Request for Proposals 2021-066

Emergency Rental Assistance Program Software

ADDENDUM No. 1

ISSUE DATE: March 9, 2021

Responding Offerors on this project are hereby notified that this Addendum shall be made a part of the above named RFP document.

The following items add to, modify, and/or clarify the RFP documents and shall have the full force and effect of the original Documents. This Addendum shall be acknowledged by the Offeror in the RFP document.

Question/Answer Section

1. How much funding is Union County, NC planning on receiving for this ERA program?

    Answer: Union County received $7,234,474.20 for the ERA program.

2. Is Union County planning to administer the screening of tenants/landlords internally with county staff or do you plan to use a 3rd party?

    Answer: We plan to utilize a 3rd party.

3. Do you plan to disburse the checks to landlords, etc. via the county or will your 3rd party handle that?

    Answer: We plan to distribute via County Finance.

4. Are you hoping/planning for just tenants applying or will you have both tenants and landlords apply?

    Answer: We plan to have an option for the tenants or for the landlord to apply.

5. Do you plan to have the landlords and tenants agree to a workout/participation agreement?

    Answer: We plan to follow all guidelines provided by Treasury Guidelines.

6. Are you including Utility Assistance and is your plan to have that in the same application?

    Answer: We plan to include utility assistance and our plan is to have that on the same application.

7. Will you provide your expected and requested go-live date for implementation of Union County?

    Answer: Estimated go-live is early-mid April (date TBD).

8. Could you please define "modern browsers"?

    Answer: This solution needs to be browser agnostic, and "modern" pertains to not having a solution beholden to a particular browser version.

9. Could you please elaborate on "support ACH Transfers"? Do you already have a system in place to transfer this data, or is the vendor expected to provide this transfer?

    Answer: No.Our County will be handling actual financial transactions. We want to ensure the data is in the system and can be extracted by County Finance. The EFT/ACH form along with the W-9 form will need to be a fillable form that is part of the client package to be completed by the applicant. Forms and associated data then will be accessed by the Finance team.

10. Will there be an out-of-the-box digital signature solution, or do you allow constituents to type their signature?

    Answer: We would like for the solution to have the ability for constituents to sign electronically.

11. Are we able to deliver this project in a phased approach, starting with a Minimum Viable Product (MVP)?

Answer: We wish to have the entire solution implemented in 3 weeks and as close to final product as possible except for minor updates/changes.

12. How many citizens at Union County to use system?

Answer: There are approximately 14,300 renters in Union County and about 62% of them meet 80% of AMI. Of those, it is unclear how many will require assistance.

13. How many employees at Union County

Answer: 1364 Part and Full Time employees

14. How many employees are in the divisional department responsible for rental assistance funds distribution?

Answer: We plan to hire a 3rd party to oversee the program, with an estimated 12 personnel.

15. How many people on the team will be responsible for the intake of the application and working that application through it's approval process? Anyone involved in the back end,
task work…etc…

Answer: We plan to have 10-12 personnel including call center and applications processing temps. If there is a need for additional temps, we will add them.

16. What County data storage systems will our system have to pull data from?

Answer: There are no County data storage systems to pull data from.

17. Is there a current plan for verifying eligibility? Back end verification?

Answer: Eligibility verification will be completed as required per treasury guidelines.

18. Did the County assess any solutions or see any solution demos prior to the issuance of this RFP and if so, which solutions were assessed?

Answer: Prior to the issuance of this RFP the County saw solution demos of three systems: Salesforce, Unqork, and Neighborly.

19. Exactly how many internal users (Union County employees) will need access to the system?

Answer: We will need for 3rd party staff and some County employees to have access and estimate the total to be 20 people.

20. Will the County need external partners (nonprofits/any partner the County will be working with) to review applications or access any part of the system? If so, please list the specific number of individuals.

Answer: We do not plan to have external partners review applications or access the system.

21. How many system administrators does the County intend to assign to this solution?

    Answer: Union will have an administration team of four to five that will need to be dynamic depending on the needs of the team.

22. Has a budget been defined for this project effort? If so, what is that budget?

    Answer: No budget has been defined.

23. Does the entire solution need to be implemented in 3 weeks or is the County open to having the Application Intake running within 3 weeks or less but the document templates for agreements and esignature templates updated with the County's language available several weeks after the initial 2-3 week go-live?

