Questions in response to the RFP for Program Management of the Disaster Housing Programs released on November 19, 2015

LHC Responses to Questions Submitted in Writing

1. Page 12, Section III (A) Introduction: Some language in this section seems to indicate that only one Contractor will be selected. Is the LHC contemplating issuing awards to more than one Contractor?
   Response: LHC reserves the right to select more than one Proposer, to select Proposer(s) for specific purposes or for any combination of specific purposes, and to defer the selection of any Proposer(s) to a time of the Corporation's choosing. Please see Section V. Evaluation, A. Evaluation of Proposals on page 27 of the RFP.

2. Section III (D) Tasks and Services:
   On Page 15, the RFP states that "the Contractor must anticipate that personnel will work a maximum of 40 hours per week to complete assigned tasks……..". Is LHC's expectation that staff assigned will work on this project 40 hours per week? Additionally, will staff be required to be on-site to perform tasks?
   Response One: LHC expects that the selected contractor will maintain ample staff to service the needs of the disaster housing programs during regular business hours at the State-operated disaster housing program locations. While there are no minimum scheduling requirements, LHC will not reimburse a contractor for personnel costs in excess of 40 hours per week.

3. On Page 15 under the Organizational and Staffing Plan section, the RFP states *that "Contractor shall not allow any person who is not on the organizational chart to perform any services required under this contract or otherwise work on the Program."* It was understood from information gathered at the Pre-Submittal Conference held on November 19, 2015, that there is an emergency contract in place anticipated to end in February 2016 that provides staff to support the housing programs managed by the LHC. Would the successful contractor be allowed to revise its organizational chart to reflect any changes to the team should additional hires need to be made?
   Response: Yes, the successful contractor may be allowed to revise its organizational chart to reflect any changes to the team should additional hires need to be made. However, no personnel may be assigned to the resulting contract without the written consent of the Corporation. Please see Staff Requirement on page 15 of the RFP.

4. On Page 20, Task (7) Long-Term Compliance and Monitoring: What is the initial universe of properties that will be required to be monitored for compliance under this contract? What is the extent of the Contractor's involvement with the Uniform Relocation Act (URA) process?
   Response: Task (7) Long-Term Compliance and Monitoring on page 20 of the RFP provides the current data on the universe of properties. Additional properties could be added in the future.

With regard to the Uniform Relocation Act (URA), the selected contractor will be expected to be prepared to manage all aspects of the disaster housing programs, as needed. Should there be a need for relocation assistance, LHC would issue a task order to the contractor for these services.

5. On Page 23, Task (14) Grant Recovery/Recapture: The RFP indicates that the *"Contractor will be required to provide a grant recovery/recapture plan that will focus on pursuing remedies with property owners that have defaulted."* Does the LHC currently have a grant recovery/recapture strategy in place? Additionally, does the LHC have an idea as to the number of applicants that may be subject to recovery/recapture currently?
   The LHC and the Office of Community Development-DR (OCD-DR) developed an initial grant recovery/recapture plan that was approved by HUD. LHC will work with the selected contractor to further refine the plan and would expect the contractor to develop strategies to effectively implement the plan. As of the publication of the RFP, the number of applicants in grant/recovery cannot be fully recognized. Applicants are given a chance to become compliant and therefore the universe is constantly changing.

6. Page 25 of 65 Section IV Proposal Content; second paragraph "Proposals should be submitted in letter-size (8½" by 11") format with a type font of Times New Roman or similar and a minimum font size of 12 points." Will this same requirement apply for graphics?
   Response: There are no requirements for graphics except that they must be submitted on 8 ½" by 11" pages and must be legible.

7. Can a contractor submit a proposal for some, but not all, of the tasks outlined in the RFP i.e. program management, but not construction management?
   Response: LHC would prefer that Respondents submit proposals for all of the tasks. While LHC reserves the right to make multiple awards, comprehensive proposals that demonstrate the technical expertise to perform all tasks in the RFP will be considered favorably.

8. Task 1 Start Up of Operations: Are established processes documented? If so, can LHC provide the documented processes?
   Response: Several of the programs do have documented processes that will be posted on the LHC website no later than December 3, 2015.

9. Task 1 Start Up of Operations: Is there a list of service level requirements for ongoing program services?
   Response: There is not a list of service level requirements for ongoing program services. Service level expectations will be established before each Task Order is issued.

10. Task 1 Start Up of Operations: What are the current staffing levels for each of the 12 programs, including subcontractors and State employees?
    Response: The staffing levels for each of the programs vary due to the cyclical nature of each program and based on the support needs of the various departments that manage the existing programs. Current staffing (particularly with State employees) is not necessarily an indication of future staffing needs.

11. D. Tasks and Services: To comply with the RFP requirement of naming staff in the proposed organizational chart, can LHC provide a current organizational chart and names of current staff?
    Response: There is no correlation between the RFP requirement that any Proposer name the staff that they would assign to work on a contract resulting from this RFP and the existing staff that work for the LHC and/or the supplemental staffing contractor.

12. Task 2 Program Operations Support: What stage is each of the 12 programs in currently?
    Response: Please refer to Section III. Scope of Work, Tasks 3 through 10.

