



The City of
MONTGOMERY
AND
MONTGOMERY
COUNTY



**REQUEST FOR QUALIFICATIONS & REQUEST FOR
PROPOSALS**

**Program ADMINISTRATION
SERVICES**

Critical Home Repair Program

1.0 Information & Background

The City of Montgomery ("City") and the Montgomery County Commission ("County") with guidance from the Community Development Department of the City of Montgomery ("the Department"), seek qualified organizations or agencies to administer their joint, countywide Critical Home Repair program. Through the Critical Home Repair program, grant funds will be provided to residents who meet the Program's qualifiers and demonstrate an emergency home repair need.

An allocation of up to \$5 million for The Critical Home Repair program is supported through the State and Local Fiscal Recovery Fund of the American Rescue Plan Act. To support the increasing demand for the emergency home repairs, the Department is seeking to identify qualified agencies and/or organizations to provide aid to individuals and families meeting the criteria of the program.

2.0 Amount of Funding Available

The budget allocated for the Critical Home Repair Program is estimated at up to \$5 million over a 3-year period. The maximum grant funding that can be allocated per home is \$25,000. The expected contract period between the Department and a program administrator will be for one year, with the option to extend the contract over a 3-year period.

3.0 Application and Approval Process

- RFQ/RFP released on November 15, 2022
- RFQ/RFP questions can be submitted before November 23, 2022
- Statement Qualifications due by December 1, 2022
- Proposal submission Deadline is December 20, 2022
- Proposal Review process to begin on January 4, 2023
- Funding awards anticipated on January 23, 2023
- One year contract is anticipated within 30 to 60 days.

How Will Funding Decisions be Made?

Proposals will undergo an evaluation process conducted by a review committee ("Committee"). The Committee will develop a score for each proposal based on a combination of experience, staffing and cost as follows:

Proposals will be evaluated based on the following criteria:

- Proposal complete and meets all requirements - 20 points
- Experience with CDBG and/or other federally funded program/References - 20 points
- Staffing Plan - 20 points
- Performance measures for timeliness, customer satisfaction - 20 points
- Cost proposal - 20 points

Interviews

The Department reserves the right to determine whether interviews will be necessary and the number of proposers to be interviewed. If the Department deems interviews necessary, selected proposers will be notified. The Proposer's primary contact, as well as other key personnel must be present and participate in the interview. The purpose of the interview is to further document the Proposer's ability to provide the required services and to provide the review Committee with an understanding of how specific services will be furnished.

4.0 Eligible Applicants

Public or private non-profit agencies or organizations including faith-based organizations, units of local government, and Community-Based Development Organizations are eligible to apply for funds under this RFP.

5.0 Eligible Homeowners

Eligible Program participants must own and occupy the home to be repaired and have no intent of discontinuing occupancy of the home in the foreseeable future. Eligible Program participants must meet the Department of Housing and Urban Development (HUD) income requirements for low-and-moderate income households at the time of application. Eligible program participants must be current on property taxes for the assisted unit.

6.0 Income Limits for Persons Receiving Services

Priority for the Critical Repair Program will go to persons or households that are considered very low or extremely low income; this is defined as 0 to 40 percent of the Area Median Income (AMI). Below are the yearly income limits based on household size:

Household Size	Yearly Income
1 Person	\$18,960
2 Persons	\$21,640
3 Persons	\$24,360
4 Persons	\$27,040
5 Persons	\$29,240
6 Persons	\$31,400
7 Persons	\$33,560

If funds are still available after all eligible applicants at or under 40 percent of the AMI receive assistance, then additional assistance may be provided for households between 40 and 60 percent of the AMI.

7.0 Eligible Properties/Repairs

Only single-family homes that are owner-occupied within the boundaries of Montgomery County with repairs to conditions threatening the health and safety of the occupants are eligible for this Program. The following repairs below are considered as eligible repairs under the Critical Repair Grant Program:

- Roof Replacement
- HVAC repair or replacement
- Plumbing repairs
- Electrical repairs
- Limited structural repairs
- Exterior painting

Repairs to outbuildings or items that do not affect the occupant's conditions living inside the home are ineligible. For example, carports or driveways would be ineligible. Apartment or rental units are not eligible for this Program. Each eligible property can receive up to \$25,000 in repairs.

