



# Homes and Community Renewal

Office of Resilient Homes  
and Communities

## HOUSING TRUST FUND CORPORATION OFFICE OF RESILIENT HOMES AND COMMUNITIES

### **QUESTIONS AND ANSWERS RE:**

Request for Proposals  
for

Community Development Block Grant-Disaster Recovery  
Case Management and Project Management Services Ida Renters Resilient Housing  
Incentive Program  
RFP # 202305\_087

#### **Question 1:**

As part of the scope, is the vendor expected to set up a physical intake center? If so, will the location be provided by RHC or will the vendor be expected to cover rental costs of any physical space?

#### **Answer 1:**

The vendor is not expected to set up a physical intake center. RHC will coordinate with a local nonprofit and municipal offices for a physical intake center.

#### **Question 2:**

Will the intake process and case management system be established prior to the vendor managing applicants, or will the vendor be expected to establish processes and/or technical systems?

#### **Answer 2:**

RHC will provide the intake process and case management system for managing applicants called IntelliGrants.

#### **Question 3:**

Is RHC looking solely for case management staff to manage applicants, or is RHC also looking to establish additional controls such as a team to handle appeals, potential fraud, quality control team, etc.?

#### **Answer 3:**

RHC is looking for both case management and project management for controls such as appeals, potential fraud, quality control team, etc.



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### **Question 4:**

RFP Page 11 indicates that RHC may award contracts to more than one Respondent. Can you provide an estimate of how many awardees RHC anticipates?

### **Answer 4:**

RHC anticipates awarding only one awardee; however, based on the volume of applications, skills, knowledge and experience of the respondent, RHC may within its discretion, award contracts to more than one Respondent.

### **Question 5:**

The Scope of Services (RFP Page 14) indicates that one of the tasks involves “Applicant Outreach and Coordination.”

- a. Does this outreach involve building awareness in the community of the program and how to apply or is that being handled by the state?
- b. If awareness building/marketing is not included in this contract, are there plans in place for this?
- c. Are there more details to be provided as to how the communities will be made aware of the program?

### **Answer 5:**

- a. Outreach involves reaching out to applicants to process their application and follow up on missing documentation.
- b. Building awareness will be handled by the State and its partners.
- c. State plans to partner with a non-profit organization to conduct Outreach in the Hud Identified MID. State plans to engage the RHC identified counties through resources

### **Question 6:**

The Scope of Services references the RHC/HTFC system of record. Please clarify what software RHC is using.

### **Answer 6:**

RHC will be managing applications through a grant management system called IntelliGrants.

### **Question 7:**

RFP Page 19 indicates that the proposals should not exceed 12 pages in length. Given that the cost proposal will be submitted separately from the technical proposal, does this page limit refer to the technical proposal content only (i.e., Capacity and Experience, Staffing Expertise, and Commitment to Complying with all Applicable Regulations)?

### **Answer 7:**

Yes, this page limit references only the technical proposal.



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### **Question 8:**

RFP Page 20, "Capacity and Experience" indicates that the proposal should include a description of 3 to 5 similar engagements, including client contact information. Page 21 indicates that we should provide at least 3 client references for past performance.

- a. Are the 3 client references in addition to the 3 to 5 similar engagements?
- b. Are we required to provide at least 3 references for each firm on the proposal team (e.g., 3 for prime and 3 for each subcontractor)?

### **Answer 8:**

- a. No, the client references can be inclusive of the contacts listed from prior engagements
- b. Describe at least 3 similar engagements, and for each, provided at least one point of contact. Three (3) references must be provided for past performances.

### **Question 9:**

RFP Page 36, "Excess Liability Insurance" states "In an amount not less than Three Million Dollars (\$3,000,000) per occurrence and Eight Million Dollars (\$3,000,000) per location aggregate limit." Please confirm that the second dollar amount reference should be \$8,000,000 in the parenthetical.

### **Answer 9:**

Yes. This should read as follows: In an amount not less than Three Million Dollars (\$3,000,000) per occurrence and Eight Million Dollars (\$8,000,000) per location aggregate limit."

