



CITY OF HOUSTON
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 Strategic Procurement Division

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May 16, 2018

MEMORANDUM FOR: ALL PROSPECTIVE PROPOSERS

FROM: Finance Department Strategic Procurement Division

SUBJECT: Clarification No. 2 - RFP S67-T26599 – RFP for Outreach, Intake and Case Management for Housing and Community Development Department (HCDD).

Below are the questions and requests submitted by vendors for clarification in accordance with the instructions provided in the RFP and to provide the following:

- PLEASE NOTE: The Proposal due date has been extended from May 22, 2018 to May 29, 2018 at 2:00 PM, CST.**
- To provide REVISED 05/16/2018 RFP – S67-T26599 for Outreach, Intake and Case Management.**

Scope of Services Questions	
1. Question:	Reference page 6: The Scope of work states that the contractor is required to enter information related to tasks on a daily basis in the data management system provided by the City (system of record). Is it existing or "to be built" in conjunction with the implementation of the services provided under the SOW?
COH Response:	<i>The City's System of Record will be provided by the City and will be modified during the implementation of the Program.</i>
2. Question:	Please provide a detailed description of the data management system.
COH Response:	<i>The City System of Record will be a web-accessible information management system for document management, workflow, and program records management. The City's System of Record will be capable of managing the required scope of work for the selected Case Management (CM) firm.</i>

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3. Question:	Reference page 11, Section D., item 6 "entering documentation into the city's system of record". Please clarify the following: What client data will the city's system capture?
COH Response:	<i>The City's system will be capable of storing all data and documents needed for the CM firm to complete the requested scope of work. Certain data points and documents shall be provided by the CM firm in accordance with the requirements needed for homeowners to submit completed applications to the Program.</i>
4. Question:	Is it possible to upload electronic file data into the system as opposed to manual entry given the frequency and volume requirements for data entry?
COH Response:	<i>Yes. All requests for data or document integrations will be evaluated on a case-by-case basis to determine Return on Investment (ROI) based on cost and benefit to the Program. It is recommended that Proposer utilize the City System of Record directly to manage all applicant activities to minimize duplication of work and overall cost. The Proposer should describe its approach in Part IV. B.5-5.2., Work Plan.</i>
5. Question:	Reference page 20, Section C., item 5 "online applications". Which system will capture the data i.e. the city data management system or the proposer's case management system?
COH Response:	<i>The Proposer is not being requested to provide a separate data management system. All data shall be entered into the City's System of Record, which will serve as the official "system of record".</i>
6. Question:	Will the city consider the data being captured in a case management cloud-based system with frequent uploads/transfers into the city's data management system?
COH Response:	<i>See Question #4. Proposer must enter information related to tasks on a daily basis in the data management system provided by the City.</i>
7. Question:	Reference page 8 Facilities Will the city provide access to each proposed facility location to enable the proposer to evaluate whether the proposed locations are suitable to meet the City's requirement?
COH Response:	<i>The Proposer must identify available facilities and evaluate their suitability for the scope of work to be provided. The City's existing Neighborhood Restoration Centers are not suitable to house the services requested under this RFP. The City's Centers will be available for mobile intake services or special outreach events performed by the selected CM firm.</i>
8. Question:	If existing locations are not suitable, will the City renovate the locations or is it the responsibility of the proposer?
COH Response:	<i>Time is of the essence in implementing the Harvey recovery services. The Proposer should identify suitable Intake facilities such that applications can be received within the selected Housing Recovery Centers within 30 days. Any minor facility renovations that are required must be reasonable and pre-approved by the City if the Proposer is requesting reimbursement.</i>
9. Question:	Page 6. Under Part II.B, Scope of Work, in the paragraph before the Key Tasks, it states: "Proposer must enter information related to tasks on a daily basis in the data management system provided by the City (system of record) and maintain system updates as set-forth by the City."

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	How many proposer team members will have access to the data management system to enter data by task, on a daily basis?
COH Response:	<i>All of the Proposer's team members with a demonstrated need to access the City's System of Record and complying with the program information security policies, will be granted access to the City's System of Record with sufficient permissions to complete their tasks based on program specified user roles.</i>
10. Question:	Are "system updates" different from the information being entered on a daily basis?
COH Response:	<i>No – the term "system updates" are meant to include entering all required data and documentation on a daily basis, or as set forth by the City.</i>
11. Question:	Please define what it means to "maintain" system updates.
COH Response:	<i>See response to Question #10.</i>
12. Question:	<p>Page 7, Part II.B, Section 1.h. Audit Compliance Related to Intake and Outreach states that "proposer shall provide expertise and knowledge related to audit and compliance requirements in response to request from third party monitors, state/federal auditors, and the City". In contrast, Section 5.h, Audit Compliance says that "the selected firm shall ensure that key staff are available <i>during the Outreach, Intake, and Application</i> phases to assist in the response to requests from third-party monitors, state/federal auditors, and City."</p> <p>Please clarify whether the proposer needs to address audit compliance issues with the program application through the entire process from Outreach, Intake and Application (Task 5.h), or are we only responsible for addressing audit compliance issues for Outreach and Intake (Section 2.h).</p>
COH Response:	<i>The selected firm will only be responsible for addressing audit compliance issues for Outreach, Intake, and Application phases.</i>
13. Question:	<p>Part II.B, Section 2.b Renter-Occupied Program, states "This Program will provide landlords with assistance for their single family (1-4-unit structures) properties with financial assistance for the rehabilitation of rental units to be made available for lease to income eligible households."</p> <p>Please clarify the program options that will be available to landlords – will the City be offering the same three Paths as for owner-occupied units? Or will landlords be limited to only Path A and Path B?</p>
COH Response:	<i>The City has not yet determined what pathways will be available for the Renter-Occupied Program. This decision does not affect the scope of services that will be required under this RFP.</i>
14. Question:	Part II.B, Section 3. As the City is requiring procurement of NPO support after contract award, this precludes discussions regarding cost. Therefore, would the City consider providing a plug number for the NPO usage for all contractors, thereby ensuring a clear and equitable comparison between bidders?
COH Response:	<i>The RFP instructions state the value of NPO support is based on a percentage of the Proposer's contract value. It is also stated that each Proposer is to provide a percentage of contract value they are setting aside for NPO(s) as part of your response. This determines the NPO value based on your bid price.</i>

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15. Question:	Page 8, Part II.B, Section 4, Facilities indicates that the proposer must “identify and provide proposed facility location(s) and information.” Please clarify where in the proposal submission outline (referenced in Section IV.B) this information should be provided?
COH Response:	Information regarding the Proposer’s selected facilities should be included in the Part IV. B.5-5.2., Work Plan discussion.
16. Question:	Please confirm that the potential costs for leasing and equipment are NOT required to be included in the Unit pricing in Exhibit A.
COH Response:	That is correct. Facilities and equipment will be invoiced as Other Direct Costs (ODCs) and must be pre-approved by the City. See Question #117.
17. Question:	Page 9, Part II.B, Section 5.a.4 indicates that the proposer must ensure that information “is available in multiple languages.” Please clarify in how many languages and which languages the offeror is expected to provide services.
COH Response:	The Proposer shall effectively communicate with the public in accordance with the City’s Language Assistance Plan which may be located at this link: http://www.houstontx.gov/speakhouston/dlap/Housing.pdf. Currently, the City requires, by Executive Order, that “essential public information” be translated into Spanish, Vietnamese, Chinese, Arabic and Urdu.
18. Question:	Page 10, Part II.B, Section 5.b.2, states “Survey must be available on-line, via phone, or mailed in.” Please clarify whether the City is requesting that the survey be provided in just one or more of these formats, or whether it must be provided in all three formats.
COH Response:	The survey must be provided in all 3 formats.
19. Question:	Part II.B, Section 5.b.3 indicates that the proposer will assist applicants in completing the survey. How will the proposer be informed of the identity of the applicants requiring assistance?
COH Response:	The survey will be made available to the general public in multiple formats as described in Question 18. Persons who were impacted by Harvey and interested in seeking assistance will be requested to complete the survey prior to completing an application to the City’s Program.
20. Question:	Is there an estimated number of applicants that will need assistance?
COH Response:	See Exhibit “A” Sample Fee Schedule for estimated quantity of applicants.
21. Question:	Part II.B, Section 5.b.5 indicates that the proposer will contact and advise applicants on the application process How will the proposer be informed of the identity of the applicants?
COH Response:	The completed survey document will provide that information.
22. Question:	Will all survey respondents need to be contacted? If not, is there an estimated number of applicants that will need to be contacted and advised?
COH Response:	The City is anticipating that all survey respondents will be contacted on when to complete a full Program application.
23. Question:	Part II.B, Section 5.c.3 indicates that the proposer will provide mobile intake services. Please provide an estimated number of applicants that will require mobile intake services.

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COH Response:	<i>The City does not have an estimate for the number of applicants that may require mobile intake services. The Proposer should discuss this in Part IV. B.5-5.2., Work Plan, that describes your approach and methodology for providing the scope of work.</i>
24. Question:	Part II.B, Section 5.c.4 indicates that the proposer must take applications using the applicant template developed by the City. Please confirm whether the applicant template has already been developed or whether the proposer will be responsible for developing it with the City.
COH Response:	<i>The application template is currently under development. As stated in the RFP, the Proposer may provide assistance to the City in the development of the final application template.</i>
25. Question:	Part II.B, Section 5.c.5 states that the proposer will "Participate with the City in the development of an on-line application to be posted on the Program website. Application must be made available to receive on-line applications." Please confirm that this means that the proposer will participate in the application development and then participate in creating an on-line application that can be completed and submitted on-line.
COH Response:	<i>The Proposer will assist in providing content to the development of the on-line application, but will not be providing IT development services. The on-line application will be built and hosted by the City's System of Record.</i>
26. Question:	Page 12, Part II.B, Section 5.e states that case management will cover "from time of Survey to submittal of an 'Application Packet.'" Please confirm that case management responsibilities will end when a completed application packet is submitted, as this seems to be contraindicated by requirements in Tasks e.3, e.6, and e.16. (Separate questions are presented on each of these for clarification below).
COH Response:	<i>Case Management services for an individual applicant will end when an Application Packet sufficient to complete a Program eligibility determination is submitted. If the submitted Application Packet does not provide adequate data and documentation to determine eligibility, it will be returned to the selected firm for completion.</i>
27. Question:	Page 12, Part II.B, Section 5.e.3 states that the proposer will "Coordinate with applicants to resolve issues impacting previous and /or future grant disbursements." This appears to contradict the statement that case management ends with submission of the application. If resolution of these issues are needed to complete an application, please explain how.
COH Response:	<i>One example would be the requirement that some applicants may have to secure and maintain flood insurance due to receipt of prior disaster funds. This information would have to be verified prior to the submittal of the Application Packet.</i>
28. Question:	Page 12, Part II.B, Section 5.e.6 states that the proposer will "assist applicants with obtaining payment plans regarding property tax payments." This appears to contradict the statement that case management ends with submission of the application. If the payment plans are needed to complete an application, please explain how.
COH Response:	<i>Case Management ends with the submittal of an Application Packet (not application) that contains sufficient data and documentation to determine eligibility. Applicants that owe unpaid property taxes or do not have payment</i>

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	<i>plans cannot proceed to eligibility until that issue is resolved. The City desires the selected firm to assist applicants who may have a need to secure a payment plan for taxes in order for the applicant to proceed through the Intake process.</i>
29. Question:	Page 12, Part II.B, Section 5.e.12 states that the proposer will “ensure that current information is available for applicants to view status and progress of their project.” As the proposer will not have control over the posting of information on the City’s public facing website, please explain how the proposer will ensure that this information is available.
COH Response:	<i>The City’s public facing website will report to the applicants their status and progress from the City CITY’S SYSTEM OF RECORD. Proposer is responsible for ensuring the City’s System of Record is up to date and accurate.</i>
30. Question:	Page 12, Part II.B, Section 5.e.16 states that the proposer will “inform applicants of appeal process” and support the applicant through this process. Because the appeals process would presume that an applicant’s submission has been reviewed and rejected by the City, this appears to contradict the statement that case management ends with submission of the application. Please clarify.
COH Response:	<i>Applicants will be able to submit appeals throughout the Intake process, thereby requiring Case Management services. The selected firm’s role is to make applicants aware of the appeals process and provide documentation as needed to support the applicant in the appeals process. Case Management services will end at the submittal of an Application Packet sufficient to determine Program eligibility.</i>
31. Question:	Page 12, Part II.B, Section 5.e.17 requires that the proposer develop a strategy for ensuring program and fiscal controls to prevent fraud, waste, and abuse. Because the proposer’s role will be limiting to helping applicants fill out the form, what does the City see as the proposer’s role in helping to avoid fraud, waste, and abuse?
COH Response:	<i>The Proposer should provide information in its Part IV. B.5-5.2., Work Plan, on how you plan to prevent fraud, waste, and abuse during the Intake and application phase.</i>
32. Question:	Page 12, Part II.B, Section 5.e.20 requires the proposer to update applicants on revisions in program policy and guidance. As the proposer will not be engaged in these revisions, please identify how the proposer will be made aware of such revisions?
COH Response:	<i>A program portal within the City’s System of Record containing program policy and guidance documents will be available to all program staff. Changes and updates to these documents will be clearly identified and communicated. As the Program evolves, there may be a need to adjust policies and procedures. The selected firm will be consulted in policy and procedures adjustments related to the services requested in this RFP and will be responsible for communicating any such revisions to applicants.</i>
33. Question:	Page 13, Part II.B, Section 5.h. states that the proposer “shall ensure that key staff are available during the Outreach, Intake, and Application phases to assist in the response to requests from third-party monitors, state/federal auditors, and City.” This appears to contradict the description in Section II.B.1.h (Page 7) which states that the proposer shall provide expertise and knowledge related to audit and compliance requirements in response to requests from third-party monitors, state/federal auditors, and the City. Please confirm that task 5.h. is limited to responding to requests related to audit and compliance.

