program	93	930,000.00	\$10,000.00

GENDER REPORT

GENDER	LOANS	% OF TOTAL
MALE	30	30.93%
FEMALE	67	69.07%
NONBINARY	0	0.00%
UNDISCLOSED	0	0.00%
TOTAL	97	100.00%

RACE REPORT

DESCRIPTION	LOANS	% OF TOTAL
American Indian/ Alaskan Native	1	1.03%
Asian	1	1.03%
Asian & White	1	1.03%
Asian Indian	1	1.03%
Black/ African American	19	19.59%
Black/African American & White	1	1.03%
Declined to Respond	15	15.46%
Other	2	2.06%
White	56	57.73%
TOTAL	97	100.00%

ETHNICITY REPORT

ETHNICITY	LOANS	\$ AMOUNT	% OF TOTAL
HISPANIC	38	10,482,178.00	39.18%
NON HISPANIC	48	13,464,528.00	49.48%
Declined to Respond	11	2,351,618.00	11.34%
TOTAL	97	26,298,324.00	100.00%

RACE BY ETHNICITY REPORT

RACE	LOANS	% OF TOTAL	HISPANIC	NON HISPANIC	DECLINE TO RESPOND
American Indian/ Alaskan Native	1	1.03%	0	1	0
Asian	1	1.03%	1	0	0
Asian & White	1	1.03%	0	1	0
Asian Indian	1	1.03%	0	1	0
Black/ African American	19	19.59%	3	16	0
Black/African American & White	1	1.03%	0	1	0
Declined to Respond	15	15.46%	4	1	10
Other	2	2.06%	2	0	0
White	56	57.73%	28	27	1
TOTAL	97	100.00%	38	48	11

PIPELINE REPORT

PROGRAM PIPELINE	LOANS	\$ AMOUNT	% OF TOTAL
Reservation	4	894,604.00	4.12%
UW Certification	1	368,207.00	1.03%
Purchased/Service	3	715,936.00	3.09%
Investor/Trustee	89	24,319,577.00	91.75%
TOTAL	97	26,298,324.00	100.00%

PROGRAM SUMMARY

AVERAGE PRINCIPAL MORTGAGE:	271,116.74
AVERAGE PURCHASE PRICE:	287,634.39
AVERAGE DPA AMOUNT:	10,000.00
AVERAGE AGE OF PRIMARY BORROWER:	38
AVERAGE HOUSEHOLD SIZE:	2
AVERAGE EMPLOYED IN HOUSEHOLD:	1
AVERAGE HOUSEHOLD ANNUAL INCOME:	70,985.62

04/24/2025

**Orange County HFA
Demographic Analysis Report
Freddie Mac Program**

ORIGINATION SUMMARY REPORT

ORIGINATOR	LOANS	\$ AMOUNT	% OF TOTAL
Atlantic Bay Mortgage Group, LLC.	2	335,620.00	1.61%
Bank of England	3	597,475.00	2.42%
Centennial Bank	2	357,100.00	1.61%
Christensen Financial, Inc.	6	1,030,755.00	4.84%
Columbus Capital Lending LLC	1	124,925.00	0.81%
Envoy Mortgage, Ltd	3	491,810.00	2.42%
Equity Prime Mortgage, LLC	1	150,350.00	0.81%
Everett Financial, Inc.	2	227,200.00	1.61%
Fairway Independent Mortgage Corporation	13	2,268,561.00	10.48%
FBC Mortgage, LLC	5	1,042,905.00	4.03%
Guaranteed Rate, Inc.	1	116,850.00	0.81%
Hamilton Group Funding, Inc.	1	142,590.00	0.81%
Land Home Financial Services, Inc.	8	1,538,224.00	6.45%
Movement Mortgage, LLC	1	135,800.00	0.81%
New American Funding, LLC	11	2,098,607.00	8.87%
Waterstone Mortgage Corporation	64	11,850,767.00	51.61%
TOTAL	124	\$22,509,539.00	100.00%