8.0 Ineligible Uses of Funds

The description of Ineligible Use of Funds are listed below:

- Administrative or operating costs that are not related in any manner to a service being delivered.
- Indirect costs as provided in CDBG regulations
- Political activities, including lobbying.
- Capital expenditures including purchase of vehicles, computers, printers, furniture, etc.; and
- Any other expenditures not permitted by CDBF federal regulations as provided at this link: https://www.hud.gov/sites/documents/DOC_17133.PDF

9.0 Scope of Services

The scope of services for the administrator of the Critical Repair Grant Program may include:

General program Administration

- Primary Review - Development and review of applications in batches based either on time of submission or their order in the waiting list. The program administrator case management staff will review each application, including documentation and determine

whether the applicant is eligible for assistance through the Critical Repair Grant Program.

- Secondary Review/Case Curing – Applications that are either missing required documentation or that require clarification will be given the opportunity to “cure.” The program administrator will issue notices to these applicants and provide them with the opportunity to update their application. Once the necessary documents are submitted, the application will receive a second review and a final approval or denial
- The program administrator will mobilize staff to deliver the program within the prescribed time frame(s) and according to the rules and policies provided by the Department. The administrator will also be expected to complete daily management reports as required by the Department to ensure compliance with 2 CFR Part 200 and other applicable SLFRF reporting obligations.
- The program administrator will provide staff to respond to inquiries using a toll free (e.g. 1-800 number) that will route calls and messages to customer service representatives working at remote locations. The Vendor will hire and train staff to serve as Customer Service Representatives to: receive calls from the toll free number; answer basic questions from callers; follow up on inquiries using outbound calls, texts or email using Frequently Asked Questions, call scripts and following procedures to be developed by the Vendor in consultation with the Department and/or its designee; assist applicants in completing the application.
- Remote Application Intake Locations – The program administrator will provide staff at public facilities (to be identified) serving as remote application intake locations. The Remote Application Intake Locations’ primary objective will be to ensure a fully accessible opportunity for all potentially eligible applicants to seek assistance, including those with limited technology access, non-English speaking applicants, those with hearing, speech and vision disabilities, and other vulnerable populations.

Financial Administration

- Track all payments and spending
- Prepare payment documentation as required by the terms of the contract and the guidelines of the Departments of Finance of the City and the County.

Marketing

- Marketing the program to ensure that there is ongoing, broad exposure for the program including:
 - Designing, printing, and distributing materials
 - Attending community events and neighborhood meetings

- Presentations for constituent groups such as seniors, targeted income groups, neighborhood meetings, etc. to increase awareness and promote program participation

Customer Relations

- Providing prompt and helpful customer service in areas including housing rehabilitation standards, grant underwriting, construction progress and completion.
- Customer service should be provided by phone, email, website, and in person to participants and potential participants.

Applicant Screening & Qualification

- Assess program applicants for eligibility including income eligibility and ownership status.
- Verify title and ownership status of the property.
- Verify the property is owner-occupied.

Project Scope of Work and Inspections

- Environmental, Historic Preservation, and Lead Based Paint reviews under state and federal statutes
- Prepare a cost estimate, prepare bid packages, conduct a bid walk for contractors to Review bids for costs and program standards and assist owner with contractor selection
- Prepare and execute all project documents including grant agreements, inspection reports, photos, construction-related documents, Notice of Completions, and all other documents related to the project.

Contractor Oversight

- program administrator to maintain at least one team member with the qualifications and licensure(s) to provide inspection services to develop scopes of work, prepare a scope of work in cooperation with the owner, review bids for costs and program standards, and provide post inspections to review contractor work to ensure compliance with applicable local and State health, safety, and building laws along with contract and program standards.
- program administrator to screen and require contractors to be licensed and insured. Additionally selected contractors shall not be debarred or suspended or is otherwise excluded from or ineligible for participation in Federal assistance program under Executive Order 12549.
- Require contractors to obtain building permits for structural, plumbing, electrical, heating, and any other repairs that require local government inspections and secure the all required permits from the requisite building departments.

Payments

- In cooperation with owners, authorize direct payments to contractors.
- Require and receive lien releases from contractors.