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COH Response:	<i>These statements are not contradictory. The City expects the selected firm to provide expertise and knowledge and key personnel to assist in responding to City/state/federal auditors and monitors.</i>
34. Question:	Page 14, Part II.B, Section 8 indicates that the selected firm will provide a Section 3 plan “within 15 days of the contract start date. Page limit is 2 pages.” Is the 2-page limited plan a reference to what is include with our proposal or what is to be submitted within 15 days of the contract start date?
COH Response:	<i>The 2 page limit is referring to the proposal response.</i>
35. Question:	Page 17, Part III.E, Section 2.2 indicates that the technical approach is worth 40 points. Please confirm that the Technical Approach’s Project Work Plan (2.2.a.i) should be presented in Section 5.2 of the proposer’s submission, as indicated in Section IV.B, Section 5.5.2 (page 20).
COH Response:	<i>Yes.</i>
36. Question:	Part III.E, Section 2.2.a.ii indicates that the Proposers plan to use NPOs and the intended percentage of use is worth 5 points. Part III.E, Section 2.2.a.v also indicates that the use of NPOs is worth 5 points. Please explain the difference between the information requested in Section 2.2.a.ii and Section 2.2.a.v.
COH Response:	<i>Section 2.2.a.v should be deleted and not considered.</i>
37. Question:	Section 2.2a.ii provides a limit of 2 pages—how does that fit in with the page limitations provided in Submission Requirements?
COH Response:	<i>The Technical Approach section should be included in Part IV. B.5-5.2., Work Plan, which does not have a page limit. The 2 page limit is for the discussion of NPO activities.</i>
38. Question:	Is there a process by which a contractor could request an adjustment to unit pricing?
COH Response:	<i>Given the limited period of performance for this scope of work, the City does not expect to award any adjustments to unit pricing.</i>
39. Question:	Page 19, Part IV.B, Section 4 (General Company Information on page 19) indicates that the “page limit is 5 pages, not including the organization chart and staffing plan.” However, Section 4.1 (Key Personnel) requires names of key personnel and an organization chart. Furthermore, Section 5.3 indicates that the company track record should include information on “key personnel and their availability.” Because information on key personnel, organization chart, and staffing is requested in three places, can we present this information in 4.1 and cross reference it in Section 4 and Section 5.3?
COH Response:	<i>Yes.</i>
40. Question:	Part IV.B, Section 4 (General Company Information), is limited to 5 pages. Please explain what this 5 pages includes. Is it just the name, address, email, etc as defined in Section 4?
COH Response:	<i>This section can also be utilized to provide pertinent information related to the Proposer and its subcontractors and key personnel.</i>

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41. Question:	Does it include Section 4.1 , Key Personnel, excluding the organization chart and staffing plan? And are resumes excluded?
COH Response:	Yes.
42. Question:	Part IV.B, Section 4.2 requires the proposer to provide a description of experience including "a list and description of projects providing services similar to this RFP." Similarly, Section 5.1 requires the proposer to summarize deployments with "descriptions that demonstrate Proposer's experience." Given that both places require descriptions of experience, please clarify what information is required in each.
COH Response:	Section 4.2 is requesting information regarding Proposer's experience, qualifications, and expertise in similar Disaster Recovery projects. Section 5.1 requests Proposer's knowledge and experience in providing consulting services for a major metropolitan area.
43. Question:	Part IV.B, Section 4.2. Because the only other hurricanes of similar size and complexity have been Hurricanes Katrina/Rita (program ran from 2007 to-2009) and Superstorm Sandy, would the City consider changing the requirement for similar experience to include the last ten (10) years?
COH Response:	Yes, the requirement is amended to 10 years.
44. Question:	Part IV.B, Section 4.2.a includes requirements for "...include information on their proposed approach and methodology for outreach services" and "...include...a detailed description of potential activities". These requirements seem more appropriate for the work plan/technical approach section than the Qualifications section. Please clarify.
COH Response:	These requirements should be discussed in Part IV. B.5-5.2., Work Plan, rather than Section 4.2.a
45. Question:	Page 20-21, Part IV.B, Sections 5 through 15. What are the page limits for each of the sections required that do not currently include an identified page limitation?
COH Response:	Page limits are as follows: Section 5 Knowledge and Experience = 10 pages; Sections 6-11 = no limit; Section 12 = 2 pages; Sections 13-15 = no limit
46. Question:	Part IV.B, Section 5.3 requires company information that overlaps with information requested in Section 4 (General Company information) and Section 4.1 Key Personnel . Can this information be provided in section 4? If the City agrees, please delete the requirement for section 5.3.
COH Response:	Yes, Section 5.3 is deleted. Information should be provided in Section 4.
47. Question:	Part IV.B, Section 6 , Client References indicates that the proposer should include information "total number of spaces managed (off-street and on-street)" and "key Youth Program features." Please clarify what these requirements are referring to or delete if they are in error.
COH Response:	Sections 6.3 and 6.5 are deleted.
48. Question:	Currently, this RFP requests that we provide three (3) client references in three different places: Part IV.B, Section 4.2.b (General Company Information for Intake Services), Section 6 (Client References), and Exhibit I REFERENCES on page 30. Please identify where the City would like these references provided.

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COH Response:	<i>The request for client references for Intake Services in Section 4.2.b is separate and distinct from the request for references in Section 6. For Section 6, you may place a statement that references are provided in Exhibit I.</i>
49. Question:	Please verify that references are required only for the prime contractor.
COH Response:	<i>Required references should be for the Prime only. You may also provide references for major subcontractors who are providing substantial contribution to the scope of work if the Proposer desires.</i>
50. Question:	Page 26, "Exhibit A" Fee Schedule. The Fee Schedule for Limited Legal Services requests unit prices for limited legal services. The terms being used to describe the services appear to pertain to the State of Louisiana not Texas. Can the limited legal services table be updated to include the correct state terms?
COH Response:	<i>An updated Fee Schedule for Limited Legal Services will be posted shortly.</i>
51. Question:	Exhibit A, Sample Fee Schedule, requires lump sum costs for Intake Services (Task 5.c). It appears that the costs for Intake Services are intended to include the costs for Case Management (Task 5.c), Document Control (Task 5.d), progress reporting and tracking (Task 5.g), and Audit Compliance (Task 5.h.). Given that document control, progress reporting, and audit compliance may also occur during the Tasks 5.a and Task 5.b, are these additional costs intended to cover the costs for conducting these services for all tasks, or just for Task 5.c.
COH Response:	<i>Yes, the City agrees that document control, progress reporting, and audit compliant are also applicable to Program Outreach and the Survey tasks. Please include your pricing for these items in the Lump Sum prices being developed for Program Outreach and Survey.</i>
52. Question:	Other, As this is a very complex RFP and we have asked many questions, we would like to respectively request a two-week extension to adequately incorporate changes based on the City's answers to questions and to produce the proposal.
COH Response:	<i>The City is granting an extension – new due date and time is Tuesday, May 29, 2018 at 2:00 PM CST.</i>
53. Question:	RFP section b. #2 says: "Survey must be available on-line, via phone, or mailed in." Is the contractor expected to develop the on-line survey and collect the responses or will the City data management system (system of record) contain the survey?
COH Response:	<i>The online survey form will be built and hosted by the City's System of Record. The selected firm will participate in the design, analysis and finalization of the template questions and format for both the online and mail in forms.</i>
54. Question:	RFP section b. #4 says: "Analyze survey data to properly and accurately inform the subsequent full application intake process." Will the City data management system (system of record) be used to analyze survey data?
COH Response:	<i>Yes.</i>
55. Question:	RFP section c. #5 says: "Participate with the City in the development of an on-line application to be posted on the Program website. Application must be made available to receive on-line applications." Will the City data management system (system of record) be used to accept applications or is the Contractor expected to develop an on-line system to accept applications?

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COH Response:	<i>The online application form will be built and hosted by the City's System of Record. The proposer will participate in the design, analysis and finalization of the template questions and format for both the online and mail in forms.</i>
56. Question:	RFP section c. #11 says: "Secure data sources as needed and verify sources of funds (e.g. Small Business Administration (SBA), National Flood Insurance Program (NFIP), or any other resources which may represent a potential Duplication of Benefits (DOB) that were paid to applicant as compensation or other settlements or write-offs in connection with the applicant's disaster related property losses." Is the contractor expected to develop a system to house the third-party data and calculate DOB or is the City data management system (system of record) going to house third-party data and calculate DOB?
COH Response:	<i>The City's System of Record will house the data and calculate DOB. The Proposer is responsible for identifying required sources of information and coordinating with the City to integrate those sources into the City's System of Record. The Proposer is not responsible for grant award calculations or DOB reviews or calculations.</i>
57. Question:	RFP section e. #4 says: "Process applications in accordance with Housing Program Guidelines, policies, procedures, and business processes." Is the contractor expected to develop a system to determine eligibility, calculate DOB, and determine the grant award amount or will the City data management system (system of record) be used to determine eligibility, calculate DOB, and determine the grant award amounts?
COH Response:	<i>No, these functions will be part of the City's System of Record. The Proposer is not being requested to provide these services.</i>
58. Question:	RFP section e. #16 says: "Inform applicants of appeal process and gather documentation in support of applicant appeals for submittal to the City for final determinations." Does the City data management system (system of record) handle appeals or is the contractor expected to develop a system to process appeals?
COH Response:	<i>The Proposer is not being requested to develop any systems.</i>
59. Question:	What is the anticipated contract value of the Case Management contract?
COH Response:	<i>The City is not providing this information.</i>
60. Question:	When is Construction Management RFP coming out?
COH Response:	<i>The RFP for Construction Services is anticipated to be released shortly.</i>
61. Question:	Can you submit on the Case Manager RFP if you plan on submitting on the forthcoming Construction Management RFP?
COH Response:	<i>The City is not prohibiting a firm from submitting proposals for both RFPs.</i>
62. Question:	If you submit on Case Management contract can you also submit on Construction Management or Design Build contract assuming it comes out in the next week or two?
COH Response:	<i>The City is not prohibiting a firm from submitting proposals for both RFPs.</i>

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63. Question:	Will the City consider it a conflict to be a Prime on both the Case Management Contract and the Construction Manager Contract?
COH Response:	<i>The City is not prohibiting a firm from submitting proposals for both RFPs.</i>
64. Question:	Will the Case Manager hold the responsibility for paying the cost of resident relocations during construction, or will that be covered under a different scope of work?
COH Response:	<i>No, the selected firm is not responsible for paying relocation.</i>
65. Question:	Regarding the Environmental inspections, including the initial ES&H inspection of each home, including all pathway A, B, & C homes, since this scope was not included in the Master Program Manager scope and is not included in the Case Management scope, are we correct in that this scope, as stated above, will be included in the Construction Management scope as published in the forthcoming Construction Management RFP?
COH Response:	<i>This question is not applicable to the scope contained within this RFP.</i>
66. Question:	What attrition rate did the CoH see during Hurricane Ike CDBG-DR program implementation? i.e. what was the planned/anticipated applications for assistance, and what was the actual total received?
COH Response:	<i>The City does not have this information available.</i>
67. Question:	Which languages does the COH expect the Proposer to use? English, Spanish, Vietnamese...any others?
COH Response:	<i>The Proposer shall effectively communicate with the public in accordance with the City's Language Assistance Plan which may be located at this link: http://www.houstontx.gov/ispeakhouston/dlap/Housing.pdf. Currently, the City requires, by Executive Order, that "essential public information" be translated into Spanish, Vietnamese, Chinese, Arabic and Urdu.</i>
68. Question:	Can the CoH provide an estimate on the rate of households that will need a non-English speaking case manager?
COH Response:	<i>No. The Proposer shall effectively communicate with the public in accordance with the City's Language Assistance Plan which may be located at this link: http://www.houstontx.gov/ispeakhouston/dlap/Housing.pdf. Currently, the City requires, by Executive Order, that "essential public information" be translated into Spanish, Vietnamese, Chinese, Arabic and Urdu.</i>
69. Question:	For printed materials, will the Proposer be required to use a specific provider such as a City Department?
COH Response:	<i>No.</i>
70. Question:	Will the City select only one Firm/Proposer to provide the services outlined in this RFP?
COH Response:	<i>Yes.</i>

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71. Question:	What is the name of the data management system provided by the City?
COH Response:	<i>The City is currently developing an internal system.</i>
72. Question:	Can you elaborate on the expectations of the Proposer to maintain system updates for the data management system?
COH Response:	<i>The Proposer is expected to maintain updated information input into the system. The Proposer has no responsibility regarding development of or updates to the City's data management system.</i>
73. Question:	Firms are encouraged to provide up to 20% or more of their contract value to be performed by NPOs currently providing relief efforts in the City. These NPOs will be procured by the firms after contract award and in accordance with CDBG-DR procurement requirements. - Is it expected that the proposer is to allocate or set-aside 20% of their proposed overall budget for NPOs that will be selected by the City, or that the proposer should expect that an additional 20% of their proposed costs will provided for the city selected NPOs?
COH Response:	<i>The Proposer is expected to provide an allocation or set-aside of their proposed overall budget for NPO(s) that the Proposer selects (not the City) after contract award. The Proposer is to provide the percentage of their budget they are proposing to set-aside for NPO(s).</i>
74. Question:	Part II - SCOPE OF WORK, B. SCOPE OF WORK, 1. KEY TASKS, Item c. states that: "Proposer shall provide a completed application compliant with applicable requirements and complete supporting documentation to the City sufficient to determine final Program eligibility." Does this mean that the City of Houston will perform all Eligibility actions?
COH Response:	<i>Yes.</i>
75. Question:	Item f. states that: "Proposer shall assist applicants in achieving property title sufficient to qualify for CDBG-DR benefits." - Title search has traditionally been considered an element of Program Eligibility (carried out by the Unit of General Local Government); therefore, does responsibility for this eligibility activity belong to the applicant or the City?
COH Response:	<i>Documentation of property ownership is considered to be part of the Application Packet to be submitted by the selected firm.</i>
76. Question:	What is the expectation for sourcing duplication data?
COH Response:	<i>The City's System of Record will house the data and calculate DOB. The Proposer is responsible for identifying required sources of information and coordinating with the City to integrate those sources into the City's System of Record.</i>
77. Question:	Would the proposer be responsible for reimbursement calculation and GA processing as well?
COH Response:	<i>No.</i>
78. Question:	There are two pieces to eligibility: Program eligibility and Pathway eligibility. What level of interface will we have with the pathway eligibility (construction vendor) team?

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COH Response:	<i>The City does not anticipate any need for the selected firm to interface with construction vendor team.</i>
79. Question:	How long will we be expected to provide case management to an applicant? Through reimbursement? Through design? Through construction?
COH Response:	<i>Case Management services for individual applicants will continue until an Application Packet sufficient to determine Program eligibility is provided to the City.</i>
80. Question:	Is proposer responsible for calculating award as an element of eligibility? Including estimating cost of work complete and work yet to be completed?
COH Response:	<i>No.</i>
81. Question:	Does the city have a methodology in place for Owner-Occupied 2-4 unit properties? Are they designated Rental if any unit on property is rented? Or are they to be dually processed at the unit level?
COH Response:	<i>They will be dually processed at the unit level.</i>
82. Question:	For Path A: Is the proposer responsible for Award Calculation that includes receipt review and or verification on-site of completed work and determine if such work is compliant with Minimum Program Standards and eligible for reimbursement?
COH Response:	<i>The selected firm is expected to gather all documentation related to eligibility for program benefits, which may include the collection of receipts and receipt review for some applicants. The selected firm will not be completing award calculations or on-site verifications.</i>
83. Question:	For "Path B, Path C and Rental": Is the proposer responsible for applicant support beyond eligibility? During in Construction?
COH Response:	<i>No.</i>
84. Question:	For Renter-Occupied: Is proposer responsible for post-construction lease-up review/approval of tenant for compliance of income eligible household decision?
COH Response:	<i>No.</i>
85. Question:	Facilities - Is there an option to co-locate some or all of the NRCs to reduce overhead?
COH Response:	<i>While the existing facilities have been reviewed and are not suitable for the anticipated level of Intake services to be provided in this RFP, co-locating of some services (such as mobile intake or collection of documents) to minimize impact on applicants is a possibility.</i>
86. Question:	Outreach: Will the city provide handouts for outreach activities; program flyers, program guidelines, postcards with survey web address, etc? Or are these to be included in proposer scope and costs?
COH Response:	<i>The Proposer should describe its Outreach Approach and Methodology and price those items in the Fee Schedule.</i>
87. Question:	Outreach: Does the City have data bases of households impacted by prior events with address, email, phone?
COH Response:	<i>The City does have data available from prior events.</i>
88. Question:	Does the Proposer need to Provide GIS services or will the GIS department be available for reporting and data analytics?
COH Response:	<i>The Proposer is not requested to provide GIS services.</i>

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89. Question:	Applicant Survey - "Proposer is responsible for developing and delivering the Applicant Survey." Will the survey be an element of "Pre-application" in the system of record? Or an independent data collection system to be transmitted to the system of record for processing of owners that meet the application criteria to proceed?"
COH Response:	<i>The survey will be a component of the City's System of Record.</i>
90. Question:	Application Packet - Will the system of record have capability to electronically submit an application packet?
COH Response:	<i>All information regarding the application will be contained within the System of Record – the selected firm will be updating an application status when all application documents are entered.</i>
91. Question:	In section 5.c.2 Receive applications - Does the term "application" in 5.c.2 mean "survey"?
COH Response:	<i>No.</i>
92. Question:	In section 5.c.5 Online application - Will the Online application be available for use by day 15 mentioned in 5.c.2?
COH Response:	<i>Yes.</i>
93. Question:	Are there Subrogation requirements for this Program in addition to the routine requirements of Duplication of Benefit?
COH Response:	<i>Yes.</i>
94. Question:	Path B Signatures - Will the system of Record have the capability for secure e-signing of required documents that can be return as pdf for the Application Package? Or is it anticipated that the applicant will attend a signing event prior to an Application Package being submitted.
COH Response:	<i>Yes, the System of Record will have the capability to allow e-signing. However, the selected firm remains responsible for ensuring that applicants are fully informed of Program application requirements, Program policies and are provided copies of all signed documents. You should describe your approach for conducting signing events in your Work Plan – Approach and Methodology.</i>
95. Question:	Issue Management - Will the system of Record have the capability for Issue Management once the process and procedure are defined by the proposer and approved by the City?
COH Response:	<i>Yes.</i>
96. Question:	Will the System of Record retain the documents once scanned by Case Management? Procedure focuses on protection of original documents until returned to the applicant, yes?
COH Response:	<i>Yes, the City's System of Record will retain the scanned documents. The selected firm shall be responsible for the return of original documents to the applicant in accordance with the Program policies which are not yet finalized.</i>
97. Question:	In section 5.c.10.e Documentation of damage from prior events - "Has HUD determined that 2015, 2016 events are element(s) of quantifying DOB for Harvey?"
COH Response:	<i>The Proposer should assume that these events and other past events such as Hurricane Ike recovery are elements of quantifying DOB for Harvey.</i>
98. Question:	Does the City have data sets from Federal and State sources of prior events for third party verification of prior damage and or benefits received? "
COH Response:	<i>See Question #88. The City does have data available from prior events.</i>
99. Question:	Federal benefit data (SBA/NFIP/FEMA) is typically provided to the state via MOU/MOA and then to the Grantee from the state. Has the City confirmed that the winning proposer could request and receive site/applicant specific data directly from federal/state resources?