CITY SUMMARY

CITY	LOANS	\$ AMOUNT	% OF TOTAL
Altamonte Springs	4	534,850.00	3.23%
Apopka	9	1,606,556.00	7.26%
Casselberry	3	480,650.00	2.42%
Clermont	1	106,400.00	0.81%
Eustis	2	345,303.00	1.61%
Fern Park	1	256,080.00	0.81%
Fruitland Park	3	579,963.00	2.42%
Kissimmee	18	3,427,840.00	14.52%
Leesburg	1	189,150.00	0.81%
Longwood	1	189,053.00	0.81%
Maitland	2	329,063.00	1.61%
Mascotte	1	204,188.00	0.81%
Mount Dora	1	169,750.00	0.81%
Ocoee	3	657,810.00	2.42%
Orlando	52	9,028,175.00	41.94%
Oviedo	2	474,650.00	1.61%
Saint Cloud	7	1,614,250.00	5.65%
Sanford	4	719,720.00	3.23%
Sorrento	2	469,828.00	1.61%
Tavares	3	570,750.00	2.42%
Winter Park	2	226,195.00	1.61%
Winter Springs	2	329,315.00	1.61%
TOTAL	124	\$22,509,539.00	100.00%

COUNTY SUMMARY

COUNTY	LOANS	\$ AMOUNT	% OF TOTAL
Lake	14	2,635,332.00	11.29%
Orange	70	12,354,399.00	56.45%
Osceola	22	4,427,490.00	17.74%
Seminole	18	3,092,318.00	14.52%
TOTAL	124	\$22,509,539.00	100.00%

HOUSEHOLD ANNUAL INCOME REPORT

ANNUAL INCOME	LOANS	% OF TOTAL
\$15,000-\$29,999	2	1.61%
\$30,000-\$44,999	41	33.06%
\$45,000-\$59,999	47	37.90%
\$60,000-\$74,999	25	20.16%
\$75,000-\$89,999	8	6.45%
\$90,000-\$104,999	1	0.81%
TOTAL	124	100.00%

HOUSEHOLD SIZE REPORT

HOUSEHOLD SIZE	LOANS	% OF TOTAL
1 - One person	49	39.52%
2 - Two persons	35	28.23%
3 - Three persons	20	16.13%
4 - Four persons	14	11.29%
5 - Five persons	4	3.23%
6 - Six persons	2	1.61%
TOTAL	124	100.00%

LOAN AMOUNT REPORT

LOAN AMOUNT	LOANS	% OF TOTAL
\$50,000-\$75,000	2	1.61%
\$75,000-\$100,000	2	1.61%
\$100,000-\$125,000	12	9.68%
\$125,000-\$150,000	16	12.90%
\$150,000-\$175,000	26	20.97%
\$175,000-\$200,000	20	16.13%
\$200,000-\$225,000	25	20.16%
\$225,000-\$250,000	12	9.68%
\$250,000-\$275,000	7	5.65%
\$275,000-\$300,000	1	0.81%
\$300,000-\$325,000	1	0.81%
TOTAL	124	100.00%

PURCHASE PRICE REPORT

PURCHASE PRICE	LOANS	% OF TOTAL
\$50,000-\$75,000	1	0.81%
\$75,000-\$100,000	3	2.42%
\$100,000-\$125,000	7	5.65%
\$125,000-\$150,000	13	10.48%
\$150,000-\$175,000	20	16.13%
\$175,000-\$200,000	23	18.55%
\$200,000-\$225,000	26	20.97%
\$225,000-\$250,000	22	17.74%
\$250,000-\$275,000	5	4.03%
\$275,000-\$300,000	2	1.61%
\$300,000-\$325,000	2	1.61%
TOTAL	124	100.00%

LOAN TYPE REPORT

LOAN TYPE	LOANS	% OF TOTAL
FreddieMac 80% AMI	39	31.45%
FreddieMac HFA Advantage	70	56.45%
FreddieMac OVER 80% AMI	15	12.10%
TOTAL	124	100.00%

PROPERTY TYPE REPORT

PROPERTY TYPE	LOANS	% OF TOTAL
1 Unit Single Family Detached	87	70.16%
Condominium	29	23.39%
Duplex w/approval	4	3.23%
Rowhouse	1	0.81%
Townhouse	3	2.42%
TOTAL	124	100.00%

CATEGORY TYPE REPORT

TYPE	LOANS	% OF TOTAL
Existing	121	97.58%
New	3	2.42%
Unspecified	0	0.00%
TOTAL	124	100.00%