### **Question 10:**

The NYS Action Plan for Hurricane Ida states the following regarding the Renters Resilient Housing Incentive (emphasis added): "The Renters Resilient Housing Incentive Program encourages renters to relocate from sub-standard and/or storm-damaged units while remaining within their existing communities by providing assistance with increased monthly housing costs and other relocation expenses. *Owners of one (1) to four (4) unit rental properties may also receive assistance to improve the condition and flood resilience of their property provided they commit to maintain minimum affordability levels post completion.*" The RFP provides eligibility criteria for renters. Does the project also include case management for applications submitted by Owners of 1 to 4 unit rental properties?

### **Answer 10:**

Case management will include providing assistance to a small cohort of landlords who are eligible to receive repair assistance.

### **Question 11:**

Does the Projections of Outcomes on page 118 of the Action Plan outline the number of Renters versus Owners assisted?

- a. If so, how is this identified?
- b. What outcomes will the awarded contractor be responsible for?
- c. What are the projected applications submitted and processed for this contract?



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### **Answer 11:**

- a. There is no distinction in these numbers from renter vs. owners in this table. These projections were identified based on data calculations from the unmet need.
- b. The awarded contractor will be responsible for helping the program meet project goals of assisting the maximum number of tenants.
- c. The Office of Resilient Homes and Communities (“RHC”) expects to provide services to 400 tenants.

### **Question 12:**

From Page 26 - RFP Price Proposal

The Price Proposal requests hourly rates. Attachment 1 (Price Proposal Form) requests hourly rates but also includes a total price for year and total contract price. Since there are no hours provided to determine total prices, please confirm that we can leave these blank.

### **Answer 12:**

The estimate total contract price must be populated.

### **Question 13:**

Attachment 1 (Price Proposal Form) provides a column for names as well as labor category titles. Can we provide just labor category titles and leave the names blank?

### **Answer 13:**

Labor category titles are sufficient, but a more competitive response will have an experienced team identified.

### **Question 14:**

What is the anticipated programmatic budget for the Case Management and Project Management Services Ida Renters Resilient Housing Incentive Program?

### **Answer 14:**

The Office of Resilient Homes and Communities (“RHC”) expects to make up to one million dollars (\$1,000,000.00) available to provide services to 400 tenants.

### **Question 15:**

How many applicants does RHC anticipate being able to assist?

### **Answer 15:**

The Office of Resilient Homes and Communities (“RHC”) expects to provide services to 400 tenants.

### **Question 16:**

On p. 11 of the RFP, Service Level Agreements, it states “HTFC expects to select Respondent(s) that will agree to a clearly-defined service level agreement (“SLA”), as yet to be determined but to be included in any final contract between the parties.” Can HTFC provide additional detail on the SLAs they plan to include in the contract resulting from this procurement.



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**Answer 16:**

Please disregard language in the RFP that refers to Service Level Agreement(s) (“SLA”) as the contract entered into by the awardee(s) will be a direct contract between HTFC and the Awardee.

**Question 17:**

Are proposed staff required to be physically present in New York (other than those present at intake centers)?

**Answer 17:**

No.

**Question 18:**

Is the program’s 80% LMI requirement for the increased costs of renting or for the total cost?

**Answer 18:**

The overall grant LMI requirement is 70%. We anticipate the Renters Resilient Housing Incentive Program to serve very few, if any applicants that exceed Low-to-Moderate Income. There is a requirement for 80% of **total program costs** to benefit the most impacted and distressed areas, which is Westchester County.

**Question 19:**

The New York State Action Plan for Hurricane Ida mentions households who have initial relocation awards of twelve (12) months of rental assistance can increase their total incentive award by documenting to the Program hardship in the form of continuing or worsening rent burden after occupying permanent replacement housing. Does the added incentive award after 12 months of rental assistance only cover the rent burden?

**Answer 19:**

Hardships will be reviewed by program committee who will determine assistance beyond the initial 12-month allocation.

**Question 20:**

Given the page restriction, can the project examples be combined with the references section, or must these sections reflect different projects/clients?

**Answer 20:**

Yes, they can be combined.

**Question 21:**

Do cover pages count towards the page restriction?

**Answer 21:**

No.



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**Question 22:**

Does RHC have an estimated count of the expected applicant pool?