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COH Response:	<i>The Proposer is responsible for identifying required sources of information and coordinating with the City to integrate those sources into the City's System of Record.</i>
100. Question:	Once the data is received, will the system of record be capable of accepting the multiple data sources (potentially from multiple events) for Duplication of Benefit case reviews and eventual award calculation? Or will the proposer be maintaining a sub system for this data and only package the application with the result?
COH Response:	<i>Yes. The Proposer is not being requested to provide or maintain a sub system for this data.</i>
101. Question:	1) <u>Renter-Occupied Program:</u> 2) - Is 1-4 unit structures an absolute limit on size of units structure that can be assisted under the Renter-Occupied assistance component (reference page 7)?
COH Response:	<i>Yes, only 1-4 unit structures are covered in the scope of work for this RFP.</i>
102. Question:	Please clarify the expected targets and activities related to the following assisting landlords and their tenants under the Renter-Occupied component (page 7): i. Number of landlords to be outreached ii. Number of landlords to complete the survey document iii. Number of landlords applying for assistance iv. Number of (housing) units impacted
COH Response:	These are estimated numbers: i. Number of landlords to be outreached = Estimated 37,000 landlords ii. Number of landlords to complete the survey document = Estimated 19,000 landlords iii. Number of landlords applying for assistance = 13,000 iv. Number of (housing) units impacted = 43,000
103. Question:	<u>Submission requirements:</u> Under 4.2 Qualifications of Proposer (page 19 of 48), does the 10 page limit include a) Outreach Services through e) Understanding of Other Services (pages 19-20)?
COH Response:	<i>Yes, but the 10-page limit does not include Project Descriptions.</i>
104. Question:	4.2.b. Intake (page 20) does not request that proposers describe the <u>planned approach and methodology</u> for intake, only past experience. Should we include proposed approach in this section of the response as well?
COH Response:	<i>No, Proposers should include a description of their planned approach and methodology for intake. This information should be provided in Section IV.B.5-5.2.</i>
105. Question:	The RFP states (page 11) that "documentation shall be <u>entered</u> into the City's system of record within two (2) business days of receipt." i. What is the City's system of record?
COH Response:	<i>The City's System of Record will be a web-accessible information management system for document management and program records management.</i>
106. Question:	Does <u>all</u> documentation have to be <u>processed w/in the City's system</u> or can the proposer utilize a separate case management/intake system for maintaining its documentation?

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COH Response:	Yes, all documentation has to be processed within the City's system. No, the Proposer is not being requested to provide a separate system.
107. Question:	Does information/data have to be manually entered into the City's system or can it be "dropped" from another system/file type?
COH Response:	All requests for data or document integrations will be evaluated on a case-by-case basis to determine ROI based on cost and benefit to the program. It is recommended that Proposer utilize the City's System of Record directly to manage all applicant activities to minimize duplication of work and overall cost. The Proposer should describe their planned approach in the Part IV. B.5-5.2., Work Plan section.
108. Question:	Are nonprofit entities required to meet the M/WBE goals given that there is no true ownership of the organization? Other municipalities exempt or may grant waivers from compliance for nonprofits. Such is the case in the City of New York_ https://www1.nyc.gov/site/mocs/resources/mwbe-regulations.page which states: <i>M/WBE goals indicate the percentage (in dollars) of a contract that must be performed by a city-certified woman- or minority-owned business.... Generally, participation goals apply to contracts for standardized, professional and construction services contracts with a history of subcontracting in areas with M/WBE availability. Goals are not required for contracts that are not competitively awarded, are awarded to a nonprofit entity, or those contracts with preemptive state or federal goals.</i>
COH Response:	Irrespective of the prime's status, as long as the company is acting as a prime contractor, the expectation is to find City of Houston certified M/WBEs to fulfill the goal requirements.
109. Question:	Please clarify the expectations regarding the timing and conditions to begin taking applications: On page 10, the RFP states that the Proposer is expected to begin interviews and taking in-person applications at the Housing Resource Centers within 30 days of the contract start date and by phone within 15 days of contract start date. Can intake and applications occur without the applicants first having completed a survey?
COH Response:	The sequence of events is for the survey to be distributed, collected and analyzed; then the selected firm will contact survey responders to submit an application when applicable. The City will respond to a request to amend these dates after contract award if the City determines the request to be reasonable and prudent and in the best interest of the City.
110. Question:	Survey Development & Expectations: a. What are some of the elements the City desires to see in the survey?
COH Response:	The elements are not yet finalized, but can be expected to provide sufficient information so that the applicant's eligibility for program priorities can be determined and to subsequently inform each survey responder on when to submit a full application for Program services.
111. Question:	Fees/Unit Structure Reimbursement: a. In event the proposer is a nonprofit organization, would the City of Houston be willing to enter into a cost reimbursement agreement vs. a fee for service agreement?

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COH Response:	<i>The City is not currently considering a cost reimbursement agreement.</i>
112. Question:	In Section 2.B Scope of Work, the City states, "Proposer must enter information related to tasks on a daily basis in the data management system provided by the City (system of record) and maintain system updates as set-forth by the City." How will the proposer access the city provided data management system from the 4 to 6, yet to be determined city approved locations?
COH Response:	<i>The City System of Record will be a web-accessible information management system for document storage and management, workflow, and program records management.</i>
113. Question:	If it is the proposer's responsibility to provide the necessary IT infrastructure, will these expenses be considered reimbursable expense and not be included within the Intake Services unit prices?
COH Response:	<i>The Proposer is responsible for providing IT infrastructure to allow for internet access, printers, and scanners at the Housing Recovery Center facilities. These costs should be included in the unit pricing. See Question #117.</i>
114. Question:	Will a dedicated secure connection back to the system of record be required?
COH Response:	<i>The City's System of Record will be accessible through an HTTPS web interface.</i>
115. Question:	Will the Proposer be required to adhere to state security measures for transmission of data or its current NIST standards?
COH Response:	<i>The Proposer must adhere to current State and Federal requirements for information security and data transmissions.</i>
116. Question:	What will be the requirements for the data repository on the proposer side?
COH Response:	<i>The City's System of Record will be the program data repository.</i>
117. Question:	In Sections II.B.4, the City states that "As a reimbursable other Direct Cost (ODC), the Proposer shall be responsible for providing all approved facilities, required equipment and materials in each facility to accommodate their staff and services." Within this section it is stated that the proposer "shall identify a minimum of four (4) and up to six (6) facilities suitable to house the services aligned with the SOW of the RFP and locations convenient to the Harvey impacted neighborhoods. However, Section III.2.3 and the Sample Fee Schedule (Exhibit A), indicate that the Intake Services unit prices are to include ODC's. Since the number of facilities and the amount of supporting equipment (i.e. office setups) is unknown to the City of Houston at this point, it is our assumption that the unit price provided for Intake Services should not include facilities rent and major supporting equipment. Please confirm that our understanding is correct or clarify.
COH Response:	<i>ODCs should only include reasonable costs for facilities build-out, facilities rent, and furniture. Proposer markup is not allowed on ODCs. The City must provide pre-approval for all purchases. All other Proposer costs should be included in the unit price rates.</i>
118. Question:	If our understanding to our question is correct, please clarify how and where the pricing for Other Direct Cost (ODC's) are to be included within the proposed pricing (i.e. separated addendum with a summary of anticipated ODC's, etc.).

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COH Response:	Yes, pricing for ODCs should be included in a separated addendum with a summary of anticipated ODCs. This addendum for ODCs should be included in the separate sealed envelope that contains the Proposer's Fee Schedule.
119. Question:	<p>In Section 2, the City defines the number of evaluation points for "Technical Approach" as 40 points.</p> <p>However, in the following breakdown of scoring, the point values for individual subsections do not add up to 40, as follows:</p> <p>2.2 (40 points) 3) A a. I – 15 points b. II – 5 points c. III – 3 points d. IV – 15 points e. V – 5 points f. VI – 2 points 4) B – P/F 5) C – P/F 6) Adding to a total of: 45 points</p> <p>Please clarify the point values for these sections.</p>
COH Response:	Section a.v. "Use of local NPO(s) to assist in providing services described in this RFP" is deleted. That information is included in Section a.ii.
120. Question:	<p>In Section B.4, the City states, "General Company Information: Provide the name of Proposer's company and all subcontractors (including the name of any parent company), business address, e-mail address, Federal Tax ID number, telephone number, and fax number. Page limit is 5 pages, not including the organizational chart and staffing plan."</p> <p>The Section goes on to define requirements for specific subsections, including Key Personnel resumes, but does not again mention the organizational chart and staffing plan.</p> <p>Is it the City's intent for the "Key Personnel" subsection to encompass the organizational chart, staffing plan, and resumes – all of which would be outside the page count?</p>
COH Response:	Yes.
121. Question:	<p>In Section B.3, the City lists the Offer and Submittal Form as the third item to be included with the proposal, and directs bidders to Exhibit I.</p> <p>However, Exhibit I includes not only the Offer and Submittal Form, but also the References Form and List of Subcontractors.</p> <p>Is it the City's intent for B.3 to include all of Exhibit I?</p> <p>If not, please indicate where the second two parts of Exhibit I (References and List of Subcontractors) shall be placed in the proposal.</p>

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COH Response:	Yes. Also see Question #49. The request for client references for Intake Services in Section 4.2.b is separate and distinct from the request for references in Section 6. For Section 6, you may place a statement that references are provided in Exhibit I.
122. Question:	<p>In Section B.4, the City defines the page limits for "General Company Information" to be "5 pages, not including the organizational chart and staffing plan."</p> <p>However, in Subsection B.4.2 "Qualifications of Proposer", the City defines the page limit for the subsection as "10 pages, not including Project Descriptions."</p> <p>Please clarify the intended page count for Section B.4 and its associated subsections.</p>
COH Response:	The page limit for Section 4.1 is 5 pages, not including the organizational chart, resumes, and staffing plan. The page limit for Section 4.2 a-e is 10 pages.
123. Question:	<p>In Section B.4.2, the City states, "Include a description of the organization's experience, qualifications, and expertise in providing services (Outreach, Intake, Case Management, and Limited Legal Services), including, but not limited to, a list and description of projects providing services similar to this RFP. Similar projects are defined as programs implemented within the last five (5) years, with similar size, scope, and eligibility requirements, where 80% of the eligible applicants have completed Intake/Eligibility approvals and have started construction. Response should also include information on the specific role that your firm provided in the program, prime or subcontractor status on the project, and number of applications processed for each program. Page limit is 10 pages, not including Project Descriptions."</p> <p>The intent of this section seems to be focused on experience and capabilities.</p> <p>However, several subsections include the language such as, "The response should include ... and a detailed description of potential activities," or "Proposers should include information on their proposed approach and methodology."</p> <p>This implies that Section B.4.2 should include both experience and information on our proposed methodology for Houston.</p> <p>However, in Section B.5.2 the City states, "Submit a written plan of action on how Proposer will meet the City's Outreach, Intake, and Case Management Program requirements."</p> <p>This requirement exclusively focuses on methodology.</p> <p>7) Would the City please clarify the relationship between these two sections and where they intent the primary technical approach information to be included?</p>
COH Response:	Section B.4.2 is intended to request information regarding the Proposer's experience and capabilities. The Proposer's response to Section IV. B.5-5.2 should focus on your planned approach and methodology to provide the requested services.

2. All other terms and conditions remain unchanged.

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This Letter of Clarification will be considered part of the solicitation referenced on the first page of this document. All revisions, responses, and answers incorporated into the Letter(s) of Clarification are collaboratively from both the Strategic Procurement Division and the Office of Emergency Management.

Furthermore, it is the responsibility of each Proposer to obtain any previous Letter(s) of Clarification associated with this solicitation. Should you have any questions or need further clarification regarding this Proposal, please contact Brenda Chagoya at (832) 393.8723.

Sincerely,



Chief Procurement Officer

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Controller:

Chris B. Brown

CITY OF HOUSTON
REQUEST FOR PROPOSALS (RFP)
OUTREACH, INTAKE AND CASE
MANAGEMENT SERVICES
SOLICITATION NO.: S67-T26599

Date Issued: April 20, 2018 **REVISED 05/16/2018**

Pre-Proposal Conference: May 8, 2018 @ 10:00 A.M.
City Council Chambers (Ground Level)
900 Bagby Street
Houston, Texas 77002
Conference No.# (605) 472-5616
Access Code# 726990

**ATTENDANCE IS NOT
MANDATORY, BUT HIGHLY
RECOMMENDED.**

**Pre-Proposal Questions
Deadline:** May 10, 2018 @ 11:00 A.M.

Solicitation Due Date: May ~~22~~29, 2018 @ 2:00 P.M., CST

Solicitation Contact Person: Brenda Chagoya
brenda.chagoya@houstontx.gov
(832) 393-8723

Project Description: This is for a One (1) year contract with Two (2), One (1) year options to renew. This RFP is to provide Outreach, Intake, and Case Management services for housing programs for the Housing and Community Development Department (HCDD).

NIGP Code: (952-15)

MWBE Goal: 24%


Jerry Adams, Chief Procurement Officer

5/16/2018
Date

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PART I – GENERAL INFORMATION

A. General Information

In August 2017, Hurricane Harvey (“Harvey”) devastated Southeast Texas with rainfall totals of 40-61 inches. The City of Houston (“City”) saw rainfall totals of approximately 50 inches in some areas, which resulted in extensive flooding in the City from both rainfall and planned releases from overwhelmed dams and reservoirs. Flooding from Harvey was widespread across the City, with many hard-hit areas, including, but not limited to, west Houston, southwest Houston and the northeast areas. Impacted neighborhoods represent a wide range of incomes and populations, and include areas where the City believes residents whose homes were flooded may not have filed for FEMA assistance.

The Texas General Land Office (GLO) estimates more than 1 million homes were impacted by Harvey. Through publication in Federal Register Vol. 83, No. 28, Friday February 9, 2018 notices, the United States Department of Housing and Urban Development (HUD) has allocated \$7.39 billion in Community Development Block Grant (CDBG) Disaster Recovery (DR) funds appropriated by the Supplemental Appropriations for Disaster Relief Requirements, 2017, for the purpose of assisting in long-term recovery from 2017 disasters. From the \$7.39 billion, in the same publication, HUD allocated \$5.024 billion in CDBG-DR funds to the State of Texas for providing response to Hurricane Harvey, DR-4332.