TARGET/NON TARGET REPORT

TYPE	LOANS	\$ AMOUNT	% OF TOTAL
TARGET	4	609,580.00	3.23%
NON TARGET	120	21,899,959.00	96.77%
TOTAL	124	\$22,509,539.00	100.00%

INTEREST RATE RANGES REPORT

RATE	LOANS	% OF TOTAL
2.7500% - 2.9900%	4	3.23%
3.0000% - 3.2400%	5	4.03%
3.2500% - 3.4900%	19	15.32%
3.5000% - 3.7400%	5	4.03%
3.7500% - 3.9900%	6	4.84%
4.0000% - 4.2400%	2	1.61%
4.2500% - 4.4900%	2	1.61%
4.5000% - 4.7400%	14	11.29%
4.7500% - 4.9900%	11	8.87%
5.0000% - 5.2400%	3	2.42%
5.2500% - 5.4900%	38	30.65%
5.5000% - 5.7400%	7	5.65%
7.2500% - 7.4900%	6	4.84%
7.5000% - 7.7400%	2	1.61%
TOTAL	124	100.00%

FIRST TIME HOMEBUYER REPORT

FIRST TIME HOMEBUYER	LOANS	% OF TOTAL
No	2	1.61%
Yes	122	98.39%
TOTAL	124	100.00%

ADDITIONAL / ASSISTANCE

ADDTL MTG PROGRAM \ PRIMARY MTG PROGRAM	LOANS	\$ LOAN AMOUNT	AVG LOAN AMOUNT
AIS \ Freddie Mac Program	21	\$33,500.00	\$1,595.24
OCHFA BOND DPA \ Freddie Mac Program	1	\$7,500.00	\$7,500.00
OCHFA TBA DPA \ Freddie Mac Program	124	\$937,500.00	\$7,560.48

GENDER REPORT

GENDER	LOANS	% OF TOTAL
MALE	69	55.65%
FEMALE	55	44.35%
NONBINARY	0	0.00%
UNDISCLOSED	0	0.00%
TOTAL	124	100.00%

RACE REPORT

DESCRIPTION	LOANS	% OF TOTAL
American Indian/ Alaskan Native & Black/ African American	1	0.81%
Asian Indian	1	0.81%
Black/ African American	24	19.35%
Black/African American & White	2	1.61%
Chinese	1	0.81%
Declined to Respond	4	3.23%
Other	9	7.26%
White	82	66.13%
TOTAL	124	100.00%

ETHNICITY REPORT

ETHNICITY	LOANS	\$ AMOUNT	% OF TOTAL
HISPANIC	46	8,376,917.00	37.10%
NON HISPANIC	73	13,168,077.00	58.87%
Declined to Respond	5	964,545.00	4.03%
TOTAL	124	\$22,509,539.00	100.00%

RACE BY ETHNICITY REPORT

RACE	LOANS	% OF TOTAL	HISPANIC	NON HISPANIC	DECLINE TO RESPOND
American Indian/ Alaskan Native & Black/ African American	1	0.81%	1	0	0
Asian Indian	1	0.81%	0	1	0
Black/ African American	24	19.35%	0	23	1
Black/African American & White	2	1.61%	1	1	0
Chinese	1	0.81%	0	1	0
Declined to Respond	4	3.23%	1	0	3
Other	9	7.26%	6	2	1
White	82	66.13%	37	45	0
TOTAL	124	100.00%	46	73	5

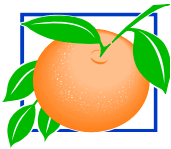
PIPELINE REPORT

PROGRAM PIPELINE	LOANS	\$ AMOUNT	% OF TOTAL
Investor/Trustee	124	\$22,509,539.00	100.00%
TOTAL	124	\$22,509,539.00	100.00%

PROGRAM SUMMARY

AVERAGE PRINCIPAL MORTGAGE:	\$181,528.54
AVERAGE PURCHASE PRICE:	\$189,897.94
AVERAGE DPA AMOUNT:	\$6,702.05
AVERAGE AGE OF PRIMARY BORROWER:	38
AVERAGE HOUSEHOLD SIZE:	2
AVERAGE EMPLOYED IN HOUSEHOLD:	1
AVERAGE HOUSEHOLD ANNUAL INCOME:	\$51,902.23