**Answer 22:**

The Office of Resilient Homes and Communities (“RHC”) expects to provide services to 400 tenants.

**Question 23:**

Does RHC have a budget allocation for the program?

**Answer 23:**

The Office of Resilient Homes and Communities (“RHC”) expects to make up to one million dollars (\$1,000,000.00) available to provide services to 400 tenants.

**Question 24:**

Does RHC have a preferred Respondent team size?

**Answer 24:**

No.

**Question 25:**

The wording of the Service Level Agreement section indicates that Respondents shall submit their proposal without being provided the language of the service level agreement (SLA) and that fees payable under the contract will be contingent upon said unknown SLAs. Does RHC expect to release the SLA language during the pre-proposal timeframe? In the event that the SLA is not determined prior to the date of proposal submission, when the SLA details are made available, will the vendor selected be allowed to renegotiate costs and quantities?

**Answer 25:**

Please disregard language in the RFP that refers to Service Level Agreement(s) (“SLA”) as the contract entered into by the awardee(s) will be a direct contract between HTFC and the Awardee.

**Question 26:**

From Page 14 - Learn and Develop Program Requirements

Is there a system of record they already selected, or should the proposer offer a solution?

**Answer 26:**

RHC will be managing applications through a grant management platform called IntelliGrants.

**Question 27:**

From Page 15 - Applicant Outreach and Coordination

Should the phone line, available from 8 AM to 6 PM EDT, be manned as a call center or through an administrator within the case management team?



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### **Answer 27:**

A call center would be more competitive, but an administrator is still eligible.

### **Question 28:**

From Page 16 - Payment Review

The solicitation indicates "Case Management will also assist with the payment requests for prospective payments once suitable housing has been identified. Applicants who are in the process of securing suitable housing at the time of application may receive assistance equivalent to twelve (12) months of rental assistance." Does the NY Office of Resilient Homes envision a requirement to ensure compliance with applicants seeking suitable housing?

### **Answer 28:**

Yes, there will be a requirement to confirm applicants are compliant in seeking suitable housing, which could be in the form of providing proof of lease, property records, or pictures of the new home.

### **Question 29:**

From Page 20 - Capacity and Experience

Given the information being requested in this section, in addition to going back 5 years, can this be excluded from the 12-page limit response?

### **Answer 29:**

No, responses should not exceed twelve (12) pages in length (not including resumes, RFP section 7 attachments and/or forms).

### **Question 30:**

From Page 25 - Business Participation Opportunities for SDVOBs

Will additional evaluation points be awarded to Respondents who meet the 6% SDVOB utilization goal?

### **Answer 30:**

No additional evaluation points will be awarded, however, Respondents who demonstrate a commitment to complying with all applicable Federal, state, and local regulations, including M/WBE, SDVOB, and Section 3 income requirements, will receive the most points.

### **Question 31:**

From Page 34 - Attachment 1

Should more than 10 rows be needed, are Respondents allowed to submit multiple Attachment 1 forms?

### **Answer 31:**

Yes.

### **Question 32:**

From Page 34 - Attachment 1



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How should Respondents calculate Total Price per Year? Does HTFC have a yearly full time hour assumption to provide uniform evaluation? (IE; 2080, 2000, 1920 hours per year)

**Answer 32:**

Respondents may calculate Total Price per Year based on an FTE estimation of 2080 hours/year.

**Question 33:**

From Page 34 - Attachment 1

Should every expected staff member be named, or can only key staff be provided, along with estimated numbers for additional staff (i.e. case managers, QA/QC)?

**Answer 33:**

Key staff with estimated numbers for additional staff.

**Question 34:**

From Action Plan

Does the NY Office of Resilient Homes have an expected or estimated number of applications that the program will intake and process? The Action Plan states 400 as the number of properties, but is that number intended to reflect the number of "households" or is 400 meaning properties that could contain 2-30+ households within them?

**Answer 34:**

The Office of Resilient Homes and Communities ("RHC") expects to provide services to 400 tenants.

**Question 35:**

From Action Plan

What is the total allocation amount for the RRHI program being administered under this RFP?

**Answer 35:**

The Office of Resilient Homes and Communities ("RHC") expects to make up to one million dollars (\$1,000,000.00) available to provide services to 400 tenants.