The GLO has been designated by the Governor of the State of Texas to administer CDBG-DR funds on behalf of the State of Texas. The GLO is in the process of submitting an Action Plan to HUD detailing the unmet needs for Harvey-affected regions in the state, including the City of Houston. The City is currently expecting to receive around \$1.2B in CDBG-DR funds and may receive additional grants. The City is anticipating utilizing the housing funds for **rehabilitation, reconstruction, new construction, and elevation of owner-occupied and renter-occupied single-family homes affected due to Hurricane Harvey (Program)**. *The final decision for the offering of program services will be determined after the City completes an extensive citizen input and community engagement process.*

The City is working to verify the total number of homes damaged that may be eligible for CDBG-DR assistance. Ongoing efforts have identified at least 27,000 single-family owner-occupied residential structures (defined as a structure containing four or fewer dwelling units), as well as at least 43,000 single-family renter-occupied residential structures, that suffered flood damage in the storm. Houston has suffered a series of storm impacts in the past 10 years, including Hurricane Ike in 2008, along with the Memorial Day and Halloween floods of 2015 and the Tax Day flood of 2016. While Harvey’s flooding was much more widespread, homes flooded in recent previous events can generally be expected to have flooded again during Harvey.

The City is currently developing an Action Plan as required for utilization of HUD CDBG-DR funds; while the City anticipates taking certain steps under the eventual Action Plan submitted, the plan will not be finalized until public input is received and incorporated. The successful Proposer will be expected to implement the City’s Action Plan by performing work as outlined below.

B. City of Houston Background

The City is the fourth largest City in the United States and is composed of 23 departments with multiple physical locations throughout the geographical boundaries of the City. The City has approximately 23,000 employees with approximately 500 employees involved in the procurement and/or contracting process. Contracts where the City must pay in excess of \$50,000 are routed to City Council for approval. The annual volume of contracts and purchase orders issued by the City in the last five years has ranged from 19,000 to 23,000.

C. Solicitation Schedule

Listed below are the important dates for this Request for Proposal (RFP).

<u>EVENT</u>	<u>DATE</u>
Date of RFP Issued	April 27, 2018
Pre-Proposal Conference	May 8, 2018
Questions from Proposers Due to City	May 10, 2018
Proposals Due from Proposers	May 29 ² , 2018
Notification of Intent to Award (<i>Estimated</i>)	June, 2018
Council Agenda Date (<i>Estimated</i>)	July, 2018
Contract Start Date (<i>Estimated</i>)	August ,2018

PART II – SCOPE OF WORK

A. PURPOSE

The City seeks proposals from qualified firms to provide Outreach, Intake, and Case Management services for state and federally funded housing programs for the Housing and Community Development Department (HCDD). Funding sources include HUD CDBG-DR funds and any additional funds the City may receive. The selected firm shall utilize a host of strategies to ensure the compliant performance of services provided to the HCDD in Outreach and Marketing, Application Intake, staffing of Housing Resource Centers, Applicant Case Management, Limited Legal Services, Reporting, and Audit compliance related to Program Intake.

B. SCOPE OF WORK

The City seeks a firm to provide comprehensive services that are based on an understanding of the Program as outlined in the relevant CDBG-DR Action Plan produced by the GLO, Action Plan developed by the City, and CDBG-DR Program policies and procedures. The selected firm shall provide the scope and breadth of services that are responsive to the present and future needs of the Program; and ensure all work is performed in a timely manner in accordance with programmatic, statutory, and regulatory requirements. Proposer must enter information related to tasks on a daily basis in the data management system provided by the City (system of record) and maintain system updates as set-forth by the City.

HCDD shall issue Task Orders describing the services and deliverables required. The task order requirements will be negotiated with the selected Proposer.

1. **KEY TASKS:** The selected firm shall perform tasks including, but not limited to, the following:
 - a. **Perform City-wide Program Outreach and Marketing.** Proposer must effectively and efficiently communicate in multiple languages and in a variety of media/community outlets in accordance with local, state, and federal requirements regarding fair housing/equal opportunity compliance, to make all potentially eligible applicants aware of the Program and how to apply for services. All campaigns should be simultaneously marketed in English, Spanish, and other specified languages to effectively reach non-English speaking populations.
 - b. **Develop, distribute, and receive Applicant Survey, analyze survey results, and perform Application Duties** for Single-Family Owner-Occupied and Renter-Occupied Units. Proposer shall ensure that applicants will be promptly notified of when to apply for Program services and properly complete and execute the application documents.
 - c. **Complete Intake Services** for receipt of completed applications (in-person, mobile, mobile units, and online). Proposer shall provide a completed application compliant with applicable requirements and complete supporting documentation to the City sufficient to determine final Program eligibility.
 - d. **Perform Document Control and Records Management** for Intake documents. Proposer shall ensure that all documentation is properly labeled and stored in the system of record provided by the City and in accordance with the Program timelines and procedures and CDBG-DR recordkeeping requirements.
 - e. **Provide Applicant Case Management** from time of Survey to submittal of a completed application document. Proposer shall provide a stable, consistent point of contact and resource information to all applicants during the Intake period
 - f. **Provide Limited Legal Services.** Proposer shall assist applicants in achieving property title sufficient to qualify for CDBG-DR benefits.

- g. **Perform Progress Reporting and Tracking** related to Intake and Outreach. Proposer shall provide milestone metrics sufficient to provide transparent, accurate, and routine reporting for the City as requested.
- h. **Audit Compliance** related to Intake and Outreach. Proposer shall provide expertise and knowledge related to audit and compliance requirements in response to requests from third-party monitors, state/federal auditors, and the City.

2. **CITY OF HOUSTON PROGRAM TYPES:** The City will be offering assistance for owner-occupied and renter-occupied units. The decision for services to be offered will be finalized upon receipt of citizen input and completion of the City's Action Plan. However, the City envisions services being delivered in a manner similar to the approach outlined below:

a. **Owner-Occupied Program:** This Program will provide eligible low-income homeowners with assistance for reimbursement of prior work performed, rehabilitation or reconstruction of their home. The City anticipates approximately 27,000 homeowners for which Outreach Services and distribution of a survey document should be planned. Firms shall analyze at least 20,500 survey responses. Approximately 14,500 homeowners may apply for assistance, based on application and intake fall-out rates at various stages prior to the completion of a full Program application (resulting in approximately 11,500 complete applications being submitted for the next Program phase). For eligible homeowners requiring assistance, the City is considering offering the following paths, including, but not limited to:

- 1. **Path A (Reimbursement Only):** The homeowner has already restored the dwelling to minimum COH Program standards and no further repairs are required. The performance of the work can be validated either through an on-site inspection or from itemized invoices provided by the applicant for the eligible work performed and collected by the selected firm. The Proposer will be responsible for scanning, reviewing and verifying receipts or invoices (if required by the GLO or HUD).
- 2. **Path B (Homeowner-Managed):** Allows applicants to retain their existing construction contractor to complete the necessary repairs identified by Program damage assessors to bring the home into compliance with the City's minimum Program standards.
- 3. **Path C (City-Managed):** Assigns applicants to a City-procured Design-Build firm for completion of the work required to bring the home in compliance with minimum Program standards.

b. **Renter-Occupied Program:** This Program will provide landlords with assistance for their single-family (1-4-unit structures) properties with financial assistance for the rehabilitation of rental units to be made available for lease to income eligible households. The City anticipates at least 43,000 rental units for which Outreach Services and distribution of a survey document should be planned. Firms shall analyze 19,000 survey responses. Based on application and intake fall-out rates. Proposer can anticipate an estimated 13,000 landlords applying for assistance for an estimated 24,500 units.

3. **ENGAGEMENT OF LOCAL NON-PROFIT ORGANIZATIONS (NPOs):** NPOs have assisted impacted households throughout the City since Harvey recovery efforts began. These organizations have developed trust-based relationships with affected communities. These organizations have access to eligible clients and background documentation/eligibility paperwork necessary for clients to apply. By incorporating this intake requirement, the Program can reduce the time between disaster and recovery by identifying the most vulnerable clients and ensuring entry into the Program.

Firms are encouraged to provide *up to 20%* or more of their contract value to be performed by NPOs currently providing relief efforts in the City. These NPOs will be procured by the firms after contract award and in accordance with CDBG-DR procurement requirements. NPOs will navigate perspective Harvey-damaged applicants into the Program. Selected firm shall assist the selected NPO(s) and other eligible NPOs in learning Program policies, survey and application process, and CDBG-DR eligibility documentation requirements. **Firms shall not include NPOs names in the proposal that would be filling the NPO reserve.**

Selected firm shall disclose the utilization of each NPO's services to be performed, identify contract value and percentage designated for each NPO that will be utilized, and describe the quality control program for documentation review, and describe steps taken to improve the data gathering process currently utilized.

4. FACILITIES:

The Proposer shall provide in-person application and intake services from Housing Recovery Centers (HRCs) located in various sites throughout the impacted areas. The Proposer shall identify a minimum of four (4) and up to six (6) facilities suitable to house the services aligned with the SOW of the RFP and locations convenient to the Harvey impacted neighborhoods. The Proposer shall provide staffing for Intake and Case Management operations and security for the HRCs, at a minimum, Monday-Friday 8:00 a.m. to 6:00 p.m., and Saturday 9:00 a.m. to 3:00 p.m. These hours may be adjusted by the City as needed through the program lifecycle.

The Proposer shall identify and provide proposed facility location(s) and information to evaluate whether the proposed locations are suitable to meet the City's requirements. Proposer must consider the location of the City's existing and future Neighborhood Restoration Centers (NRCs) in considering their proposed locations. The City reserves the right to reject the Proposer's proposed facility locations.

Information about the NRCs can be found at <https://houstonrecovers.org/neighborhood-restoration-center/>.

Maps showing location of damaged properties that may be eligible for the Program may be viewed at <https://houstonrecovers.org/numbers/>.

The Proposer shall provide intake services from their proposed facilities or other facilities identified by the City within thirty (30) days of the contract execution.

As a reimbursable Other Direct Cost (ODC), the Proposer shall be responsible for providing all approved facilities, required equipment and materials in each facility to accommodate their staff and services. The Proposer shall obtain concurrence from the City prior to lease and purchase and make every effort to assure that lease and purchase costs are reasonable. Unreasonable and/or exorbitant costs will not be reimbursed. Ownership of any such items purchased or reimbursed with federal funds must be transferred to the City within 30 days of contract termination. Any travel must be pre-approved by the City. Reimbursable costs include the following:

- 4.1 Furniture
- 4.2 Telephones
- 4.3 Internet Access
- 4.4 Equipment
- 4.5 Security during all work hours
- 4.6 File Storage (if required)

- 4.7 All devices, software subscriptions, software, laptops, and printers/scanners for purposes of remote communication performing field-based work (purchase of cell phones, GPS devices, and wireless cards are NOT reimbursable equipment)
- 4.8 All other materials and equipment needed to perform work

5. DUTIES AND TASKS:

The successful Proposer shall provide the following duties and tasks, including, but not limited to:

- a. **City-wide Program Outreach and Marketing:** The selected firm shall plan and perform all Program Outreach and Marketing efforts in accordance with HUD, GLO, and City requirements, including federal Affirmative Fair Housing Marketing requirements. Tasks may include, but are not limited to:
 - 1) Develop a Program Outreach Plan with sufficient detail to provide a clear description of proposed outreach events, stakeholders, location, schedule, and services to be provided. The Outreach Plan shall include key performance indicators and measurable outcomes on the success of the outreach efforts.
 - 2) Conduct outreach to potential applicants through the utilization of non-profit organizations and the City's NRCs.
 - 3) Perform wide-spread citizen engagement through, but not limited to, electronic mailings, press releases, statements by public officials, media advertisements, public service announcements, newsletters, contacts with neighborhood organizations, through social media, and other communication avenues that will be identified in the Program Outreach Plan.
 - 4) Ensure that all households have equal access to information, utilizing applicable languages and formats, about the programs, including persons with disabilities including establishing a Telecommunication Device for the Deaf (TDD) and text service, persons with literacy limitations, and Limited English Proficiency (LEP). The selected firm shall ensure that Program information is available in multiple languages for the areas served by the City.
 - 5) Outreach efforts should include efforts to contact and identify households impacted by multiple storm events, including but not limited to Hurricane Ike in 2008, along with the Memorial Day and Halloween floods of 2015 and the Tax Day flood of 2016. While Harvey's flooding was much more widespread, homes flooded in recent previous events can generally be expected to have flooded again during Harvey. All City data related to possible areas of damage will be made available to the selected firm in order to assist in outreach planning.
 - 6) Receive in-bound and conduct out-bound calls for information related to outreach events, program eligibility requirements, survey process, and application process. The City will provide a Call Center to receive calls, handle general information calls and transfer Outreach/Intake calls to the selected firm for handling. Voice mails should be transferred to e-mails and logged into the City's system of record.
 - 7) Program Outreach/Marketing services shall be provided for a minimum of 90 days, with the provision of additional monthly services being determined by the City.
 - 8) Maintain metrics based on responses, geography, and other data points as requested by the City. Data shall be provided on a daily, weekly, and monthly reporting on progress.
 - 9) Coordinate Program Outreach efforts closely with the COH and HCDD.
- b. **Develop, distribute, and receive Applicant Survey; analyze survey results, compile status reports; and inform applicants on when to apply for Program services:** Respondent shall be responsible for rapidly performing, at a minimum, various survey tasks for the single-family housing projects, including both owner and renter occupied units. The intent is that efforts will result in a minimum of 11,500 applications for the Owner-Occupied

Programs, and a minimum of 13,000 applications for the Renter-Occupied Programs. Tasks may include, but are not limited to:

- 1) Develop and distribute a "survey" to determine the appropriate timing for applicants to make formal application to the Program – survey should be simple, but should capture key data points required to determine applicant's eligibility for Program priorities.
- 2) Survey must be available on-line, via phone, or mailed in.
- 3) Assist applicants in completing the survey as needed.
- 4) Analyze survey data to properly and accurately inform the subsequent full application intake process.
- 5) Contact and advise applicants based on survey results on when and how to complete Program applications.
- 6) Provide daily, weekly, and monthly status reports on all aspects of the survey process.

c. Intake Services for receipt of completed applications and documentation to verify CDBG-DR National Objectives and City of Houston eligibility components (including, but not limited to, in-person, mobile, mobile units, and online): Proposer shall rapidly perform, at a minimum, various application intake tasks for the single-family housing projects, including both owner and renter occupied units. An "Application Packet" must be submitted, and shall include the completed application and back-up documentation sufficient to determine Program eligibility. The intent will be that efforts will result in a minimum of 11,500 applications for the Owner-Occupied Programs, and a minimum of 13,000 applications for the Renter-Occupied Programs. Tasks may include, but are not limited to:

- 1) Assist the City with the intake and review of single-family housing applications for Housing services (reimbursement, reconstruction, rehabilitation, etc.) and other assistance that may be provided by the City. Advise the City on components that should be included in the Program application.
- 2) Provide fit-for-purpose, right-sized, trained qualified staff equipment to perform in-person interviews and receive applications at the Housing Resource Centers within 30 days and over the phone within 15 days of Contract Start Date.
- 3) Provide Mobile Intake services to assist applicants with physical limitations who are unable to travel to Housing Resource Centers, including, but not limited to, in-home visits, Mobile Intake Units, and Community Days at various locations (including sites provided by NPOs and the City's NRCs in targeted neighborhoods. Selected firms shall ensure safety protocols for staff conducting in-home visits and work with NPOs to facilitate transportation for applicants to/from Intake Centers.
- 4) Take applications utilizing the applicant template developed with and approved by the City from homeowners via face-to-face interviews, telephone interviews, mobile intake services, and on-line.
- 5) Participate with the City in the development of an on-line application to be posted on the Program website. Application must be made available to receive on-line applications.
- 6) Advise applicants and obtain necessary documentation regarding Subrogation requirements.
- 7) Collect documentation regarding the eligibility of applicants for Path B (Homeowner-Managed Path) participation, including, but not limited to, contractor debarment status, licensing, or other criteria as determined necessary by the City.
- 8) Obtain signatures on required Program documentation, including, but not limited to, Subrogation Agreement, release forms, the Right of Entry form, etc.
- 9) Establish a process and procedure for policy clarifications, to track applicant(s) issues, and escalate files to the City/HCDD.
- 10) For the owner-occupied and renter-occupied programs, develop procedures in accordance with the protection of Personally Identifiable Information (PII) for the identification, receipt, and storage of eligibility documentation to document compliance

with HUD's National Objectives of Low-Income Benefit and Urgent Need (as applicable), and HUD, GLO, and City of Houston Program policies, including, but not limited to:

- a) Homeownership (owner-occupancy and renter-occupancy)
 - b) Income verification for homeowners
 - c) Occupancy at time of storm
 - d) Primary residence
 - e) Documentation of Harvey damage and damage from other multiple events (2015 and 2016 Floods, and Ike)
 - f) Location in a CDBG-DR eligible county (per Federal Register dated 2-9-2018)
 - g) Child Support Status
 - h) Property Tax Status
 - i) Mortgage Payment Status
 - j) Age of Structure documentation sufficient to inform the environmental review process
 - k) Location in a floodplain
 - l) Flood Insurance Status
 - m) Disability/Handicap Status
 - n) Presence of child under age five (5)
 - o) Duplication of Benefits (DOB) details – flood insurance/SBA/FEMA awards and how those awards were spent
 - p) Existence and status of tenants, lease, and relocation needs
 - q) Other eligibility requirements as deemed necessary by Program guidelines
- 11) Secure data sources as needed and verify sources of funds (e.g., Small Business Administration (SBA), National Flood Insurance Program (NFIP), or any other resources which may represent a potential Duplication of Benefits (DOB) that were paid to applicant as compensation or other settlements or write-offs in connection with the applicant's disaster related property losses.
 - 12) Perform and review applications to ensure submitted applications are complete to determine Program eligibility. Applications that are deemed incomplete will not meet eligibility and will be rejected for completion. Applications submitted must meet the City's program guidelines, HUD and GLO requirements.
 - 13) Other Intake Services as determined by the City in order to meet GLO/HUD requirements

d. Document Control and Records Management:

- 1) Process, scan, upload, store/retrieve all applicant documents, including applicant-related emails, minutes from meetings, and written correspondence into the City's system of record in accordance with the City's naming conventions and file storage requirements, including storage in accordance with requirements for PII. All documents and materials are the City's property.
- 2) Document all communications with applicants regarding the status of their application and subsequent related processes, requests for additional information, or problems that may arise in conjunction with the application in the system of record.
- 3) Perform periodic file inventory.
- 4) Perform mail intake services.
- 5) Manage Intake and Outreach records including case files, computer records, weekly reports, monthly reports, and quarterly reports.
- 6) Documentation shall be entered into the City's system of record within two (2) business days of receipt.

e. Applicant Case Management from time of Survey to submittal of an "Application Packet" that includes a completed application and supporting documentation sufficient to complete Program eligibility determinations. Services are to be provided in a manner which encourages applicant participation, ensures informed decisions by applicants, and minimizes disturbance while maximizing convenience to the applicant. Transparency, efficient collection of supporting documentation, and high standards of customer service will be expected from the selected Proposer. Tasks include, but are not limited to:

- 1) Assist applicants and provide information through personnel acting as designated Housing Advisors regarding the program. Answer applicant questions to assist in securing the receipt of completed and compliant Program applications. Housing Advisors shall be assigned to individual applicants throughout the application and intake process as the applicant's primary point of contact.
- 2) Provide applicants with assistance from their assigned Housing Advisor, who will advise homeowners on the program requirements, application and grant award process, program eligibility requirements, implications of choosing rehabilitation or reconstruction, subrogation, and other issues relevant to intake/application submittals with the goal of the applicant being able to make informed decisions and submit applicable documentation in support of their completed application.
- 3) Coordinate with applicants to resolve issues impacting previous and/or future grant disbursements.
- 4) Process applications in accordance with Housing Program Guidelines, policies, procedures, and business processes.
- 5) Maintain privacy of applicant information, subject to Chapter 552 of the Texas Government Code.
- 6) Assist applicants with obtaining payment plans regarding property tax payments.
- 7) Document applicant(s) interaction in the City's system of record as it occurs and enter comprehensive case log notes within one (1) business day of interaction.
- 8) Provide technical assistance to applicants concerning the eligibility requirements for the City's Programs.
- 9) Communicate with the applicants regarding the status of their application, requests for additional information, or problems that may arise in conjunction with the application.
- 10) Respond to and document all in-bound contacts from applicants within 24 hours.
- 11) Distribute Program Tip Sheets and Fact Sheets to applicants to advise on certain CDBG-DR or Program requirements (application process, documentation sources, etc.), and develop additional Tip Sheets as requested by the City.
- 12) Ensure that current information is available for applicants to view status and progress of their project on the Program's public-facing website.
- 13) Develop process for compliance with Uniform Relocation Act (URA);
- 14) Identify, advise, and assist applicants who may be eligible for URA benefits.
- 15) Develop and send appropriate URA notices in a timely manner in accordance with URA requirements.
- 16) Inform applicants of appeal process and gather documentation in support of applicant appeals for submittal to the City for final determinations.
- 17) Develop strategy for ensuring program and fiscal controls will be effective for preventing fraud, waste, abuse, and for complying with City, state and federal guidelines.
- 18) Complete bi-weekly contact via telephone, email, or mail with each applicant during the Intake period to encourage a quick and efficient application submittal.
- 19) Coordinate with the FEMA Long-Term Disaster Case Management firms (LTDCMs) and other NPOs to identify possible applicants and assist with application intake processes.
- 20) Update applicants when relevant Program policies and procedures are revised.
- 21) As appropriate and in accordance with Program policies, communicate applicant's issues to the designated City contact.
- 22) Attend information sessions as requested by the City.

- 23) Provide training regarding Program requirements to NPOs assisting Harvey impacted households.
- 24) Other Case Management functions as requested by the City.

f. Limited Legal Services (If applicable):

- 1) Perform tasks to clear property title sufficient to meet Program eligibility requirements.
- 2) Arrange for one or more legal service providers, subject to City approval, to assist eligible low and moderate-income applicants by identifying remedial and curative title/ownership actions to be undertaken by the applicant.
- 3) Ensure that all limited legal services provided to an applicant are performed under the direction and supervision of one or more attorneys duly licensed and authorized to practice law in the State of Texas. The list of anticipated Limited Legal Services is included in Part III of this RFP.
- 4) Provider shall obtain from each applicant to whom it provides legal services an engagement letter providing for limited representation only, and stating that the funding of legal services by the City under this contract does not establish an attorney/client relationship between the applicant and the Proposer or the City. The subcontract and templates of the engagement agreements must be approved in writing by the City.

g. Progress Reporting and Tracking: The selected firm shall submit the following reports to HCDD:

- 1) All required CDBG-DR reports related to processing of the survey and application, including milestone metrics, task and file aging analysis, intake meeting schedules, file escalations, etc.
- 2) Weekly Program updates including, but not limited to, all related program details, status updates, milestones, accomplishments, budget, and closeouts.
- 3) Daily progress status reports as required by the City and GLO.
- 4) Monthly "lessons learned" reports, including suggestions for implementing changes, improvements, or ways to streamline processes.

h. Audit Compliance: All provided services must be performed to ensure an audit compliant Program application is submitted suitable to determine Program eligibility. The selected firm shall ensure that key staff are available during the Outreach, Intake, and Application phases to assist in the response to requests from third-party monitors, state/federal auditors, and City.

6. SCHEDULE OF PERFORMANCE

The period of performance for Outreach and Marketing efforts will initially be 90 days. Additional Outreach and Marketing may be requested after 90 days at the direction of the City. All other services, including distribution and analysis of the Survey, Intake services, Document Control and Records Management, Case Management, Limited Legal, Progress Reporting and Tracking, and Audit Compliance will be completed within one (1) year of the contract date. The City may establish a cut-off date for Application submittal that will be determined during Program policy development.

7. KEY PERSONNEL

The City expects the Proposer to provide competent and qualified staff to work on the scope of services under this contract. The City reserves the right to prohibit unqualified or incompetent staff of the Proposer from assisting with the implementation of the Housing Programs if it is determined in the City's best interest. The Proposer is responsible for training staff and keeping them fully informed of Program policy changes as they occur.

Qualifications and experience of key proposed personnel shall be factored into the evaluation process; therefore, no key personnel may be assigned to or re-assigned from the resulting contract without the prior written consent of the City. Re-assignments of key personnel within the first 90 days will be not be approved unless in an emergency as agreed upon by the City. Any approved substitutions for personnel shall be of equal or better qualifications as determined by the City. All key personnel must be designated on an organizational chart and a staff roster that includes name, title, key duties, and current employment status (current employee, contingent hire and start date, Form 1099, etc.).

The Proposer will be required to coordinate with the City on staffing during recognized City and Contractor holidays.

8. HUD ACT OF 1968, SECTION 3

Proposer shall provide a detailed description of its plan to implement HUD Act of 1968 Section 3 ("Section 3") requirements, including plans for community engagement, advertising job vacancies, recruitment, hiring, and training Section 3 eligible staff. The selected firm will be required to submit its Section 3 plan for review and approval by the City within 15 days of the contract start date. Page limit is 2 pages.

The City's Section 3 compliance requirements are located at <http://www.houstontx.gov/housing/compliance.html#sec3>

9. LAWS, CODES AND SAFETY GUIDELINES

The selected firm must comply with all applicable governing local, state, and federal laws, executive orders, regulations, requirements, and guidelines, including, but not limited to, the Federal Register dated 2-9-2018, 24 CFR Part 570, 2 CFR Part 200, and other requirements specific to HUD, CDBG-DR, GLO, the State of Texas, and City of Houston. The firm(s) shall comply with all laws, codes and safety guidelines applicable to the work being performed. For all laws, codes and safety guidelines cited here or elsewhere in specifications, the revision or edition in effect at the time of performance of the work shall apply. The laws, codes, and safety guidelines to be followed shall include, but are not limited to the following:

- a. **Compliance with Environmental Laws:** The selected firm shall comply with all laws relating to environmental matters including, without limitation, those relating to fines, orders, injunctions, penalties, damages, contribution, cost recovery compensation, losses or injuries resulting from the release or threatened release of hazardous materials, special wastes or other contaminants into environment and to generation, use, storage, transportation, or illegal disposal of solid wastes, hazardous materials, special wastes or other contaminants including, without limitation, the Comprehensive Environmental Response and Compensation and Liability Act (42 U.S.C § 9601 et seq.), the Hazardous Material Transportation Act (49 U.S.C. § 1501 et seq.), the Resource Conservation and Recovery Act of 1976 (42 U.S.C. § 6901 et seq.), the Clean Water Act (33 U.S.C. § 1251 et seq.), the Clean Air Act (42 U.S.C. § 7401 et seq.), the Toxic Substances Control Act of 1976 (15 U.S.C. § 2601 et seq.), the Safe Drinking Water Act (42 U.S.C. § 300f), the Occupational Safety and Health Act of 1970 (29 U.S.C § 651 et seq.), the Emergency Planning and Community Right-to-know Act (42 U.S.C. § 11001 et seq.), TCEQ (415 ILCS 5/1 through 5/56.6) and the Municipal Code of Ordinances of the City of Houston, each as amended or supplemented, and any analogous future or present local, state or federal statutes, rules and regulation promulgated thereunder or pursuant thereto, and any other present or future law, ordinance, rule, regulation, permit or permit condition, order or directive regulating, relating to or imposing liability or standards of conduct concerning any hazardous materials or by federal government, any state or any political subdivision thereof, or any agency,

court or body of the Federal government, any state or any political subdivision thereof, exercising executive, legislative, judicial, regulatory or administrative functions (collectively, "Environmental Laws").

- b. **Permits (If applicable):** The Firm(s) shall at their own expense and in its own name, obtain and maintain all permits, licenses, vehicle stickers, certificates and licenses required by the City and/or other State or Federal requirements as may be necessary to legally perform its obligation.
- c. **Rights and Licenses:** The successful Proposer shall assign to the City its entire right, title, interest and full ownership worldwide in all work product created under any and all task orders issued by the City.

10. EXHIBITS

The following documents are provided as aids in responding to this solicitation:

- Exhibit A: Sample Fee Schedule
- Exhibit B: Definitions

PART III – EVALUATION AND SELECTION PROCESS

A. Evaluation Committee

An evaluation committee shall evaluate Proposers' submissions in accordance with the evaluation criteria listed in Item E below. Upon completion of the evaluation, the evaluation committee may develop a short list of Proposer(s) meeting the technical competence requirements. The shortlisted Proposer(s) may be scheduled for a structured oral presentation, demonstration, interview and negotiations. Following these City-to-Proposer(s)' meetings, the evaluation committee will summarize their findings and recalculate their scores, if needed. However, the evaluation committee reserves the right to issue letter(s) of clarification when deemed necessary to any or all Proposer(s). The oral presentations, demonstrations and/or interviews may be recorded and/or videotaped.

B. Interviews/Oral Presentations/Demonstrations

The City reserves the right to request that Proposer(s) provide a final presentation handout of its Proposal at their scheduled meeting. No Proposer may attend presentations of any other Proposer. If necessary, Proposers may be scheduled for more than one presentation, demonstration, or interview.

C. Selection Process

The City intends to select a Proposal that best meets the needs of the City and that provides the best overall value. The City reserves the right to check references on any projects performed by the Proposer, whether provided by the Proposer or known by the City. Upon review of all information provided by Proposers, the evaluation committee will make a recommendation for selection to City officials. Upon approval of the selected Proposer, a contract shall be executed by the appropriate City officials.

D. Best and Final Offer (“BAFO”)

The City reserves the right to request a BAFO from finalist Proposer(s), if necessary. At minimum, the BAFO shall include 1) a final Fee Schedule with associated costs; and 2) address any outstanding items previously identified during the evaluation of Proposals.

If the City chooses to invoke a BAFO option, Proposals shall then be re-evaluated by the evaluation committee. The BAFO shall include instructions, requirements, and a specified submission due date.

E. Evaluation Criteria

1. Responsiveness of Proposal (Pass/Fail)

The Proposal shall be responsive to all material requirements that will enable the evaluation committee to evaluate it in accordance with the evaluation criteria and make a recommendation to City officials.

2. Technical Competence/Requirements (100 Points)

The Proposal shall be evaluated based on the extent to which the proposed solution meet the needs of the City including, but not limited to, the Outreach, Intake and Case Management Services desired, as expressed in this RFP.