04/24/2025



FRANTZ DUTES
EXECUTIVE DIRECTOR

CONSENT ITEM

BOARD OF DIRECTORS

MEMORANDUM

CURTIS HUNTER
CHAIR

RAY COLADO
VICE CHAIR

WIL STAMPER
BOARD MEMBER

SUSY JETTE
BOARD MEMBER

MARK LEWIS
BOARD MEMBER

TO:	OCHFA Board of Directors
FROM:	Frantz Dutes, Executive Director
CONTACT:	Mildred Guzman, Program Operations Administrator
DATE:	April 25, 2025
RE:	MULTI-FAMILY OCCUPANCY REPORT MAY 7, 2025 - REGULAR BOARD OF DIRECTORS' MEETING

OCCUPANCY REPORT

The Occupancy Report rate for the period of March 22, to April 24, 2025, was 96% for all units, and 94% for units meeting set-aside requirements. Three properties continue with the leasing-up while under renovations.

Multi-Family Rental Occupancy and Set-aside Summary - A summary of the occupancy and set-aside average rates by property is provided.

ACTION REQUESTED

For information only.

Multi-Family Occupancy Report

BeginReportingPeriod: **3 /22/2025**

EndReportingPeriod: **4 /24/2025**

Property: (Status, Address)	Total Units	Occupied Units	Occup. %	Prior Month Occu%	Low Income:				Flag%	Comments
					Occupied Unit	Occup. %	Prior Month Occup. %			
Anderson Oaks, Active 708 Anderson St, Orlando	12	12	100%	100%	12	100%	100%		100%	
Boca Vista (Chantham Harbor Refu 545 Nantucket Court, Altamonte Springs	324	296	91%	91%	66	20%	20%		20%	
Chapel Trace, Active 556 N. Goldenrod Road, Orlando	312	311	100%	99%	311	100%	99%		40%	
Citrus Square, Active 5625 Hickey Dr, Orlando	87	84	97%	100%	84	97%	100%		40%	
Cove at Lady Lake, Active 735 S. Hwy 27/441, Lady Lake	176	167	95%	93%	167	95%	93%		40%	
Dean Woods Place, Active 9808 Dean Woods Place, Orlando	48	48	100%	100%	48	100%	100%		100%	
Delaney, Active 507 Delaney Avenue, Orlando	8	8	100%	100%	8	100%	100%		100%	
Dunwoodie Place, Active 4213 Dunwoodie Blvd, Orlando	172	172	100%	98%	172	100%	98%		40%	
Fountains at Millenia Phase II, Acti 5316 Millenia Blvd., Orlando	32	28	88%	94%	28	88%	94%		40%	
Fountains at Millenia Phase III, Acti 5316 Millenia Blvd., Orlando	82	73	89%	88%	73	89%	88%		40%	
Fountains at Millenia Phase IV, Act 5316 Millenia Blvd, Orlando	100	95	95%	94%	95	95%	94%		40%	
Goldenrod Pointe, Active 3500 N Goldenrod Road, Orlando	70	68	97%	96%	68	97%	96%		60%	
Governors Manor, Active 2861 LB McLeod Rd, Orlando	120	117	98%	98%	117	98%	98%		75%	