Reporting Services

The following information shall be reported on at least a quarterly basis:

- *Financial*
 - program expenditures per individual project and cumulative totals for the program and subprogram.
 - program expenditures by individual subprogram and cumulative totals
- *Performance* - Progress toward meeting program goals including:
 - Project address
 - Name and address of applicant
 - Date of application received
 - Date of inspection(s)
 - Project start and completion dates
 - Description of work performed
 - Name of contractor
 - Total number of applications
 - Total number of units under construction
 - Total number of units completed or committed
- *Demographics* - Owners/Tenants
 - Name
 - Address
 - Income level
 - Race, gender and ethnicity per applicable federal and state statutes
 - Head of household (female, elderly, disabled)
 - Household size

10.0 Insurance Requirements

Type of Insurance	Minimum Limits
Commercial General Liability	\$1,000,000 per occurrence. Commercial general coverage covering comprehensive General Liability on an “occurrence” basis
Automobile Liability	\$1,000,000 per occurrence. No endorsement shall be attached limiting the coverage.

Workers' Compensation	\$1,000,000 per accident. Subrecipient may rely on a self-insurance program to meet those requirements, but only if the program of self-insurance complies fully with the provisions of the State of Ohio. The Workers' Compensation policy shall be endorsed with a waiver of subrogation in favor of the entity for all work performed by the Subrecipient, its employees, agendas, and subcontractors.
Professional Liability For licensed professionals performing work pursuant to this Agreement	\$1,000,000 covering the licensed professionals' errors and omissions. Any deductible or self-insured retention shall not exceed \$150,000 per claim

11.0 Compliance and Monitoring

The City and County have hired an outside consulting firm that will monitor the program administrator to ensure that:

- Proper accounting and financial controls are in place and maintained
- program regulations and protocols are in place and being followed
- Supporting documentation is provided for all expenses
- Services benefit low-to-moderate income persons and data is being collected
- Services are being delivered in a timely fashion
- Progress is being made towards performance goals

12.0 Federal Lobbying Prohibition Disclosure

All agencies or organizations that receive SLFRF funds must sign and follow the Certification for Federal Lobbying Prohibition Disclosure in contract documents as required by HUD. For additional information, please see this link:

https://lobbyingdisclosure.house.gov/amended_lda_guide.html

13.0 Invoicing and Reporting

program administrators will submit monthly invoices and performance reports for reimbursement. Contract end reporting will be submitted no later than 30 days after the end of the contract.

14.0 Proposal Requirements

Each response to this RFP shall include the information described in this section. Provide the information in the specified order. Failure to include all the elements specified may be cause for rejection. Additional information may be provided but should be succinct and relevant to the goals of this RFP.

A. PROJECT SUMMARY / SCOPE OF WORK

Provide a summary of the services your agency proposes to provide for each item listed in the Scope of Work. However, the Scope of Work is not exhaustive therefore if there are other tasks you feel are important in administering a successful program, please include them as additional items in your scope of work. Please also make sure to include the following information: title of this RFP, name and mailing address of organization, and identify the designated contact person (including email address and phone number).

B. PROPOSED GOALS

Provide a statement that is not more than one (1) page identifying your proposed goals for each of the contract's 3 years. The proposed goals should include the number of grants you expect to issue and any other milestones you anticipate completing and reporting on.

C. QUALIFICATIONS

Provide a statement that is not more than two (2) pages listing the professional qualifications and experience of your organization and its specialized experience and technical competence that qualify it to administer the Critical Home Repair Grant program with federal funding

D. EXPERIENCE

Provide a statement that is not more than two (2) pages listing any current or past experiences with administering similar types of program and indicate the clients/program names, locations, and dates administered.

E. PROPOSED TEAM AND ORGANIZATIONAL STRUCTURE

Describe the organizational structure which will administer the Critical Repair Grant Program. Identify key personnel (including subcontractors) who will have substantial roles in Program administration. Describe personnel responsibilities and include resumes for them.

F. PROPOSED BUDGET

Describe your proposed budget to administer the Home Repair Grant program. The anticipated budget is up to \$6 million over 3 years. The program administration budget may not exceed 20% of the total annual program budget for each fiscal year. Provide any leverage of outside funds or in kind-services.

G. REFERENCES

Provide a list of names, addresses, and telephone/email contacts of at least two (public

sector preferred) clients for which the firm/organization has successfully administered a single-family residential rehabilitation program or any other federal grant program.