    Answer: We wish to have the entire solution implemented in 3 weeks.

24. Does the County expect the selected vendor to modify the solution's Application Intake form (e.g. types and order of fields, labels, types of document uploads), the solution's email alert templates, and the solution's document generation templates to meet unique County requirements during the 3 week implementation period or is the County willing to use the system as an out-of-the-box solution for the initial 3 week implementation period with proposed configuration changes implemented after the initial 3 week period?

    Answer: We wish to have the entire solution implemented in 3 weeks, which includes requested modifications to the application intake forms, solution email alert templates, and solution's document generation templates to meet unique County requirements.

25. Is the County willing to provide IT assistance to ensure the unique web address being provided is setup correctly to point to the vendor's solution?

    Answer: Yes.

26. "Ensure the County has the capability to view all data and files in a format that will allow adherence to federal audit guidelines, including legacy "view only" system access if needed for up to seven (7) years" Can you provide documents that define what those guidelines are, including information on the referenced "legacy systems"? Is this simply a data export?

    Answer: Record retention policy for this program is currently 5 years. Our expectation is to be able to export all data and files from the solution at the termination of this program,and we are hopeful that we will be able to view all data and files using County systems. However to ensure we meet guidelines and ensure the ability to view all data and files, we wish access to the system in view only access for 7 years if such access is deemed necessary.

27. "Be able to translate all application components into different languages, including but not limited to English, Spanish, and Russian;" We assume that this applies only to the applicant interactions and not to the "back office" functions. We assume that grant management functions performed by UCHS personnel will be only in English. Is that a correct assumption?

    Answer: That is correct.

28. "Support ACH transfers" Can you elaborate on this? Would we be handling actual financial transactions?

Answer: No.Our County will be handling actual financial transactions. We want to ensure the data is in the system and can be extracted by County Finance. The EFT/ACH form along with the W-9 form will need to be a fillable form that is part of the client package to be completed by the applicant. Forms then will be accessed by the Finance team.

29. Will the County be providing translation services for each of the languages or does the County require that the selected vendor provide the translations?

Answer: Prefer the vendor to have the ability to translate applications into each language in RFP.

30. "Provide the ability to digitally sign application;" Pg 6, Does the County intend to leverage an existing eSign solution that the County has or will license and need the selected vendor solution to integrate with this or does the County need the vendor to provide the eSign license?

Answer: We would like for the solution to have the ability for constituents to sign electronically and to be integrated into the solution.

31. "Support ACH transfers", pg 7, Could the County elaborate on what is needed to meet this requirement? Does the County need to manually capture the details of the ACH transfer or does the County require the solution to integrate with a payment gateway to generate the ACH transfer?

Answer: See question #28.

32. "Encrypt all data stored;" Pg 5, Does the County require that all data be encrypted at rest as well as in transit?

Answer: Encryption in transit and if hosted by the vendor encryption at rest.

33. What needs to be encrypted and what is the level of compliance needed?

Answer: Any personal identifiable information, at a PCI compliance level

34. Is there a requirement that the solution be hosted in a FedRAMP certified data center?

Answer: No

35. Section 4 Scope of Work "Include unlimited storage of uploaded files for the duration of the agreement", What is the expected storage capacity?

Answer: All documents uploaded by tenant and landlord will need to be stored.Storage capacity is unknown.

36. If the expected storage capacity fits well within the limits of what the system offers, will that be considered compliant?

Answer: Yes.

37. "Enable an online application process for both the tenant and landlord, or a third party entering information on behalf of the tenant or landlord, to apply for rent and/or utility assistance online,

including electronic submission and storage of all required supporting documents;", Pg 6 Does the County know how many total applications they will receive as part of this program?

Answer: Unknown.

38. Purpose, Pg 4, "Enable an online application process for both the tenant and landlord, or a third party entering information on behalf of the tenant or landlord, to apply for rent and/or utility assistance online, including electronic submission and storage of all required supporting documents;", Pg 6, How many households are eligible to receive funds?

Answer: Unknown

39. How many landlords are anticipated to submit applications on behalf of their tenants?

Answer: Unknown

End of Addendum No. 1