2.1 Qualifications, capacity, and experience to provide Intake and Case Management services for complex housing programs (50 points)

- a) Past performance, ability, and capacity (including sound methodology and understanding of the required services) in providing **Intake Services** on substantially completed CDBG-DR funded housing programs (defined as programs where 80% of the eligible applicants have completed Intake/Eligibility approvals and have started construction. **(15 points)**
- b) Past performance, ability, and capacity (including sound methodology and understanding of the required services) with developing and implementing a comprehensive **Outreach Program** to effectively market a large CDBG-DR funded owner-occupied and renter-occupied housing program. **(7 points)**
- c) Demonstrated experience, ability, and capacity (including sound methodology and understanding of the required services) of providing **Case Management** services to impacted survivors of large disaster events on substantially completed CDBG-DR funded housing programs (defined as programs where 80% of the eligible applicants have completed Intake/Eligibility approvals and have started construction –must provide documentation of this in their response and contact information for the programs) within the past 5 years. **(15 points)**
- d) Demonstrated experience in providing **Limited Legal Services** for impacted survivors of large disaster events on substantially completed CDBG-DR funded housing programs (defined as programs where 80% of the eligible applicants have completed Intake/Eligibility approvals and have started construction. Proposer must provide documentation of this in their response and provide contact information for the programs) within the past 5 years. **(4points)**
- e) Demonstrated experience complying with 2 CFR Part 200 regulations and CDBG regulations from 24 CFR Part 570. **(2 points)**
- f) Demonstrated experience complying with and implementing Section 3 of the Housing and Urban Development Act of 1968 (12 U.S.C. §1701u). **(5 points)**
- g) Client references **(Pass or Fail)**
- h) Demonstrated experience in and knowledge of the Houston region. **(2 points)**

2.2 Technical Approach (40 Points)

a) Project Work Plan including the following:

- i. Proposer should describe their proposed approach, understanding, and methodology for Outreach, Intake, and Case Management services, including their plan to maximize opportunity for affected Houstonians to easily apply for assistance under this Program, plan to engage with multi-lingual/LEP applicants, comprehensiveness of Quality Control Program, and discussion of your anticipated applicant fall-out rate and what innovative approach you will take to increase the number of complete applications. Response should also include a detailed plan for mobilization, and quality control program. **(15 points)**
- ii. The City's scoring will consider the Proposer's planned approach to utilize NPOs to reduce redundancy of intake/case management services already being performed by NPOs and the intended percentage of contract value to be assigned to the NPO(s). This response section is limited to two pages. **(5 points)**
- iii. A detailed schedule/timeline for services to be provided for Outreach and Intake services **(3 points)**
- iv. Staffing plan that is commensurate with the work to be done in terms of number and type of staff and ramp up/down schedule **(15 points)**
- v. Use of local NPO(s) to assist in providing services described in this RFP **(5 points)**
- vi. Other information Proposer desires to provide **(2 points)**

b) MWBE Participation aligned with the project scope (Pass/Fail)

MWBE participation 24%, or a demonstrated good faith effort by the Proposer to meet such level of participation.

c) Financial Stability of the Proposer (Pass/Fail)

Audited financial statements (in accordance with Financial Accounting Standards Board regulations) for past two (2) years.

2.3 Fee Schedule Proposal (10 Points)

- a. **THE FEE SCHEDULE PROPOSAL MUST BE SUBMITTED IN A SEPARATE SEALED ENVELOPE** that is clearly marked with the RFP title and solicitation number and the label "Fee Schedule Proposal". **(Pass or Fail)**
- b. The **Fee Schedule Proposal** must include **fully burdened unit prices**, including expenses (materials, equipment, labor, travel) for the following categories. Only travel costs within the City to and from applicant job sites, outreach events, mobile intake, or other in-city travel needed for the purpose of conducting the work are allowed. Assumptions of quantity are provided for purposes of bid comparison only. Final contract will be based on the actual units provided at the unit rate price negotiated with the City and determined as cost reasonable. **(8 points)**
- c. **Added Value:** Proposer shall provide a narrative of any additional work that the Proposer specializes in that could provide value to this project, and that could be provided under this contract. **(2 points)**
- d. **Payment Schedule:** There will be no deviation in price due to any difference in the anticipated or assumed numbers or percentages as stated in this RFP and the actual numbers or percentages that are encountered during the Program lifecycle, or based on the City's request for additional services. **(Pass or Fail)**

PART IV – SUBMISSION OF PROPOSAL

A. Instructions for Submission

1. Number of Copies. Submit **five (5)** printed copies of the Technical Proposal, including **one (1) printed original signed in BLUE ink**, and an electronic copy of the Technical Proposal on five **(5) separate thumb drives, NON-PASSWORD PROTECTED** sealed in a separate single envelope bearing the assigned solicitation number (located on the first page of this RFP document) to:

One Shell Building
910 Louisiana Street, (43rd Lobby)
Houston, Texas 77002

Submit five **(5)** printed copies of the Fee Schedule in a separate single sealed envelope bearing the assigned solicitation number (located on the first page of this RFP document) and clearly identifying to content as the Fee Schedule to the location provided above.

The City shall bear no responsibility for submitting responses on behalf of any Proposer. Proposer(s) may submit their Proposal to the City Secretary's Office any time prior to the stated deadline.

2. Time for Submission. Proposals shall be submitted no later than the date and time indicated for submission in this RFP. Late submittals will not be considered and will be returned unopened.
3. Format. Proposals must be left-bound with information on both sides of the page when appropriate. Material should be organized following the order of the submission requirements separated by labeled tabs, and shall be securely bound. Submission materials will not be returned to Proposers.
4. Complete Submission. Proposers are advised to carefully review all the requirements and submit all documents and information as indicated in this RFP. Incomplete proposals may lead to a proposal being deemed non-responsive. Non-responsive proposals will not be considered.
5. Packaging and Labeling; Submission of Fee Schedule. The outside wrapping/envelope of the printed Technical Proposal shall clearly indicate the RFP title, date, time for submission, and the name of the Proposer. The required number of thumb drives containing the Technical Proposal shall be submitted in a separate sealed envelope and marked in the same manner as the printed Technical Proposal. The outside wrapping/ envelope of the Price Proposal/ Fee Schedule shall clearly identify the content as "Price Proposal/ Fee Schedule" and shall clearly indicate the RFP title, date, time for submission, and name of the Proposer. All other submission requirements shall be included with the Proposer's Technical Proposal.
6. Delivery of Proposals. The Proposal, including the Technical Proposal, all required forms, and the Price Proposal/ Fee Schedule must be delivered by hand or mailed to the address shown on the cover sheet of this RFP. If using an express delivery service, the package must be addressed and delivered specifically to the City Secretary's Office. Packages delivered by express mail services to other locations may not be re-delivered to its final destination by the deadline hour.

7. Proposers Responsible for Timely Submission. Proposer remains responsible for ensuring that its Proposal is received at the time, date, place, and office specified. The City assumes no responsibility for any Proposal not received, regardless of whether the delay is caused by the U.S. Postal Service, a courier delivery service, or some other act or circumstance.

B. Submission Requirements

- 1 **Cover Letter:** The cover letter shall be signed by an authorized representative of the Proposer. The letter should indicate the Proposer's commitment to provide the services proposed. Page limit is 2 pages.
- 2 **Executive Summary:** The executive summary should include a brief overview of the solution proposed, the overall strategy for implementation, and the key personnel who will be responsible for seeing the project through completion. Page limit is 5 pages.
- 3 **Offer and Submittal Form:** See Exhibit I.
- 4 **General Company Information:** Provide the name of Proposer's company and all subcontractors (including the name of any parent company), business address, e-mail address, Federal Tax ID number, telephone number, and fax number. Page limit is 5 pages, not including the organizational chart and staffing plan.
 - 4.1 **Key Personnel:** Identify the key personnel that will be committed to the project. The City reserves the right to reject any key personnel proposed if it is determined in the City's best interest. All key personnel must be committed to the project at the appropriate time level. Proposer understands that the qualifications and experience of key personnel proposed will be factored into the evaluation process; therefore, key personnel must not be replaced without the approval of the City. Any approved substitutions must be with personnel of equal or better qualifications. In addition, any other commitments must not conflict with the level of commitment proposed for this project.

Provide names and titles of key personnel and an organizational chart of your proposed project team. Provide professional resumes of all key personnel. At a minimum, key personnel must possess current professional certifications, licenses, etc.
 - 4.2. **Qualifications of Proposer:** Include a description of the organization's experience, qualifications, and expertise in providing services (Outreach, Intake, Case Management, and Limited Legal Services), including, but not limited to, a list and description of projects providing services similar to this RFP. Similar projects are defined as programs implemented within the last ~~five-ten~~ (510) years, with similar size, scope, and eligibility requirements, where 80% of the eligible applicants have completed Intake/Eligibility approvals and have started construction. Response should also include information on the specific role that your firm provided in the program, prime or subcontractor status on the project, and number of applications processed for each program. Page limit is 10 pages, not including Project Descriptions.
 - a) **Outreach Services:** Proposers shall include information on their past performance with developing and implementing comprehensive outreach services to effectively market a large CDBG-DR funded owner-occupied and renter-occupied housing program. Proposers should include information on their proposed approach and methodology for outreach services. The response should include past experience in developing an Outreach Plan, experience and plan to engage with COH stakeholders and non-profit organizations, and a detailed description of potential activities. Proposer will be

expected to plan and conduct Outreach services sufficient to engage with 27,000 homeowners and 25,000 owners of single-family (1-4) rental unit structures.

- b) Intake Services:** Proposer must provide documentation of similar programs where the firm provided similar services requiring full CDBG eligibility requirements, including development of the application, a survey and survey analysis, application intake and processing, and collecting and storing application/eligibility documents in an electronic format that are easily and accurately retrievable. Response should also include information on the number of applications processed for each program; drop-out rates, reasons for drop-out, and efforts you made to reduce the rate of drop-out; quality control program; and issues that arose during application processing and the resolutions that you developed. Provide a list of at least (3) references where a similar solution was implemented. Include the name and title of the contact person, name of the organization, dollar value of the project, physical address, telephone number and e-mail address.
- c) Case Management:** Proposer shall provide demonstrated experience of providing Case Management services to impacted survivors of large disaster events on similar CDBG-DR funded housing programs. Proposers should include information on their proposed approach and methodology for providing case management. The response should include the proposed staff/applicant ratio, communications plan, quality control program, and experience in document management.
- d) Limited Legal Services:** Proposers shall provide demonstrated experience in providing Limited Legal Services for impacted survivors of large disaster events on similar CDBG-DR funded housing programs. Proposers should include information on their proposed approach and methodology for providing limited legal services. The response should include information on prior program experience, processes used to identify those in need of services, and success rates that resulted in completed eligibility components.
- e) Understanding and Other Services:** Proposer shall describe their understanding of the requested services. Proposer shall provide demonstrated experience in providing other services in similar CDBG-DR funded programs, including, but not limited to, compliance with local, state, and federal requirements; document management; HUD Section 3; URA, and 2 CFR Part 200.

5. Knowledge and Experience: Provide detailed relevant information about Proposer's knowledge and experience, including:

- 5.1 Summarize three or more deployments (in similar size and scope to this RFP), with brief descriptions that demonstrate Proposer's experience providing consulting service for a major metropolitan area;
- 5.2 Submit a written plan of action on how Proposer will meet the City's Outreach, Intake, and Case Management Program requirements;
- ~~5.3 Company track record: Provide a brief summary of company's background history, number of years in business, total number of employees, key personnel and their availability to be deployed on this project for the City.~~

6. Client References: Provide reference name and contact information for three (3) clients for whom Proposer has provided similar services to municipalities within the past three (3) years. Provide size and scope of each project with brief descriptions of the projects. Specifically, provide the following:

- 6.1 Name and location of project(s);
 - 6.2 "Current" reference contact name, telephone numbers, and e-mail addresses;
 - 6.3 ~~Total number of spaces managed (off-street and on-street);~~
 - 6.4 ~~6.3~~ Deployment completion date(s) or current status;
 - 6.5 ~~List any key Youth Program features that may distinguish your company from the competition.~~
7. **M/WBE Participation:** Identify M/WBE subcontractor(s) and submit a signed "M/WBE Letter of Intent" form identifying the role of each subcontractor for this implemented project.
 8. **Financial Stability:** Provide the audited financial statements for the past two years. (At a minimum, include the letter of opinion, balance sheet, schedules, and related auditor's notes.)
 9. **Exceptions to Standard Contract:** Provide any exceptions to the standard contract and include the rationale for taking the exception. Such exceptions will be considered when evaluating the Proposer's response to this RFP. If alternate language is proposed, include the proposed language for consideration, along with the corresponding Article Nos. within the RFP.
 10. **Legal Actions:** Provide a list of any pending litigation and include a brief description of the reason for legal action.
 11. **Conflict of Interest:** Provide information regarding any real or potential conflict of interest(s). Failure to disclose any potential conflict of interest at the outset may be cause for rejection of the Proposal.
 12. **Other:** Provide any information the Proposer deems pertinent to demonstrating its qualifications to perform the services being requested, such as memberships in any professional associations, documents, examples, etc.
 13. **Forms and Certifications:** Complete all forms and certifications attached, as appropriate.
 14. **Contract:** Submit one (1) original of the completed and signed Contract if no exceptions are noted. See Appendix 1.
 - 14.1 Each Contract submitted must bear an original signature and date.
 - 14.2 Include copy of license agreement(s) that Proposer would want to include in the contract.
 15. **Fee Schedule:** Please separately submit a Price Proposal/ Fee Schedule with the level of detail provided in EXHIBIT A.

Part V – EXCEPTIONS TO TERMS AND CONDITIONS

All exceptions included with the Proposal shall be submitted in a clearly identified separate section of the Proposal in which the Proposer clearly cites the specific paragraphs within the RFP where the exceptions occur. Any exceptions not included in such a section shall be without force and effect in any resulting contract unless such exception is specifically referenced by the Chief Procurement Officer or designee, City Attorney, Director(s) or designee in a written statement. The Proposer's preprinted or standard terms will not be considered by the City as a part of any resulting contract.

All exceptions that are contained in the Proposal may negatively affect the City's Proposal evaluation based on the evaluation criteria as stated in the RFP or result in possible rejection of Proposal.

Part VI – SPECIAL CONDITIONS

A. No Contact Period

Neither Proposer(s) nor any person acting on Proposer(s)'s behalf shall attempt to influence the outcome of the award by the offer, presentation or promise of gratuities, favors, or anything of value to any appointed or elected official or employee of the City, their families or staff members. All inquiries regarding the solicitation are to be directed to the designated City Representative identified on the first page of the solicitation.

With the exception of Proposer's formal response to the solicitation and written requests for clarification during the period officially designated for such purpose by the City Representative, neither Proposer(s) nor persons acting on their behalf shall communicate with any appointed or elected official or employee of the City, their families, or staff through written or oral means in an attempt to persuade or attempt to persuade or influence the outcome of the award or to obtain or deliver information intended to or which could reasonably result in an advantage to any Proposer from the time of issuance of the solicitation through the pre-award phase and up to the date the City Secretary publicly posts notice of any City Council agenda containing the applicable award. However, nothing in this paragraph shall prevent a bidder from making public statements to the City Council convened for a regularly scheduled session after the official selection has been made and placed on the City Council agenda for action, or to a City Council committee convened to discuss a recommendation regarding the solicitation.

B. Minority and Woman Business Enterprises (“M/WBE”)

Proposer shall comply with the City's M/WBE programs as set out in Chapter 15, Article V of the City of Houston Code of Ordinances. Proposer shall make good faith efforts to award subcontracts or supply agreements in at least the value stated in this Agreement to M/WBE's. Proposer acknowledges that it has reviewed the requirements for good faith efforts on file with the City's Office of Business Opportunity (OBO) and will comply with them.

C. Protests

Protests should be filed in accordance with the City of Houston Administrative Policy No. 5-12 <http://www.houstontx.gov/adminpolicies/5-12.pdf>

D. Cancellation

The City has sole discretion and reserves the right to cancel this RFP, or to reject any or all Proposals received prior to contract award.

E. Anti-Boycott of Israel

Proposer certifies that Proposer is not currently engaged in, and agrees until the funds are exhausted under this purchase order not to engage in, the boycott of Israel as defined by Section 808.001 of the Texas Government Code.

F. Executive Order 1-56 Zero Tolerance for Human Trafficking in City Service Contracts and Purchasing

The City has a zero tolerance for human trafficking and, per Executive Order 1-56, City funds shall not be used to promote human trafficking. City vendors are expected to comply with this Executive Order and notify the City's Chief Procurement Officer of any information regarding possible violation

by the vendor or its subcontractors providing services or goods to the City. The Executive Order is available on the City's website: <http://www.houstontx.gov/execorders/1-56.pdf>

PART VII – INSTRUCTIONS TO PROPOSERS

A. Pre-Proposal Conference

A Pre-Proposal Conference will be held at the date, time, and location indicated on the first page of the RFP document. Interested Proposer(s) are **highly recommended** to attend. It will be assumed that potential Proposer(s) attending this meeting have reviewed the RFP in detail, and are prepared to bring up any substantive questions not already addressed by the City.