H. EXPECTATIONS FROM THE CITY, COUNTY OR DEPARTMENT

Identify any information and tasks expected from the City, County or Department to enable you to complete the Scope of Work.

15.0 Submission Requirements

Proposers shall submit all requested items by or before December 20, 2022.

Submission Format

- Email (1) PDF copy to **kindellanderson@mc-ala.org**
- Please note in Subject line: Critical Home Repair Administration RFP
Attn: Deputy County Administrator, Kindell Anderson

Failure to provide all required submittals in completed form may result in a proposal being found unresponsive and given no consideration. Proposals must be neat, complete, and fully address all information requested.

16.0 Additional Information

- **Agreement.** All terms and conditions, as well as duties of the selected Proposer, shall be set forth in a contract agreement between the selected Proposer and County. The contract will incorporate reference to the requirements of the RFP and the Proposer's proposal as negotiated. State law prohibits the County from agreeing to (1) indemnify the Contractor; (2) waive the right for jury trial; (3) grant a security interest; or (4) binding arbitration.
- **Public Information.** All responses received will be subject to the Alabama Open Records Act, Ala. Code § 36-12-40 (1975), as amended, and may be subject to public disclosure upon request. The Open Records Act is remedial and should therefore be liberally construed in favor of the public. The Alabama Trade Secrets Act is Ala. Code §§ 8-27-1 to 8-27-6 (1975), as amended. Responders are cautioned to be familiar with these statutes. The burden is on the one asserting the trade secret to show that the information sought to be protected meets the definition of a Trade Secret as defined in the Act.

Any RFP response submitted that contains confidential, trade secrets, or proprietary commercial information must be conspicuously marked on the outside as containing confidential information, and each page upon which confidential information appears must be conspicuously marked as such. Identification of the entire bid proposal as confidential is not acceptable unless the Proposer enumerates the specific grounds or applicable laws which support treatment of the entire material as protected from disclosure to the foregoing statutes or other applicable Alabama law.

The owner of the confidential information shall indemnify and hold the County, the City, and their staff harmless from all costs or expenses including, but not limited to, attorney

fees and expenses related to litigation concerning disclosure of said information and documents.

- **Immigration Law.** The selected Proposer affirms that it will not violate federal immigration law or knowingly employ, hire for employment, or continue to employ an unauthorized alien within the State of Alabama for the duration of the agreement. Furthermore, a contracting party found to be in violation of this provision shall be deemed in breach of the agreement and shall be responsible for all damages resulting therefrom.
- **Minority and Women-Owned Businesses.** The City and County are committed to increase participation by Minority and Women-Owned Businesses (M/WBs) in the procurement process; to ensure equal opportunity for M/WBs to participate in the procurement process; to prohibit discrimination on the basis of race, color, religion, national origin, sex, age, disability, or veteran status in the procurement process; and to achieve a minimum of 30% participation by M/WBs in the procurement process.
- **Rights Reserved.** The County and City reserve the right, it is sole discretion, to reject all submissions, reissue a subsequent RFP, terminate, restructure, or amend this procurement process at any time. Evaluation criteria contained herein shall be used in evaluating interested firms, groups, or persons for selection. The County and City may contact any RFP proposer after receiving its submittal to seek clarification on any portion thereof. The County and City further reserve the right to request additional information from any RFP respondent if such information is deemed necessary to further evaluate selection. All RFP material submitted becomes property of the County and City and will not be returned to the RFP proposers. All created and managed assets (i.e., maps, assets purchased for events, etc.) will also be the property of the County and the City.
- **American Rescue Plan Act.** In the event American Rescue Plan Act funds are utilized for this purchase or contract, the County will require the selected vendor to affirm its adherence to the applicable standards provided in 2 C.F.R. Part 200, including, but not limited to, its compliance with the applicable provisions of the following federal laws, regulations and orders:
 - a. Title VI of the Civil Right Act of 1964
 - b. Section 504 of the Rehabilitation Act of 1973
 - c. Davis Bacon Act of 1931
 - d. Age Discrimination Act of 1975
 - e. Section 402 of the 1974 Vietnam Veterans Act
 - f. Byrd Anti-Lobbying Amendment Compliance and Certification
 - g. Executive Order 11246 and Equal Employment Opportunity