13. Task 2 Program Operations Support: In order to determine subcontractors are in compliance with their contracts and CDBG requirements, can LHC provide a list of subcontractors by program or types of subcontract deliverables that will need to be reviewed?
    Response: Yes. That information will be posted to the LHC website no later than December 3, 2015.

14. Task 2 Program Operations Support:
    a. For the reporting on major project activities, is contractor responsible for developing reports, or reviewing existing reports?
    Response: Contractor will be responsible for reviewing and/or maintaining established reports.
    b. If contractor is responsible for development, will reports for all 12 programs be needed?
    Response: LHC's Project Manager will determine if any additional reports will be needed.

15. Task 4 Closing Coordination: Who is currently handling escrow accounts? Is there an existing contractor?
    Response: There is an existing contractor in place for Small Rental Closings: Bayou Title.

16. Task 9 Issue Tracking and Fraud, Waste and Abuse Coordination: What is the historical volume of issues and requests?
    Response: The Disaster Recovery programs are at various stages. The bulk of those programs are coming to an end and this task has diminished considerably.

17. Task 11 Accounting and Reporting: What is the anticipated volume of payment requests from grantees and sub-recipients contractor will need to review?
    Response: The Disaster Recovery programs are at various stages. The bulk of those programs are coming to an end and this task has diminished considerably.

18. Task 13 Ramp-down and Project Close-out: Which programs are already in close-out? Which will be in close-out during the term of this contract?
    Response: Refer to page 23.

19. Task 13 Ramp-down and Project Close-out: Do current policies and procedures exist for long-term monitoring and compliance?

Response: All Disaster Recovery Programs will follow the OCD Administration Manual for long-term monitoring and compliance.

20. Task 14 Grant Recovery/Recapture: Approximately how many participants are at risk of non-compliance which would lead to recovery of program funds?
    Response: Please see Question 5.

21. Are firms that currently hold a contract of any sort with OCD, DRU, LLT or LHC prohibited from bidding on this contract?
    Response: All agencies are being notified of potential conflicts of interest. We will post the list of those corporations when the review is complete.

22. What is the current status of the Housing Development Loan Fund program? Can you provide the number of applicants, number of loans funded at what amounts, number of loan applications in progress, etc.?
    Response: HDLF is in the final stages of their contract which will expire by the end of 2015. This will be removed from the RFP

23. a. What will the successful contractor's role be with regard to HUD and FEMA funds utilization reporting on behalf of the State?
    Response: The contractor will assist and help create data for any reporting required by on behalf of the State.

    b. Will the contractor be responsible for submittals of these reports, development of these reports, or development of the data that the State will use in submitting these reports?
    Response: The contractor will not be responsible for the submittals of the reports. The contractor could be asked to develop reports and gather data that the State will use for reporting purposes.

24. Are there existing lender relationships in place which the State anticipates remaining in place for the programs requiring escrow, closing and mortgage assistance, including the Soft Seconds, First Time Homebuyer, and SRPP closings efforts? Or should the successful contractor plan to include these relationships in its proposal? If existing relationships are in place, will those continue as is or will the State request the contractor to roll these lenders/title companies into subcontracts?
    Response: All existing contracts for these services will remain intact.

25. Will all IT services continue to be provided by the State via its subcontractor? If so, will that firm also be allowed to compete for this contract, given its existing advantage regarding data availability on current programs?
    Response: The LHC is not a party to the existing IT contract.

26. Page 31 of the RFP notes that offerors will be evaluated upon the effectiveness of their approach to transitioning activities from the incumbent contractors. At the pre-bid conference it was stated that there will be no overlap of timeframes between the existing contractor's staffing and the incoming contractor's arrival. Are there LHC staff (aside from those provided under the current staffing contract that would be expiring) who are knowledgeable about the programs to be administered under this contract who are employed directly by LHC and will be onsite as a resource in the transition process?

    Would the State consider providing an overlap period of two to four weeks between contractors to allow a transition process to occur?

Response: There are LHC staff who are knowledgeable about all of the disaster housing programs that will assist as necessary with any transition. Additionally, LHC anticipates that there will be a two- to four-week transition period before the supplemental staffing contract expires.

27. Is it the State's position that Providence Technical Services, the company currently directly employing the staff members which are working on the programs mentioned in this RFP, does *not* hold a distinct advantage over other competing firms due to their knowledge of the program, access to current bill and pay rates, and direct access to employees regarding current processes, and therefore *is allowed* to compete for this RFP.
    Response: The LHC is not a party to the contract with Providence Technical Services (PTS). The Office of Community Development—Disaster Recovery Unit has an existing supplemental staffing contract for disaster housing programs. Through that contract, PTS provides supplemental staff to support two (2) of the twelve (12) programs listed in this RFP. The nature of this procurement extends well beyond the limited support currently provided by Providence Technical Services through their contract with OCD.

28. Does LHC have an estimate of the staffing requirements in terms of numbers that will be required?
    Response: Refer to Attachment B – Cost Proposal which provides current supplemental staffing levels. There is no firm requirement for the number of staff that the selected contractor must provide.