Friday, April 25, 2025

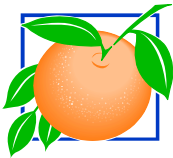
Page 1 of 4

Property: (Status, Address)	Total Units	Occupied Units	Occup. %	Prior Month Occu%	Low Income:				Flag%	Comments
					Occupied Unit	Occup. %	Prior Month Occup. %			
Green Gables (Alhambra Trace), A 5201 Via Alizar Dr, Orlando	95	95	100%	99%	95	100%	99%		100%	
Jernigan Gardens, Active 1488 Mercy Drive, Orlando	256	247	96%	96%	247	96%	96%		100%	
Kensington Oaks, Active 440 S. Mellonville Ave, Sanford	20	19	95%	90%	19	95%	90%		75%	
Lake Davis, Active 1301 Catherine Street, Orlando	36	35	97%	94%	35	97%	94%		75%	
Lake Jennie Phase I, Active 1301 Santa Barbara Dr, Sanford	25	24	96%	92%	24	96%	92%		75%	
Lake Jennie Phase II, Active 1312 Santa Barbara Dr, Sanford	40	38	95%	90%	38	95%	90%		75%	
Lake Sherwood, Active 1826 London Crest Drive, Orlando	90	90	100%	100%	90	100%	100%		40%	
Lake Weston Pointe, Active 2201 Weston Point Dr, Orlando	240	235	98%	97%	235	98%	97%		100%	
Lakeside Retreat at 27, Active 1403 Old Harbor Blvd., Leesburg	128	122	95%	98%	122	95%	98%		40%	
Lancaster Villas, Active 800 W. Lancaster Rd, Orlando	145	142	98%	98%	142	98%	98%		100%	
Landings on Millenia, Active 5150 Millenia Boulevard, Orlando	336	324	96%	96%	243	72%	73%		40%	
Landon Pointe, Active 1705 Grande Pointe Avenue, Orlando	276	271	98%	97%	271	98%	97%		40%	
Landon Trace Townhomes (Bucha 1813 Buchanan Bay Circle, Orlando	228	225	99%	100%	225	99%	100%		100%	
Landstar Park, Active 1001 Landstar Drive, Orlando	156	154	99%	100%	154	99%	100%		40%	
Laurel Oaks Phase I (Sleepy Hollo 2700 Laurel Hollow Dr., Leesburg	144	137	95%	95%	137	95%	95%		40%	

Property: (Status, Address)	Total Units	Occupied Units	Occup. %	Prior Month Occu%	Low Income:				Flag%	Comments
					Occupied Unit	Occup. %	Prior Month Occup. %			
Laurel Oaks Phase II (Sleepy Hollo 2700 Laurel Hollow Dr., Leesburg	108	101	94%	94%	101	94%	94%		40%	
Lee Vista Club, Active 5903 Lee Vista Blvd, Orlando	312	309	99%	97%	309	99%	97%		40%	
Mendel Villas, Active 3538 Aristotle Ave, Orlando	32	30	94%	94%	30	94%	94%		100%	
Mill Creek, Active 5087 Commander Drive, Orlando	312	305	98%	98%	305	98%	98%		40%	
Nassau Bay, Active 5200 North Orange Blossom Trail, Orlando	492	479	97%	97%	479	97%	97%		100%	
Oak Harbor, Active 5770 Harbor Chase Circle, Orlando,	176	169	96%	95%	169	96%	95%		20%	
Oakley Terrace, Under Renovation 2311 Griffin Road, Leesburg	101	83	82%	79%	83	82%	79%		40%	
Pebble Creek, Active 1317 Boulder Dr, Kissimmee	72	72	100%	100%	72	100%	100%		100%	
Plateau Village, Under Renovation 550 Lincoln Avenue, Mount Dora	72	58	81%	78%	58	81%	78%		40%	
River Ridge, Active 9957 Hidden River Drive #106, Orlando	160	158	99%	100%	158	99%	100%		40%	
Sandpiper Glen, Active 8780 Donnybrook Drive, Orlando	288	282	98%	99%	282	98%	99%		40%	
Somerset Landings, Active 1410 Halstead Lane, Sanford	84	80	95%	95%	80	95%	95%		40%	
SouthWinds Cove, Active 3400 Southwinds Cove Way, Leesburg	112	110	98%	100%	80	71%	74%		40%	
Stratford Point, Active 1700 Old England Loop, Sanford	384	380	99%	98%	380	99%	98%		60%	
Summit Crestwood, Active 3121 Crestwood Circle, St. Cloud	216	214	99%		214	99%			40%	

Property: (Status, Address)	Total Units	Occupied Units	Occup. %	Prior Month Occu%	Low Income:				Flag%	Comments
					Occupied Unit	Occup. %	Prior Month Occup. %			
The Roberts (FKA Baptist Terrace), 414 East Pine Street, Orlando	197	189	96%	96%	189	96%	96%		40%	
Vista Pines, Active 401 N Chickasaw Trail, Orlando	238	234	98%	98%	234	98%	98%		40%	
Westwood Park, Active 11037 Laguna Bay Dr, Orlando	178	178	100%	100%	178	100%	100%		40%	
Wildflower Oaks, Under Renovation 1360 Pamela Street, Leesburg	38	33	87%	87%	33	87%	87%		40%	
Willow Key, Active 5590 Arnold Palmer Dr, Orlando	384	382	99%	97%	382	99%	97%		40%	
Total Units:	7,714									
Current Period Summary:		7,483	96%		7,142	94%				
Prior Period Summary:		7,238	96%		6,902	93%				

