

April 24, 2013

Robert Doar  
Commissioner

Roy A. Esnard  
General Counsel

Vincent Pullo  
Agency Chief  
Contracting Officer

**RE: ADDENDUM # 1 TO THE Negotiated  
Acquisition For Housing Recovery  
Programs Case Management Services  
PIN: 06913H085400 EPIN: 09613N0004**

180 Water Street  
New York, NY 10038

212 331 3434

Dear Prospective Proposer:

The Human Resources Administration (“HRA”) appreciates your interest in the Negotiated Acquisition (“NA”) for Housing Recovery Programs Case Management Services issued on April 22, 2013.

Please find attached Addendum #1 for the above-referenced NA. Addendum #1 contains changes to the requirements of the solicitation and the price proposal forms.

Please acknowledge your receipt of Addendum #1 by listing it on the Acknowledgment of Addenda (Attachment C of the NA package) and include it in your proposal submission.

**The deadline for submission of proposals is May 6, 2013.**

Proposers are reminded that they must hand deliver their proposals by **May 6, 2013 at 2:00 p.m.** to:

NYC Human Resources Administration  
Office of Contracts  
Request for Proposal (RFP) Unit  
180 Water Street, 14<sup>th</sup> Floor  
New York, New York 10038

Proposals received at this location after the proposal due date and time are late and shall not be accepted by the Agency, except as provided under the New York City Procurement Policy Board Rules.

Very truly yours,



Vincent Pullo

**ADDENDUM #1****REQUEST FOR PROPOSALS****For****Negotiated Acquisition for Home Recovery Program Case Management Services  
PIN:06913H05400 EPIN: 09613N0004**

Please be advised that the subject Negotiated Acquisition is revised as described below. All new language is bolded and underlined. Language that is crossed out is being deleted from the Negotiated Acquisition.

**PAGE 1 – First Paragraph**

The City of New York Human Resources Administration (HRA) ~~is seeking to retain one~~ **anticipates awarding two contracts** to provide case management services in support of the NYC housing recovery programs. These programs are designed to help people directly affected by Superstorm Sandy achieve permanent, sustainable housing solutions. The Contractor<sup>1</sup> (**Vendors or Contractors or “Each Contractor”**) will play an essential role in ensuring that delivery of assistance to program applicants is timely, effective, and responsive to community and customer needs.

**PAGE 4 Section I . Background – 1<sup>st</sup> paragraph**

The City's housing recovery programs are designed to meet the unmet housing assistance needs described in the NYC CDBG-DR Action Plan,<sup>2</sup> which is incorporated into this solicitation by reference, and help people affected by Hurricane Sandy – including homeowners and tenants of rental properties – achieve permanent, sustainable housing solutions that allow them to remain in New York City and, where possible, return to their neighborhoods.

**PAGE 6 II. Specific Scope of Services Requested of Contractor – 2<sup>nd</sup> Paragraph**

Proposers' responses must address all five tasks, describing tasks and activities the proposer will perform directly as the lead firm, and the tasks and activities to be provided by any subcontractors or linkage partners. If submitting a proposal with multiple ~~proposers~~ **partners/subcontractors**, ~~one proposer~~ **the lead proposer** must be designated for Task IV and assume overall responsibility for the delivery across the remaining tasks. The contractor is responsible for managing the entire contractor team, including all subcontractors and/or linkages. Proposers will be required to demonstrate knowledge of local communities and NYC community-specific needs.

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<sup>1</sup> **Note: Any reference to the term ‘Contractor’ shall mean each contractor individually.**

<sup>2</sup> <http://www.nyc.gov/cdbg>

**PAGE 7 II. Specific Scope of Services Requested of Contractor (continued) – 2<sup>nd</sup> Paragraph**

Proposers are expected to provide services for ~~the entirety~~ **all components** of the program, including all phases of CDBG-DR funding; **however, the City, as stated herein, anticipates awarding the resultant contracts to two vendors and the actual caseload will be distributed between the two contractors.**

**PAGE 23 Section IV (A) Contract Terms – 1<sup>st</sup> and 2<sup>nd</sup> paragraph**

The ~~selected~~ contractors will be needed for the period of two (2) years, starting June 10, 2013. The City reserves the right to renew the contract for a period of up to two years. Initial staff in ~~all three~~ Tasks **I through III** are expected to be on site at designated locations as of June 10, 2013. Remaining staff to reach full operations are expected to be on site at designated locations by June 17, 2013.