B. Additional Information and Specification Changes

Requests for additional information and questions should be addressed to the Finance Department, Strategic Procurement Division, Division Manager, Brenda Chagoya, preferably by e-mail to brenda.chagoya@houstontx.gov or by telephone at (832) 393-8723 no later than 11:00 AM, CST by Thursday, May 10, 2018. The City shall provide written responses to all questions received by Proposers prior to the RFP submittal deadline. Questions received from all Proposer(s) shall be answered by the City and made available to Proposer(s) who are listed as having obtained the RFP. Proposer(s) shall be notified in writing of any changes in the specifications contained within this RFP.

C. Letter(s) of Clarification

1. All Letters of Clarification and interpretations to this Solicitation shall be in writing. Any Letter of Clarification(s) or interpretation that is not in writing shall not legally bind the City. Only information supplied by the City in writing or in this RFP should be used in preparing Proposal responses.
2. The City does not assume responsibility for the receipt of any Letters of Clarification sent to Proposer(s).

D. Examination of Documents and Requirements

1. Each Proposer shall carefully examine all RFP documents and familiarize themselves with all requirements prior to submitting a Proposal to ensure that the Proposal meets the intent of this RFP.
2. Before submitting a Proposal, each Proposer shall be responsible for making all investigations and examinations that are necessary to ascertain conditions and affecting the requirements of this RFP. Failure to make such investigations and examinations shall not relieve the Proposer from obligation to comply, in every detail, with all provisions and requirements of the RFP.

E. Post-Proposal Discussions with Proposer(s)

It is the City's intent to commence final negotiation with the Proposer(s) deemed most advantageous to the City. The City reserves the right to conduct post-Proposal discussions with any Proposer(s).

PART VIII – REQUIRED FORMS TO BE SUBMITTED WITH PROPOSAL

- A. Offer and Submittal, List of References, and List of Proposed Subcontractors (Exhibit I; see pgs. 16-18)
- B. Signed M/WBE Forms (Exhibit II; see pgs. 19-23): Attachment “A” Schedule of M/WBE Participation, M/WBE Participation Plan Good Faith Efforts; Attachment “B” Office of Business Opportunity and Contract Compliance M/WBE Utilization Report; Attachment “C” Certified M/WBE Subcontract Terms; Attachment “D” Office of Business Opportunity and Contract Compliance M/WBE Utilization Report
- C. Fair Campaign Ordinance and Form “A” Fair Campaign (Exhibit III; see pgs. 24-27)
- D. Contractor Ownership Disclosure Ordinance and Affidavit of Ownership or Control (Exhibit IV; see pgs. 28-31)
- E. Anti-Collusion Statement (Exhibit V; see pg. 32)
- F. Bidder’s Statement of Residency (Exhibit VI; see pg. 33)
- G. Conflict of Interest Questionnaire (Exhibit VII; see pgs. 34-35)

PART IX – REQUIRED FORMS TO BE SUBMITTED BY RECOMMENDED VENDOR ONLY

Required forms shall be supplied to the Contractor after the award recommendation:

- A. Insurance Requirements and Insurance Certificate
- B. Drug Policy Compliance Agreement (Exhibit “B”); Contractor’s Certification of No Safety Impact Positions in Performance of a City Contract (Exhibit “C”); Drug Policy Compliance Declaration (Exhibit “D”) (see pgs. 36-39)
- C. City Contractors’ Pay or Play Acknowledgement Form (POP-1) <http://www.houstontx.gov/obo/payorplay/pop1.pdf> and Pay or Play Certificate of Compliance (POP-2) <http://www.houstontx.gov/obo/payorplay/pop2.pdf>
- D. ~~Hire Houston First Affidavit (Download Copy at <http://www.houstontx.gov/obo/hirehoustonfirst.html> and submit to Office of Business Opportunity by e-mail to HireHoustonFirst@houstontx.gov or fax to 832-393-0646, or submit copy with proposal.~~
- E. Requested information outlined in the scope of work and other additional relevant/supporting information, or alternate Proposal.
- F. Texas Ethics Commission, Certificate of Interested Parties (Form 1295). Download a copy at <https://www.ethics.state.tx.us/tec/1295-Info.htm>

“EXHIBIT A”

SAMPLE FEE SCHEDULE:

Item #	Item	Unit	Estimated Quantity	Unit Price	Total
1	Program Outreach and Marketing Services – Cost for Outreach Plan and implementing 1 st 90 days of Outreach services	Lump Sum	1	\$	\$
2	Program Outreach and Marketing Services – provided upon City’s request – Cost per each additional month of Outreach services	Lump Sum	1	\$	\$
3	Development & Distribution of Survey documents, Analysis and Reporting of Results, and Notify Survey Responders of when to submit full Program application – Estimated 27,000 Owner-occupied Surveys distributed and 20,500 notifications - Owner-occupied	Lump Sum	1	\$	\$
4	Intake Services – Owner-Occupied: includes, but not limited to, all labor, materials, and equipment necessary to deliver completed Program applications (including Intake Services, Document Control and Records Mgmt, Case Management, Limited Legal, Progress Reporting, and Audit Compliance) – assume an estimated 20,500 owner-occupied applications will initially be processed with applicant drop-out during various stages of the intake process	Each	11,500	\$	\$
TOTAL OWNER-OCCUPIED (ITEMS 3-4)					\$
5	Development & Distribution of Survey documents, Analysis and Reporting of Results, and Notify Survey Responders of when to submit full Program application – Renter-occupied – Estimated 25,000 Landlord Surveys distributed and 19,000 notifications	Lump Sum	1	\$	\$
6	Intake Services – Renter-Occupied: includes, but not limited to, all labor, materials, and equipment necessary to deliver completed Program applications (including Intake Services, Document Control and Records Mgmt, Case Management, Limited Legal, Progress Reporting, and Audit Compliance) - assume an estimated 19,000 renter-occupied unit applications will be processed including 22,500 rental units, with applicant fall-out during various stages of intake process	Each	13,000	\$	\$
TOTAL RENTER-OCCUPIED (ITEMS 5-6)					\$
TOTAL ALL ITEMS (ITEMS 1-6)					\$
TOTAL PERCENT RESERVED FOR NON-PROFIT ORGANIZATIONS					%

Limited Legal Services:

Item #	Limited Legal Services, to include the following services	Estimated Quantity	Unit Price
7	Title – Full Search Title — Abbreviated Grant Search	Undetermined at this time	
8	Release of Lien Title – Full Search	Undetermined at this time	
9	Power of Attorney Cancellation Affidavit	Undetermined at this time	
10	Power of Attorney In-State Power of Attorney Preparation and Execution for up to 4 people	Undetermined at this time	
11	Not One and the Same Affidavit Out-of-State Power of Attorney Preparation and Execution for up to 4 people	Undetermined at this time	
12	Small Estate Affidavit Affidavit — of Distinction	Undetermined at this time	
13	Release of notice of seizure, preparation and filing Intestate succession (no administration), four heirs or less	Undetermined at this time	
14	Affidavit of Heirship Release of notice of seizure, preparation and filing	Undetermined at this time	
15	Guardianship Affidavit of death domicile and heirship preparation and execution	Undetermined at this time	
16	Modification of Guardianship Tutorship Proceeding	Undetermined at this time	
17	Correction Instrument Tutorship Modification Order (ex parte)	Undetermined at this time	
18	Correction Instrument Notarial Acts of Correction	Undetermined at this time	
19	Redemption of Tax Sales Party Acts of Correction	Undetermined at this time	
20	Gift Deed Redemption of Tax Sales	Undetermined at this time	
21	Renunciation and Disclaimer of Property Act of Donation, 2 Donors, 2 Donees	Undetermined at this time	
22	Guardianship Proceeding Renunciation of Succession	Undetermined at this time	
23	Release of Minor's Mortgage by Affidavit, up to two names	Undetermined at this time	
24	Interdiction Proceedings	Undetermined at this time	

“EXHIBIT B” DEFINITIONS

Community Development Block Grant – Disaster Recovery (CDBG-DR) – a federal program administered by the U.S. Department of Housing and Urban Development that provides funding to assist in the recovery from Presidentially declared disaster events.

Certificate of Compliance (COC) – the certification received from the City’s Permitting Center to document final completion of construction work.

Eligible Households: Households who have documented the various eligibility criteria for the Program in accordance with Program guidelines and GLO/HUD requirements.

FEMA (Federal Emergency Management Agency) - a federal agency that provides funding to assist in the immediate response from Presidentially declared disaster events.

Household: All the people who occupy a housing unit. A household includes the related family members and all the unrelated people, if any, such as lodgers, foster children, wards, or employees who share the housing unit. A person living alone in a housing unit, or a group of unrelated people sharing a housing unit such as partners or roomers, is also counted as a household.

HUD: United States Department of Housing and Urban Development

New Construction: Building of a dwelling on a vacant lot or alternate site from the damaged dwelling.

Path: One (1) of three (3) Program tracks that can be offered to applicants to either receive reimbursement for repairs they completed themselves or to repair/rehabilitate, reconstruct, replace, and/or elevate their flood damaged home. The City shall determine the appropriate pathway upon submittal of the application and verification of certain eligibility requirements.

Program: The Hurricane Harvey recovery efforts managed by the City to provide housing reimbursement, rehabilitation, reconstruction, or new construction services to eligible households.

Reconstruction: Reconstruction means the demolition of the Harvey-damaged structure and rebuilding a structure on the same site in substantially the same manner. The number of dwelling units on a site may not be increased; but, the number of rooms per unit may be increased or decreased.

Rehabilitation: Rehabilitation consists of performing repairs on homes that can be brought to compliance with minimum Program standards without the need of demolishing and reconstructing the home.

Reimbursement: Payments made directly to eligible homeowners for eligible repair work performed prior to their application to the Program.

Section 3: HUD’s Section 3 program requires that recipients of HUD CDBG funds, such as the City of Houston, to the greatest extent possible, provide job training, employment, and contract opportunities for low- or very-low income residents in connection with projects and activities in their neighborhoods. This requirement is a flow-down to all firms contracted to the City and will be included in the contract documents.

Single-Family Unit: A structure containing up to four (4) individual dwelling units.

URA (Uniform Relocation Act) - A federal law that establishes minimum standards for federally funded programs and projects that require the acquisition of real property (real estate) or displace persons from their homes, businesses, or farms. The Uniform Relocation Act’s protections and assistance apply to the acquisition, rehabilitation, or demolition of real property for federal or federally funded projects.

**EXHIBIT I
OFFER AND SUBMITTAL, REFERENCES, PROPOSED SUBCONTRACTORS**

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**EXHIBIT I
OFFER AND SUBMITTAL**

NOTE: PROPOSAL MUST BE SIGNED AND NOTARIZED BY AN AUTHORIZED REPRESENTATIVE(S) OF THE PROPOSER, WHICH MUST BE THE ACTUAL LEGAL ENTITY THAT WILL PERFORM THE CONTRACT IF AWARDED AND THE TOTAL FIXED PRICE CONTAINED THEREIN SHALL REMAIN FIRM FOR A PERIOD OF ONE-HUNDRED EIGHTY (180) DAYS.

"THE RESPONDENT WARRANTS THAT NO PERSON OR SELLING AGENCY HAS BEEN EMPLOYED OR RETAINED TO SOLICIT OR SECURE THIS CONTRACT UPON AN AGREEMENT OR UNDERSTANDING FOR A COMMISSION, PERCENTAGE, BROKERAGE, OR CONTINGENT FEE, EXCEPTING BONA FIDE EMPLOYEES. FOR BREACH OR VIOLATION OF THIS WARRANTY, THE CITY SHALL HAVE THE RIGHT TO ANNUL THIS AGREEMENT WITHOUT LIABILITY OR, AT ITS DISCRETION, TO DEDUCT FROM THE CONTRACT PRICES OR CONSIDERATION, OR OTHERWISE RECOVER THE FULL AMOUNT OF SUCH COMMISSION, PERCENTAGE, BROKERAGE OR CONTINGENT FEE."

Respectfully Submitted:

(Print or Type Name of Contractor – Full Company Name)

City of Houston Vendor No. (If already doing business with City): _____

Federal Identification Number:

By: _____
(Signature of Authorized Officer or Agent)

Printed Name: _____

Title: _____

Date: _____

Address of Contractor:

Street Address or P.O. Box

City – State – Zip Code

Telephone No. of Contractor: (_____) _____

Signature, Name and title of Affiant:

(Notary Public in and for)

County, Texas

My Commission Expires: _____ day of _____
20_____

**EXHIBIT I
REFERENCES
LIST OF PREVIOUS CUSTOMERS**

1. Name: _____ Phone No.: _____
Address: _____
Contract Award Date: _____ Contract Completion Date: _____
Contract Name/Title: _____
Email: _____
Project Description: _____

2. Name: _____ Phone No.: _____
Address: _____
Contract Award Date: _____ Contract Completion Date: _____
Contract Name/Title: _____
Email: _____
Project Description: _____

3. Name: _____ Phone No.: _____
Address: _____
Contract Award Date: _____ Contract Completion Date: _____
Contract Name/Title: _____
Email: _____
Project Description: _____

4. Name: _____ Phone No.: _____
Address: _____
Contract Award Date: _____ Contract Completion Date: _____
Contract Name/Title: _____
Email: _____
Project Description: _____

If you have exhausted your best efforts to comply with the City's MWBE Policy by seeking subcontracts and supply agreements with certified minority and women business enterprises, yet failed to meet the MWBE contract goal of this bid document, list below your good faith efforts to demonstrate compliance with the City's MWBE Program. For more information, please review the Good Faith Efforts Policy, which can be found on the OBO website at www.houstontx.gov/obo.

**All firms listed on this MWBE Participation Plan must be certified by the Office of Business Opportunity at the time of bid submission. The completed MWBE Participation Plan must be returned with the bid form.

The undersigned will enter into a formal subcontracting or supply agreement with the MWBEs subcontractors and suppliers listed on this participation plan upon award of a contract with the City.

Bidder Company Name

Signature of Authorized Officer/Agent/Bidder & Title

Print or Typed Name of Authorized Officer/Agent/Bidder & Title

Print or Typed Name of Authorized Officer/Agent/Bidder & Title

Date

**EXHIBIT II
ATTACHMENT "B"
OFFICE OF BUSINESS OPPORTUNITY AND
CONTRACT COMPLIANCE MWBE UTILIZATION REPORT**

NOTICE OF INTENT

THIS AGREEMENT IS SUBJECT TO MEDIATION AND CAN BE INITIATED BY THE COMPANIES SIGNED BELOW OR THE OFFICE OF BUSINESS OPPORTUNITY.

To: City of Houston
Administering Department

Date: _____

Project Name and Number _____

Bid Amount: _____ M/W/BE Goal: _____

_____, agrees to enter into a contractual agreement with
Prime Contractor

_____, who will provide the following goods/services in connection
MWBE Subcontractor

with the above-referenced contract:

for an estimated amount of \$ _____ or _____ % of the total contract value.

_____ is currently certified with the City of Houston's Office of Business
(M/W/BE Subcontractor) Opportunity to function in the aforementioned capacity.

_____ Intend to
Prime Contractor M/W/BE Subcontractor

work on the above-named contract in accordance with the M/W/DBE Participation Section of the City of Houston Bid Provisions, contingent upon award of the contract to the aforementioned Prime Contractor.