Total Number of Properties: 48



FRANTZ DUTES
EXECUTIVE DIRECTOR

ORANGE COUNTY HOUSING FINANCE AUTHORITY

OTHER BUSINESS

BOARD OF DIRECTORS

CURTIS HUNTER
CHAIR

RAY COLADO
VICE CHAIR

WIL STAMPER
BOARD MEMBER

SUSY JETTE
BOARD MEMBER

MARK LEWIS
BOARD MEMBER

MEMORANDUM

TO:	OCHFA Board of Directors
FROM:	Frantz Dutes, Executive Director
DATE:	April 17, 2025
RE:	PROCEDURE FOR ELECTION OF CHAIR AND VICE CHAIR MAY 7, 2025 REGULAR BOARD OF DIRECTORS' MEETING.

BACKGROUND

The Agenda Development Office for Orange County recently notified us that Orange County has updated Article VI, Section 2-208, of the Orange County Code. This section of the code provides guidance to all Advisory Boards concerning:

- (1) Terms of Office
- (2) Attendance
- (3) Election of Chair and Vice Chair
- (4) Sunshine Law, Public Records, Ethics and Financial Disclosure

A copy of Section 2-208, is provided for your review.

In an effort to ensure compliance with Section 2-208, in particular the Election of Chair and Vice Chair, we have updated our policy concerning the election of Chair and Vice Chair. A copy of the updated policy is also attached for your review and consideration. The updated policy has been reviewed by our General Counsel.

ACTION REQUESTED

We are requesting that the Board consider approval of the proposed procedure for Election of Chair and Vice Chair.

Procedure for Election of Chair and Vice Chair

OF THE BOARD OF ORANGE COUNTY HOUSING FINANCE AUTHORITY

Candidates for Chair of the Board of the Orange County Housing Finance Authority (the "board") will be nominated by members of the board, inclusive of the candidates themselves. The chair shall be elected by the members of the board (inclusive of the candidates for chair) by a majority vote. Such vote shall take place annually at the applicable regular December meeting of the Board. The term of the chair shall therefore be one (1) year. No chair may serve for more than two (2) consecutive terms as chair.

Candidates for vice-chair of the board will be nominated by members of the board, inclusive of the candidates themselves. The vice-chair shall be elected by the members of the board (inclusive of the candidates for vice chair) by a majority vote. Such vote shall take place annually at the applicable regular December meeting of the board. The term of the vice-chair shall therefore be one (1) year. No vice-chair may serve for more than two (2) consecutive terms as vice-chair.

In the event that the chair of the board is unavailable or unable to act in that capacity, the vice-chair shall undertake such duties for the duration of such unavailability or inability. In the event the vice-chair is unable to perform such duties, the remaining members of the board shall elect a vice-chair pro-tem for such purposes.

The chair or the vice-chair may be removed by a majority vote of the board following ten (10) days' notice of a meeting for such purpose.

Sec. 2-208. Terms, removal, attendance, chairmen, etc.

Unless the enabling resolution provides otherwise, each advisory board and its individual members shall comply with and be subject to the following:

(1) *Terms of office; removal:*

- a. The members of each advisory board shall serve staggered two-year terms to expire on June thirtieth or December thirty-first, as specified in the enabling resolution, except that all members shall serve until their successors have been appointed.
- b. A member of an advisory board shall not serve more than two (2) consecutive full terms (unless, with respect to a particular member, this restriction is waived by a vote of five (5) members of the board). However, a member shall be eligible for reappointment to the same advisory board one (1) year after expiration of his or her second term.
- c. All members of advisory boards serve at the pleasure of the board and may be removed without cause and without entitlement to a hearing upon a vote of five (5) members of the board.
- d. Terms of members of advisory boards may be amended from time to time by majority vote of the board. The intergovernmental affairs staff shall maintain an updated list of actions taken to amend terms of office pursuant to this section.

(2) *Attendance.* Any advisory board member who is absent from three (3) consecutive meetings or twenty-five (25) percent of the regular scheduled meetings in a calendar year shall be replaced. A member shall be considered absent if not present during fifty (50) percent or more of the duration of a meeting. A vacancy shall occur thirty (30) days after the county chairman is notified by county staff or by the advisory board chairman of the absenteeism.