Contractor(s) are expected to cover the entire duration of the NYC housing recovery programs, including all phases of funding. Vendors are asked to provide services and staff for all New York City Housing Recovery Centers. **While** vendors may not propose to provide services at only select geographical locations, **the City reserves the right to distribute the work in the manner that would be in the City's best interest and on an as-needed basis. Such distribution will be dependent on such factors including but not limited to geography, demand, building type, and capacity of the contractor.** The initial distribution of the caseload will occur after initial selection, but the City reserves the right to adjust the caseload through the life of the resultant contracts.

Contractors are encouraged to demonstrate local knowledge and the potential to leverage local organizations where appropriate. Consistent with HUD section 3 goals, vendors are also encouraged to train and hire low- or very-low income residents when appropriate.<sup>3</sup>

**PAGE 23 Section IV (B) Staffing Levels – 1<sup>st</sup> paragraph**

Over the course of the two-year contract, staffing levels will vary and require a variable and flexible staffing schedule. The table below provides estimated staffing levels **for half the entire anticipated Citywide caseload, as the City anticipates the award of two (2) contracts.** **However, the contractor(s) will be required to** ~~may~~ ramp-up / ramp-down staffing as required by the City. **The proposers agree that the numbers below are anticipated levels, and understand that it is not a representation of actual staffing levels during the course of the**

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<sup>3</sup> As per HUD Section 3 regulations  
[http://portal.hud.gov/hudportal/HUD?src=/program\\_offices/fair\\_housing\\_equal\\_opp/section3](http://portal.hud.gov/hudportal/HUD?src=/program_offices/fair_housing_equal_opp/section3)

**resultant contracts.** Ongoing case management assignments may shift with staffing level changes.

**PAGE 23 Section IV (B) Anticipated Staffing Levels: Task I: Customer Operations**

	6/10/13–6/15/13	6/17/13–12/31/13	1/2/14–1/2/15	1/2/15–6/10/15
<b>Housing Recovery Specialists</b>	<del>10-20</del> <b><u>5-10</u></b>	<del>100-150</del> <b><u>50-125</u></b>	<del>50-75</del> <b><u>25-38</u></b>	<del>10-20</del> <b><u>5-10</u></b>

**PAGE 24 Section IV (B) Anticipated Staffing Levels: Task I: Customer Operations**

<b>Customer Service Representatives</b>	<del>1-5</del> <b><u>1-2</u></b>	<del>10-20</del> <b><u>5-10</u></b>	<del>10-20</del> <b><u>5-10</u></b>	<del>5-15</del> <b><u>2-8</u></b>
<b>Quality Assurance Specialists</b>	<del>1-5</del> <b><u>1-2</u></b>	<del>10-20</del> <b>2-5</b>	<del>5-10</del> <b><u>2-5</u></b>	<del>1-5</del> <b><u>1-2</u></b>
<b>Customer Operations Supervisors</b>	<del>2-3</del> <b><u>1-2</u></b>	<del>15-25</del> <b><u>8-13</u></b>	<del>8-16</del> <b><u>4-8</u></b>	<del>5-10</del> <b><u>1-5</u></b>

**PAGE 24 Section IV (B) Anticipated Staffing Levels: Task II: Eligibility Review**

	6/10/13–6/15/13	6/17/13–12/31/13	1/2/14–1/2/15	1/2/15–6/10/15
<b>Eligibility Specialists</b>	<del>10-20</del> <b><u>5-10</u></b>	<del>70-90</del> <b><u>35-45</u></b>	<del>10-20</del> <b><u>5-10</u></b>	<del>5-15</del> <b><u>1-8</u></b>
<b>Eligibility Supervisors</b>	<del>2-3</del> <b><u>1-2</u></b>	<del>7-10</del> <b><u>4-5</u></b>	1-2	1-2

