

CHATHAM COUNTY PURCHASING DEPARTMENT

ADDENDUM NO. 1 TO RFP 22-0021-7

FOR: ADMINISTRATION SERVICES FOR THE EMERGENCY RENTAL ASSISTANCE PROGRAM

PLEASE SEE THE FOLLOWING ADDITIONS, CLARIFICATIONS AND/OR CHANGES:

1. **Question:** Ref. Section 5.4.1.B.3.e – Would the integration to Charity Tracker and Homeless Management Information Systems be real-time?
Response: Clarification – we use Homeless Management Information System as a resource, this is not an integration need. We anticipate an exchange with Charity Tracker to occur daily (every 24 hours) but it may take time to align the API and therefore, the provider should be prepared to export and import until integrations can be finalized.
2. **Question:** Ref. Section 5.4.1.B.5.f – Have the specific systems/services/software been identified? Have the desired types of integrations been identified?
Response: Same as above.
3. **Question:** Ref. Section 5.4.1.B.5.h – Have the specific systems/services/software been identified? Have the desired types of integrations been identified?
Response: Same as above
4. **Question:** General – Can the County estimate the number of applicants for ERAP 2?
Response: Chatham County, through an array of providers, assisted roughly 2000 unique households through December 2021 under the ERAP1. We estimate about 150-200 unique households would apply monthly under ERAP2.
5. **Question:** Is the County willing to advance funds to the vendor (a monthly ACH amount or daily wire transfer based on processed payments) or (per the RFP) is reimbursement the only option?
Response: The County will consider advance payments during negotiation process. With ERAP1 providers, the County did provide 10% advance and the remaining funds were provided upon successful completion of monthly reports.
6. **Question:** Is a performance bond required?
Response: No, a performance bond is not required.
7. **Question:** Is the County looking for a single vendor to take over the program?
Response: Ideally, yes
8. **Question:** Who are the current vendors/nonprofits that have been working ERA 1 and 2? Are they eligible to re-apply/submit proposal for this RFP?
Response: Currently, Chatham County has contracts with Economic Opportunity Authority, Family Promise of Coastal Empire, Greenbriar, Park Place Outreach, The Salvation Army, Union Mission, and United Way of the Coast Empire. Some specific services provided while others have expended allocated funds. Any current contract provider could reapply.
9. **Question:** Is the estimated \$500,000 for admin. Support a hard figure for the contract? Or will County consider higher amounts?
Response: Per U.S. Treasury guidelines, Chatham County is interested in keeping the administration fee or administrative cost to a minimum. Vendors are encourage to provide the best proposal.

10. **Question:** Can you please post or send current County ERAP Policies and Procedures? (Particularly interested in whether County allows for self-certification and related policies; as well as what are the County’s monthly rent payment credit limits. For example, some jurisdictions pay arrear plus 3 months forward, others only pay 1 month credit plus arrears.)
Response: Chatham County does allow for self-attestation and forms have been (will be) provided to selected provider(s). Chatham County does NOT have limits on payment amounts, just the number of months that should be covered as defined in the guidelines from U.S. Treasury.
11. **Question:** Have you run any rental assistance programs in the past? If yes, what vendor(s) have you used to administer these programs?
Response: Currently, Chatham County has contracts with Economic Opportunity Authority, Family Promise of Coastal Empire, Greenbriar, Park Place Outreach, The Salvation Army, Union Mission, and United Way of the Coast Empire.
12. **Question:** Our business model includes engaging with local community organizations (community-based organizations, nonprofits, etc.). Are you currently working with or do you have recommendations for local organizations that are helping to support Chatham County households?
Response: Current contractors are listed above. However, resources to assist with this initiative may be limited as ERA is not their primary mission.
13. **Question:** What is the anticipated Consultant selection date?
Response: The anticipated selection date would be April 22, 2022.
14. **Question:** What are the anticipated implementation start and program go-live dates?
Response: Ideally, Chatham County would like to announce a relaunch of the ERA program by May 1, 2022.
15. **Question:** Is there any software that the winning bidder is expected to use?
Response: The selected vendor would be expected to use Charity Tracker to determine balance of months available for assistance per household.
16. **Question:** Are any cities within the County excluded from the County’s ERAP (e.g., because they are offering a separate City-specific ERAP)?
Response: ERA 1 & ERA 2 is available to all of Chatham County.
17. **Question:** Is there a backlog of rental assistance applications? If yes, can you provide an approximate volume?
Response: We are not aware of any ‘backlogs’ as our contractors are working through review and approval. Chatham County will work with current contractors and the selected vendor for transition of applications if applicable. We anticipate no more than 50 applications to be in queue.
18. **Question:** Ref. Section 3.8 – Are there any page count or formatting requirements for our proposal?
Response: There is not a page count for the proposal. Each section of your proposal should be provided for in a clear and concise manner. Please follow Section 3.8 Format of Response and Section 4.5.
19. **Question:** Ref. Section 5.2 – This section states: “The County executed contracts with an array of local non-profit, community-based organizations throughout 2021 to assist with the administration of the ERAP.” Can you tell us the names of these organizations?
Response: See response to Questions 8 and 11.