(3) *Chairmen and vice-chairmen:*

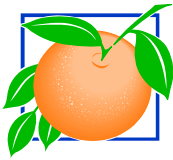
- a. Each advisory board shall, after its annual appointments are made, elect a chairman from its members. Also, each advisory board may, after annual appointments are made, elect a vice-chairman.
- b. A chairman or vice-chairman shall serve in that capacity for one (1) year and may be reelected to serve as chairman or vice-chairman, respectively, for one (1) additional consecutive year, and no more.
- c. Chairmen shall preside at meetings of the advisory boards, be responsible for monitoring concerns of the advisory boards on which they serve, and be available for meetings with the county chairman, the county administrator, or the board as requested. Written advance notice of such meetings shall be given to county staff.
- d. Each advisory board, through its chairman, shall submit to the board an annual report of its activities by completing a standard form supplied by the intergovernmental affairs department. The annual report shall be submitted prior to the annual appointments to an advisory board.

(4) *Sunshine law; public records; ethics and financial disclosure:*

- a. Each advisory board and each of its members shall comply fully with:
 1. F.S. § 286.011 (commonly known as the "Government-in-the-Sunshine Law");
 2. F.S. ch. 119.07 (commonly known as the "Public Records Law"); and
 3. To the extent it applies, the Code of Ethics for Public Officers and Employees (F.S. ch. 112, pt. III).

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- b. Also, to the extent provided in the enabling resolution, members of an advisory board shall file annual financial disclosure in the manner and on the forms required by F.S. § 112.3145, even though such members would not otherwise be required to do so by general law.
 - c. Each advisory board shall keep minutes of its meetings, and the minutes shall reflect the topics discussed, motions made and votes taken. Minutes shall be submitted to the county chairman or her designee within three (3) weeks after the meeting at which the minutes are approved.
 - d. Each advisory board shall adopt a recognized body of rules and procedures under which it shall carry on its meetings and proceedings. If such body of rules of procedures is other than "Robert's Rules of Order" or "The Rules of Procedure for the Board of County Commissioners of Orange County, Florida," a copy of such rules and procedures will be filed with the general services department of the county government. Each county advisory board shall file a resolution with the general services department stating the body of rules and procedures which it has adopted. Such resolution must be filed within ninety (90) days after enactment of this requirement or, in the case of a board created after the enactment of this requirement, within ninety (90) days after the board's creation. An advisory board may change the body of rules and procedures by which its meetings and proceedings will be governed but such change is effective only after the board's filing of a resolution memorializing such change.

(Ord. No. 91-21, § 9, 10-1-91; Ord. No. 93-18, § 8, 7-13-93; Ord. No. 96-9, § 1, 4-16-96)



FRANTZ DUTES
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BOARD MEMBER

MARK LEWIS
BOARD MEMBER

MEMORANDUM

TO:	OCHFHA Board of Directors
FROM:	Frantz Dutes, Executive Director
DATE:	April 16, 2025
RE:	APPOINTMENT OF CHAIR(S) AND MEMBER(S) TO THE FINANCE AND PROGRAM COMMITTEE MAY 7, 2025 REGULAR BOARD OF DIRECTORS' MEETING.

BACKGROUND

The committee structure adopted by the Board of Directors has worked well for the Authority over the years. To ensure that all board members are engaged in this process, we recommend that the Chair review our current committee assignments and make any necessary appointments at this time.

1. Finance Committee

Chair: Ray Colado Member: Wil Stamper

The purpose of the Finance Committee is to review and make recommendations to the Board on financial matters coming to the Board for consideration and approval of resolution. The committee will also be responsible for review of the Authority's annual audited financial statements, and annual operational budgets.

2. Program Committee

Chair: Curtis Hunter Member: TBA

The purpose of the Program Committee is to review and provide oversight of existing programs, develop and recommend new programs to the board in those areas where the Authority will be participating in a singular capacity, as a partner and/or as a partner in multi-partnership arrangement.

In each instance, the Chair of the Board will be an ex-officio member of each committee.

ACTION REQUESTED

Appointments of Chair(s) and Members to the Authority's Finance and Program Committees.