**PAGE 24 Section IV (C) Assumptions Regarding Vendor(s) Price - Task II: Eligibility Review (entire section)**

Payment will be based on a per unit cost and volume completed. Payment will be made upon deliverable of a final report certifying eligibility or ineligibility of each applicant. The contractor should plan to process **half the anticipated Citywide caseload, which is** approximately ~~2~~10,000 applications of varying complexity over a period of 4-6 months. Contractor will be expected to have a staff onboard capable of processing ~~300-500~~ **150-250** high priority cases within 1 week of notice to proceed, with ramp-up to full capacity within ~~3-4~~ **1-2** weeks after that. ~~Vendors~~ **Proposers** should address in their responses how fluctuating levels of demand will be met to satisfy City requests.

Contractor should also specify any expected pricing differentials to service applicants from the following: single-family homes (1 – 4 units); multi-family buildings (<40 units); and multi-family buildings (>40 units). If any pricing differential is proposed, vendor should provide an explanation describing the reasons for this differential.

**PAGE 25 Section IV (C) Assumptions Regarding Vendor(s) Price - Task III: Counseling 1<sup>st</sup> paragraph**

Payment will be based on a per case cost and volume completed. Ten percent of total payment will be made upon certification of first visit with a counselor. Remaining payment will be made upon receipt of deliverables for each applicant. Contractor should plan for counseling for **half the anticipated Citywide caseload, which is** approximately ~~8,000~~ **4,000** applicants of varying complexity. Contractor will be expected to have a staff onboard capable of processing ~~300-500~~ **150-250** high priority cases within 1 week of notice to proceed, with ramp-up to full capacity within ~~3-4~~ **1-2** weeks after that. ~~Contractor~~ **Proposers** should address in their ~~bid~~ **response** how fluctuating levels of demand will be met.

Contractor should also specify any expected pricing differentials to service applicants from the following: single-family homes (1 – 4 units); small multi-family buildings (<40 units); and large multi-family buildings (>40 units). If any pricing differential is proposed, vendor(s) should provide an explanation describing the reasons for this differential.

**Page 29 Section V (D) Basis of Award – 1<sup>st</sup> paragraph**

~~This award will be made to~~ **The City anticipates awarding two (2) awards as a result of this procurement. The awards will be made to the top two** highest technically rated responsive and responsible proposers offering the most advantageous proposals to the City, taking price and other factors into account. Greater consideration will be provided for proposers who propose aggressive, competitive pricing. HRA will consider the following criteria when evaluating submissions:

Criteria	Selection weight
The contractor’s and/or subcontractor experience in providing services similar to the services described above.	<b>30%</b>
Organizational capability, including the quality of the respondent’s management, reputation and references and the quality of the proposed Consultant’s team. The terms under which the respondent will commit its key personnel and, as applicable, the personnel of the respondent’s team members, without transfers and personnel changes.	<b>30%</b>
The quality of the proposal and the ability to perform the services to be rendered. The contractor’s and/or subcontractor proposed approach to provide the services described above.	<b>40%</b>

**Page 29 Section V (D) Basis of Award – 2<sup>nd</sup> paragraph**

Final determination of awards will be dependent on successful negotiations with the apparent winners in a timely manner.

**All the information, volumes and quantities are for purposes of comparison purposes. The City reserves the right to: 1) distribute the case load as needed (based on factors such as geography, demand, building type, etc.); and 2) shift the distribution of cases between the two contractors during the course of the contracts as needed. The protocol for assigning cases will be established prior to contract start date.**

The City **also** reserves the right to cease negotiations with ~~the~~ **either** apparent winner and commence negotiations with the next highest technically rated proposer.