Signed (Prime Contractor)

Signed (M/W/BE Subcontractor)

Printed Signature

Printed Signature

Title Date

Title Date

**EXHIBIT II
ATTACHMENT "C"
CERTIFIED MWBE SUBCONTRACT TERMS**

CITY OF HOUSTON CERTIFIED MWBE SUBCONTRACT TERMS

Contractor shall ensure that all subcontracts with M/WBE subcontractors and suppliers are clearly labeled **"THIS CONTRACT IS SUBJECT TO MEDIATION"** and contain the following terms:

1. _____(M/WBE subcontractor) shall not delegate or subcontract more than 50% of the work under this subcontract to any other subcontractor or supplier without the express written consent of the City of Houston's Office of Business Opportunity Director ("the Director").
2. _____(M/WBE subcontractor) shall permit representatives of the City of Houston, at all reasonable times, to perform 1) audits of the books and records of the subcontractor, and 2) inspections of all places where work is to be undertaken in connection with this subcontract. Subcontractor shall keep such books and records available for such purpose for at least four (4) years after the end of its performance under this subcontract. Nothing in this provision shall affect the time for bringing a cause of action or the applicable statute of limitations.
3. Within five (5) business days of execution of this subcontract, Contractor (prime contractor) and Subcontractor shall designate in writing to the Director an agent for receiving any notice required or permitted to be given pursuant to Chapter 15 of the Houston City Code of Ordinances, along with the street and mailing address and phone number of such agent.

These provisions apply to goal-oriented contracts. A goal-oriented contract means any contract for the supply of goods or non-professional services in excess of \$100,000.00 for which competitive proposals are required by law; not within the scope of the MBE/WBE/SBE program of the United States Environmental Protection Agency or the United States Department of Transportation; and which the City Chief Procurement Officer has determined to have significant MWBE subcontracting potential in fields which there are an adequate number of known MBEs, WBE's, and or SBE's (if applicable) to compete for City contracts.

The MWBE policy of the City of Houston will be discussed during the pre-proposal conference. For information, assistance, and/or to receive a copy of the City's Affirmative Action Policy and/or Ordinance, contact the Office of Business Opportunity Division at 832.393.0600, 611 Walker Street, 7th Floor, Houston, Texas 77002.

**EXHIBIT III
FAIR CAMPAIGN ORDINANCE**

The City of Houston Fair Campaign Ordinance makes it unlawful for a Contractor to offer any contribution to a candidate for City elective office (including elected officers and officers-elect). All respondents to this invitation to bid must comply with Houston Code of Ordinances Chapter 18 as amended relating to the contribution and solicitation of funds for election campaigns. Provisions of this ordinance are provided in part in the paragraphs that follow. Complete copies may be obtained from the office of the City Secretary.

Candidates for city office may neither solicit nor receive contributions except during a period commencing 270 calendar days prior to an election date for which a person is a candidate for such office and ending 90 calendar days after the election date, including run-off elections if such candidate is on the ballot.

Further, it shall be unlawful either for any person who submits a Bid or Proposal to contribute or offer any contribution to a candidate or for any candidate to solicit or accept any contribution from such person for a period commencing at the time of posting of the City Council Meeting Agenda including an item for the award of the Contract and ending upon the 30th day after the award of the Contract by City Council.

For the purposes of this Ordinance, a **Contract** is defined as each Contract having a value in excess of \$30,000 that is let by the City for professional services, personal services, or other goods or services of any other nature whether the Contract is awarded on a negotiated basis, request for Proposal basis, competitive Proposal basis or formal sealed competitive Bids. The term **Contractor** includes proprietors of proprietorships, partners having an equity interest of 10% or more of partnerships, (including limited liability partnerships and companies), all officers and directors of corporations (including limited liability corporations), and all holders of 10% or more of the outstanding shares of corporations.

A STATEMENT DISCLOSING THE NAMES AND BUSINESS ADDRESSES EACH OF THOSE PERSONS WILL BE REQUIRED TO BE SUBMITTED WITH EACH BID OR PROPOSAL FOR A CITY CONTRACT.

Completion of the attached form entitled "**Contractor Submission List**" will satisfy this requirement. Failure to provide this information may be just cause for rejection of your Bid or Proposal.

**EXHIBIT III
FORM "A": FAIR CAMPAIGN**

**CONTRACTOR SUBMISSION LIST
CITY OF HOUSTON FAIR CAMPAIGN ORDINANCE**

By submitting a bid or proposal to the City of Houston for a Contract in excess of \$50,000 or for which a request is presented to City Council for approval, all respondents agree to comply with Chapter 18 of the Code of Ordinances.

Pursuant to Section 18-36 of the Code of Ordinances, it is unlawful either for any contractor to contribute or offer any contribution to a candidate, or for any candidate to solicit or accept any contribution from a contractor for a period commencing at the time of posting of the City Council Meeting Agenda including an item for the award of the Contract and ending upon the 30th day after the award of the Contract by City Council, or a determination by City Council of the Mayor that the contract will not be awarded to a contractor.

The term "contractor" means any person who has received the award of a contract, has submitted a bid or proposal in any form for the award of a contract, or has been proposed to be awarded the contract in an item placed upon the City Council agenda, including any other person who seeks the award of the contract and is contesting, appealing, or protesting the award of the contract as proposed.

This list is submitted under the provisions of Section 18-36(b) of the City of Houston Code of Ordinances in connection with the attached Bid/Proposal of:

Firm or Company Name: _____

Firm or Company Address: _____

The firm/company is organized as indicated below. Check one as applicable and attach additional pages if needed to supply the required names and addresses.

SOLE PROPRIETOR

Name _____
Proprietor Address

A PARTNERSHIP

LIST EACH PARTNER HAVING EQUITY INTEREST OF 10% OR MORE OF PARTNERSHIP
(IF NONE STATE "NONE")

Name _____
Partner Address

Name _____
Partner Address

A LIMITED LIABILITY COMPANY

LIST EACH MEMBER OR MANAGER (IF NO MEMBERS) HAVING EQUITY INTEREST OF 10% OR MORE IN THE LIMITED LIABILITY COMPANY (IF NONE, STATE "NONE")

Name _____
Member/Manager Address

Name _____
Member/Manager Address

Name _____
Member/Manager Address

[] A CORPORATION

LIST ALL DIRECTORS OF THE CORPORATION (IF NONE STATE "NONE")

Name _____
Director Address

Name _____
Director Address

Name _____
Director Address

LIST ALL OFFICERS OF THE CORPORATION (IF NONE STATE "NONE")

Name _____
Officer Address

Name _____
Officer Address

Name _____
Officer Address

LIST ALL INDIVIDUALS OWNING 10% OR MORE OF OUTSTANDING SHARES OF STOCK OF THE CORPORATION (IF NONE STATE "NONE")

Name _____
Owner Address

Name _____
Owner Address

Name _____
Owner Address

I certify that I am duly authorized to submit this list on behalf of the firm, that I am associated with the firm in the capacity noted below, and that I have knowledge of the accuracy of the information provided herein.

Signature

Printed Name

Title

Note: This list constitutes a government record as defined by § 37.01 of the Texas Penal Code.

12/15/2016

**EXHIBIT IV
CONTRACTOR OWNERSHIP DISCLOSURE ORDINANCE**

City Council requires knowledge of the identities of the owners of entities seeking to Contract with the City in order to review their indebtedness to the City prior to entering Contracts. Therefore, all respondents to this Invitation to Bid must comply with Houston Code of Ordinances Chapter 15, as amended (Sections 15-122 through 15-126) relating to the disclosure of owners of entities bidding on, proposing for or receiving City contracts. Provisions of this ordinance are provided in part in the paragraphs that follow. Complete copies may be obtained from the office of the City Secretary.

Contracting entity means a sole proprietorship, corporation, non-profit corporation, partnership, joint venture, limited liability company, or other entity that seeks to enter into a contract requiring approval by the Council but excluding governmental entities.

A contracting entity must submit at the time of its Bid or Proposal, an affidavit listing the full names and the business and residence addresses of all persons owning five percent or more of a contracting entity or, where a contracting entity is a non-profit corporation, the full names and the business and residence addresses of all officers of the non-profit corporation.

Completion of the "**Affidavit of Ownership or Control**," included herein, and submitted with the Official Bid or Proposal Form will satisfy this requirement. Failure to provide this information may be just cause for rejection of your Bid or Proposal.

BOXES FOR ANY ADDRESS. INCLUSION OF E-MAIL ADDRESSES IS OPTIONAL, BUT RECOMMENDED. ATTACH ADDITIONAL SHEETS AS NEEDED.]

Contracting Entity

Name: _____

Business Address [NO./STREET] _____

[CITY/STATE/ZIP CODE] _____

Telephone Number (____) _____

Email Address [OPTIONAL] _____

Residence Address [NO./STREET] _____

[CITY/STATE/ZIP CODE] _____

Telephone Number (____) _____

Email Address [OPTIONAL] _____

10% Owner(s) or More (IF NONE, STATE "NONE.")

Name: _____

Business Address [NO./STREET] _____

[CITY/STATE/ZIP CODE] _____

Telephone Number (____) _____

Email Address [OPTIONAL] _____

Residence Address [NO./STREET] _____

[CITY/STATE/ZIP CODE] _____

Telephone Number (____) _____

Email Address [OPTIONAL] _____

7. Optional Information

Contracting Entity and/or _____ [NAME OF OWNER OR NON-PROFIT OFFICER] is actively protesting, challenging or appealing the accuracy and/or amount of taxes levied against _____ [CONTRACTING ENTITY, OWNER OR NON-PROFIT OFFICER] as follows:

Name of Debtor: _____

Tax Account Nos. _____

Case or File Nos. _____

Attorney/Agent Name _____

Attorney/Agent Phone No. (____) _____

Tax Years _____

Status of Appeal [DESCRIBE] _____

Affiant certifies that he or she is duly authorized to submit the above information on behalf of the Contracting Entity, that Affiant is associated with the Contracting Entity in the capacity noted above and has personal knowledge of the accuracy of the information provided herein, and that the information provided herein is true and correct to the best of Affiant's knowledge and belief.

Affiant

SWORN TO AND SUBSCRIBED before me this _____ day of _____, 20____.

(Seal)

Notary Public

NOTE:
This affidavit constitutes a **government record** as defined by Section 37.01 of the Texas Penal Code. Submission of a false government record is punishable as provided in Section 37.10 of the Texas Penal Code. Attach additional pages if needed to supply the required names and addresses.

**EXHIBIT V
ANTI-COLLUSION STATEMENT**

The undersigned, as Proposer, certifies that the only person or parties interested in this Proposal as principals are those named herein; that the Proposer has not, either directly or indirectly entered into any Agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive bidding in connection with the award of this Contract.

Date

Proposer Signature

**EXHIBIT VI
 BIDDER'S STATEMENT OF RESIDENCY**

The City may not award a contract for general construction, services, or purchases to a Nonresident Bidder unless Nonresident's Bid is lower than the lowest Bid submitted by a responsible Texas Resident Bidder by the same amount that a Texas Resident bidder would be required to underbid the Nonresident Bidder to obtain a comparable contract in the state in which Nonresident's principle place of business is located.

1. This certifies that the Bidder, _____, is a State of Texas Resident Bidder as defined in TEX. GOVT. CODE ANN. § 2252.001(4) (Vernon 2016).

 Signature Title

"Texas Resident Bidder" means a bidder whose principal place of business is in this State, and includes a Contractor whose ultimate parent company or majority owner has its principal place of business in this State. When bidder cannot sign 1, above, proceed to 2.

2. a. _____ is a resident of _____ and is a Nonresident Bidder as defined in TEX. GOVT. CODE ANN. § 2252.001(3) (Vernon 2016).

 Signature Title

"Nonresident Bidder" means a bidder whose principal place of business is not in this State, but excludes a contractor whose ultimate parent company or majority owner has its principal place of business in this State.

b. The State of _____ [does/does not] _____ have a state statute giving preference to resident bidders.

 Signature Title

If the answer to 2.b is that your state does have a statute giving preference to resident bidders, then you must provide a copy and proceed to 3.

3. A copy of the State of _____ statute is attached.

 Signature Title

 Date

Note to Specifier - Do not include this form if the Project will receive federal funding in whole or in part. If used, include reference in Document 00210 - Supplementary Instructions to Bidders.

States that currently penalize out-of-state bidders include, but may not be limited to, Colorado, Illinois, Iowa, Minnesota, Montana, North Dakota, Pennsylvania, and Wyoming. If Low Bidder is a resident of one of these states, consult the City of Houston Legal Department in adjusting the Bid Amount.

**EXHIBIT VII
CONFLICT OF INTEREST QUESTIONNAIRE**

CONFLICT OF INTEREST QUESTIONNAIRE:

Chapter 176.006 of the Local Government Code ("the code") requires a Vendor/Contractor to file a Conflict of Interest Questionnaire (CIQ) with the City.

NOTE: Vendors/Contractors or Agents should **not** complete the CIQ if a conflict, as described below, **does not exist. Only Vendors/Contractors or Agents that actually have a conflict, as described below, must file a CIQ.**

Who must file a CIQ?

A Vendor/Contractor or Agent of a Vendor/Contractor does not have to file a CIQ unless they intend to enter or is considering entering into a contract with the City or:

1. has an employment or other business relationship with the Local Government Officer/Family Member; or
2. has given the Local Government Officer/Family Member one or more gifts with the aggregate value exceeding \$250.00.

When must the Vendor/Contractor or Agent file a CIQ?

The completed CIQ must be filed with the City Chief Procurement Officer not later than the 7th business day after the date the Vendor/Contractor or Agent:

1. begins discussions or negotiations to enter into a contract with the City;
2. submits an application to the City in response to a request for proposals or bids, correspondence, or any other writing related to a potential contract with the City;
3. becomes aware of an employment or other business relations with the Local Government Officer/Family Member;
4. becomes aware that he/she has given one or more gifts to the Local Government Officer/Family Member that exceeds \$250.00; or
5. an event that would make the CIQ incomplete or inaccurate.

What is a business relationship?

Under Chapter 176, business relationship means a connection between two or more parties based on the commercial activity of one of the parties. The term does not include:

1. a transaction that is subject to a rate or fee regulation by a governmental entity;
2. a transaction conducted at a price and subject to terms available to the public; or
3. a purchase or lease of goods or services from a person who is chartered by a state or federal agency and is subject to regular examination and reporting to that agency.

The Conflict of Interest Questionnaire is available for downloading from the Texas Ethics Commission's website at <http://www.ethics.state.tx.us/forms/CIQ.pdf>.

The Original Conflict of Interest Questionnaire shall be filed with the Finance Department, Strategic Procurement Division, ATTN: Jerry Adams, Chief Procurement Officer; 901 Bagby; Concourse Level; Houston, Texas 77002). Vendors and Contractors required to file shall include a copy of the form as part of the BID/Proposal package. **Any questions about filling out this form should be directed to your attorney.**

**EXHIBIT VII
CONFLICT OF INTEREST QUESTIONNAIRE**

CONFLICT OF INTEREST QUESTIONNAIRE

FORM CIQ

For vendor or other person doing business with local governmental entity.

OFFICE USE ONLY

Date Received

This questionnaire reflects changes made to the law by H.B. 1491, 80th Leg., Regular Session.

This questionnaire is being filed in accordance with Chapter 176, Local Government Code by a person who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the person meets requirements under Section 176.006(a).

By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the person becomes aware of facts that require the statement to be filed. See Section 176.006, Local Government Code.

A person commits an offense if the person knowingly violates Section 176.006, Local Government Code. An offense under this section is a Class C misdemeanor.

1 Name of person who has a business relationship with local governmental entity.

2 Check this box if you are filing an update to a previously filed questionnaire.

(The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date the originally filed questionnaire becomes incomplete or inaccurate.)

3 Name of local government officer with whom filer has employment or business relationship.

Name of Officer

This section (item 3 including subparts A, B, C & D) must be completed for each officer with whom the filer has an employment or other business relationship as defined by Section 176.001(1-a), Local Government Code. Attach additional pages to this Form CIQ as necessary.

A. Is the local government officer named in this section receiving or likely to receive taxable income, other than investment income, from the filer of the questionnaire?

Yes No

B. Is the filer of the questionnaire receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer named in this section AND the taxable income is not received from the local governmental entity?

Yes No

C. Is the filer of this questionnaire employed by a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership of 10 percent or more?

Yes No

D. Describe each employment or business relationship with the local government officer named in this section.

4

Signature of person doing business with the governmental entity

Date

Adopted 06/29/2007