20. **Question:** Do you have any caps of limits on the percentage of funds that can be used for administration for the ERAP 1 funds (remaining \$93,577 and additional \$3,000 allocation)?
Response: There are NO administrative funds remaining within the \$93,577 of ERA1.
21. **Question:** Does this RFP expect the Contractor to administer ERAP 1 and 2 simultaneously? Should we submit one budget for each project? Or one budget for both ERAP 1 and ERAP 2?
Response: Based on expenditure guidelines and to reduce the reallocation of funds, Chatham County will encourage the vendor to administer ERA 1 funds first, however, there are likely some cases that may require ERA 1 and ERA 2 to be used to support needs of the household. Chatham County anticipates a succinct process and transition between ERA 1 and ERA 2.
22. **Question:** Do you already have an award letter from the U.S. Treasury for the ERAP 1 Reallocation funds from DCA?
Response: Chatham County has not been able to finalize agreement with Georgia DCA regarding additional funds or reallocation. As of 03/17 we are still awaiting communication from the state office.
23. **Question:** ERAP 2 states the admin allocation is 15%, but the RFP states only 9% (\$500k in funds can be used for admin). Is this correct?
Response: The 9% as referenced in the RFP is preferred. However, County may be willing to negotiate with highest scoring proposer as deemed necessary.
24. **Question:** We understand that the desired go-live is within 30 days, have the policies for ERA2 been developed/updated or will those be developed in conjunction with this contract?
Response: Appendix X which was included as part of the RFP are the current policies related to eligibility of ERA 2. Chatham County will follow guidelines as presented by Treasury.
25. **Question:** Do you have a current contractor that is the program administrator or is it being managed by the County and with the local vendors/partners?
Response: Chatham County is serving as the administrator currently with contracts as referenced. All vendors submit reports that are aggregated for collective information to be submitted to Treasury.
26. **Question:** Are your local vendors continuing to be engaged? Do these partners currently manage communication to constituents?
Response: We recommend that applicants go back to the contractor where they initially submitted application for continuity. Some households need additional resources beyond ERA and these local non-profits have been able to make referrals and such. However, this is not part of the current or future contract.
27. **Question:** For in-person case management, what is the expectation and what is currently being done?
Response: Chatham County recommends that the vendor have staff available to assist individuals with completion of the application. Currently our vendors offer in person appointments on a case-by-case basis.
28. **Question:** In addition to the online application and software solution, will the county need or require paper applications?

Response: Paper applications are not required. For those persons who do not have internet access, it is expected that the in-person case manager will assist such individuals with completion of the online application.

29. **Question:** What is the backlog of unpaid cases/how many applications are in the queue? Is the current backlog in the queue expected to exhaust all ERA1 funding – including the \$3M that is being requested for reallocation?

Response: Same to Question #18 - We are not aware of any ‘backlogs’ as our contractors are working through review and approval. Chatham County will work with current contractors and the selected vendor for transition of applications if applicable. We anticipate no more than 50 applications to be in queue. Same as Question #23 Chatham County has not been able to finalize agreement with Georgia DCA regarding additional funds or reallocation. As of 03/17 we are still awaiting communication from the state office.

30. **Question:** What software or database is the County currently using for the program and case management?

Response: We use Homeless Management Information System as a resource, this is not an integration need. We anticipate an exchange with Charity Tracker to occur daily (every 24 hours) but it may take time to align the API and therefore, the provider should be prepared to export and import until integrations can be finalized.

31. **Question:** Do you have access to export the DCA data for duplication of benefits?

Response: Chatham County has not been able to finalize agreement with Georgia DCA regarding additional funds or data sharing agreement.

32. **Question:** What is your average amount paid per applicant? How many applicants have been awarded/paid so far?

Response: Chatham County, through an array of providers, assisted roughly 2000 unique households through December 2021 under the ERAP1 with an average payment of \$2000 for rent and utilities.

33. **Question:** Ref. Section 5.4 – Scope of Work – Section B,3,e – Can Chatham County describe in more detail what data needs to be integrated into each database. For example, should all statuses be integrated or just results. Please also define expectations for the frequency of the integration.

Response: Similar response already provided – Vendor will need to review and enter (integrate client information) at least every 24 hours through Charity Tracker.

34. **Question:** Ref. Section 5.4 – Scope of Work – Section B,3,e – Please identify what public benefits database DCA will be utilizing and requesting integration to and from during the project?

Response: Similar response already provided - Chatham County and DCA are still in communication. Nothing is confirmed at this time.

35. **Question:** Ref. Section 5.4 – Scope of Work – Section B,5,h – Please define this integration requirement to cross-reference client GRA status with the DCA’s software, GRA. In additional detail. What would you like the software to cross reference and what is the frequency. Can you describe in more detail this requirement?

Response: Similar response already provided – Charity Tracker is the current software. We ask all vendors to enter client information to reduce duplication of efforts. We don’t have details from DCA regarding their system as of today. Software should provide client name, address, # of payments broken down by rent/utilities, amount of each payment and

months covered by the payment(s). System should allow for uploading of supporting documentation – invoices, bills, eviction notice, etc.

36. Question: Ref. Section 5.4 – Scope of Work – Section G,3 – Is Chatham County requesting an alternative ID in lieu of an applicant’s name or PII information being provided under confidentiality protections? Please advise or explain what protections you are requesting for the applicant and reporting in the software.


Response: Applicant name and personal information is required to determine eligibility and ensure we do not over pay. Vendor should comply with all local, state and federal guidelines to ensure client information is protected.

**THE PROPOSAL DUE DATE REMAINS 5:00PM EST,
MARCH 24, 2022.**

PROPOSER IS RESPONSIBLE FOR MAKING THE NECESSARY CHANGES.

March 18, 2022

DATE


MARGARET H. JOYNER
PURCHASING DIRECTOR
CHATHAM COUNTY