29. How many staff are currently working under the OCD contract?
    Response: There are 15 supplemental staff working in disaster housing recovery.

30. Is there an estimated budget for the work to be done under this RFP?
    Response: The budget will be based upon available funding for each program.

31. What is the total of unexpended funds for this project?
    Response: Each program has a separate budget. The funds for this project will be determined by each Task Order.

32. What will be the role of OCD relative to LHC in the management of this contract?
    Response: OCD is the grantor and provides guidance on rulemaking and compliance monitoring.

Clarification from Proposer's Conference

Staff and Locations:

- Both on-site State staff and supplemental contract staff are administering the disaster recovery housing programs, including the Small Rental Property Program (SRPP).
- Staff under the new contract will be housed at two locations in Baton Rouge and an additional satellite office in New Orleans.
- The number of staff shown in Attachment B of the RFP reflects the current number of employees.

Incumbent Contractor:

- There is currently not a disaster recovery housing program management firm under contract. The Office of Community Development, Disaster Recovery Program (OCD-DRU) does, however, have a contractor who is providing supplemental staffing for the disaster recovery housing programs. They have been granted an emergency contract extension by OCD-DRU which will expire February 15, 2016. The Louisiana Housing Corporation (LHC) will assume full responsibility of the disaster recovery housing programs as of the expiration of the OCD contract and has elected to issue this RFP to procure a disaster recovery housing program management contractor.
- Under no circumstances will the current supplemental staffing contract be extended past the February 15th date in order to accomplish the transition. The deadline for response to the RFP has been extended to December 11, 2015.
- The current supplemental staffing contractor is eligible to bid to become the disaster recovery housing program manager.
- Over the 10-year history of disaster recovery in Louisiana, hundreds of employees – both state and contract – as well as dozens of firms have been integral in the establishment and subsequent development of the disaster programs. While the current contractor is providing supplemental staff to the State, the tasks under the RFP require program administration and not solely staffing. There is no perception by the LHC that the supplemental staffing contractor has a distinct advantage over other firms that have been historically involved in disaster programs.

Job Classifications

- The RFP does not require the contractor to categorize the Analyst positions; however, there is no prohibition against doing so. All levels of experience for an Analyst should be considered and are categorized in Attachment B of the RFP. They are Program Analyst, Program Manager and Subject Matter Expert.

Organizational Chart

- The RFP requires that the Proposer submit an organizational chart with names of proposed staff. Upon award of the contract, any staffing changes must be approved by the LHC prior to hire. LHC reserves the right to deny any additional staff or staffing changes based on budgetary constraints and/or inadequate justification.

Multiple or Split Contracts

- LHC reserves the right to select more than one Proposer(s) for specific services or for any combination of services.
- LHC will negotiate a fee schedule with the chosen contractor based upon both the cost proposed and the Corporation's own cost analysis. Assignments will generally be issued via task order on an as-needed basis. The Corporation reserves the right to refine or expand the scope of work, fee arrangements, or any other aspect of the services to be provided.

Cost Proposal

- LHC will issue an addendum to the RFP relative to the cost proposal. The cost proposal should consist of unit based costs and labor costs only.
- Other Direct Costs (ODCs) should not be included in the cost proposals. These are expenses that would only occur during actual management of the program.
- OCDs may include postage (includes US Mail, FedEx, UPS and etc.) for purposes of mailing notifications, personal computers workstations, laptop computers, computer peripherals (scanners, printers); security for on-site inspections; advanced recording fees; cost of outreach and other public events; wireless communication devices (cell phones, GPS, wireless cards etc.) for field based work; notary service fees and legal service fees related to Third Party Request for Release of Information. OCD's are reimbursable expenses that require prior approval from the LHC in advance of all ODC purchases. Authorized purchases will require proper documentation for reimbursement and the contractor shall not attach any fee or other "mark-up" to the ODC.
- On page 62 of the RFP, there is a formatting error in the 'Unit-Based Services' table. The row "Applicable to all applications" was intended to be a separation instead of a category. The RFP will be amended to reflect the correction.

Funding Source

- Community Development Block Grant - Disaster Recovery Funds

Long-term Compliance and Monitoring (LTCM)

- LTCM applies to units that have completed construction and have entered their compliance period. In the RFP we have identified units per program that are currently in the compliance period and will need to have LTCM performed. Refer to Section 3, Scope of Work Task 7.

Small or Disadvantaged Businesses

- Under this RFP there are no additional points for small or disadvantaged businesses.

Road Home Homeowners Program

- This RFP does not include the RH Homeowners Program.

Future disasters

- The selected proposer may assist with the implementation disaster recovery housing programs yet to be defined, including programs occurring as a result of past and future disasters.

Blackout period

- The RFP specifies the details of the blackout period and that communications with staff members and members of the LHC board of directors is prohibited.

Additional Information

- Copies of the presentation that was made at the proposer's conference will be made available at www.lhc.la.gov under 'Public Comments and Notices'.
- Copies of the sign in sheet are also available at www.lhc.la.gov under 'Public Comments and Notices'.
- Responses to the RFP questions will be posted on LHC's website at www.lhc.la.gov under 'Public Comments and Notices'.