New York City Housing Recovery Program  
Case Management Services  
**Attachment B-2**  
Price Proposal Summary Form - Years 1 and 2  
PIN: 06913H085400 / EPIN: 09613N0004

Proposer’s Name: \_\_\_\_\_

**TASK I – CUSTOMER OPERATIONS DELIVERABLES**

Note: The numbers below are estimated expectations of volume. Actual quantities may differ during the actual performance of services.

<b>Single-Family House Deliverables</b>			
<b>Deliverables</b>	<b># of expected participants</b>	<b>Proposed fee per participant</b>	<b>Total</b>
1. Checklist signed confirming key topics discussed at initial applicant	<del>17,000</del> <b>8,500</b>		\$
2. Completed application	<del>14,000</del> <b>7,000</b>		\$
3. Confirmation signed that eligibility, assessment and environmental results communicated to applicant	<del>13,000</del> <b>6,500</b>		\$
4. Award agreement signed, case handed to construction	<del>13,000</del> <b>6,500</b>		\$
5. Construction completed, case closed	<del>13,000</del> <b>6,500</b>		\$
<b>Multi-family Buildings Deliverables</b>			
<b>Deliverables</b>	<b># of expected participants</b>	<b>Proposed fee per participant</b>	<b>Total</b>
1. Checklist signed confirming key topics discussed at initial applicant	<del>1,700</del> <b>850</b>		\$
2. Completed application	<del>1,300</del> <b>650</b>		\$
3. Confirmation signed that eligibility, assessment and environmental results communicated to applicant	<del>1,300</del> <b>650</b>		\$
4. Award agreement signed, case handed to construction	<del>1,300</del> <b>650</b>		\$
5. Construction completed, case closed	<del>1,300</del> <b>650</b>		\$
<b>Renters Deliverables</b>			
<b>Deliverables</b>	<b># of expected participants</b>	<b>Proposed fee per participant</b>	<b>Total</b>
1. Intake form completed	<del>10,000</del> <b>5,000</b>		\$
2. Case reviewed and appropriate referrals made	<del>10,000</del> <b>5,000</b>		\$
<b>Task I – Customer Operations Deliverable Total</b>			\$

New York City Housing Recovery Program  
Case Management Services  
**Attachment B-3**  
Price Proposal Summary Form - Years 1 and 2  
PIN: **06913H085400** / EPIN: **09613N0004**

Proposer's Name: \_\_\_\_\_

**TASK II – ELIGIBILITY REVIEW DELIVERABLES**

Note: The numbers below are estimated expectations of volume. Actual quantities may differ during the actual performance of services.

<b>Deliverables</b>	<b># of expected participants</b>	<b>Proposed fee per participant</b>	<b>Total</b>
<p><b>#1</b> Submission of written report certifying eligibility / ineligibility of individual applicant, along with all verification of documentation required to reach determination of eligibility, including:</p> <ul style="list-style-type: none"> <li>• Identity; ownership of property; income; current on property tax; primary residence or presence of year-round renters; proof of storm damage; other city required criteria; other federally required criteria</li> </ul>	<del>20,000</del> <b><u>10,000</u></b>		\$
<p><b>#2</b> Submission of written report certifying duplication of benefits verification of:</p> <ul style="list-style-type: none"> <li>• FEMA IA grant amount; National Flood Insurance Program award; SBA loan amount; Private insurance claim; Rapid Repairs cost of repairs</li> </ul>	<del>20,000</del> <b><u>10,000</u></b>		\$
<p><b>#3</b> Submission of written report certifying award amount and determination</p>	<del>20,000</del> <b><u>10,000</u></b>		\$
<b>TASK II – Eligibility Review Deliverable Total</b>			\$

New York City Housing Recovery Program  
Case Management Services  
**Attachment B-4**  
Price Proposal Summary Form - Years 1 and 2  
PIN: 06913H085400 / EPIN: 09613N0004

Proposer's  
Name: \_\_\_\_\_

**TASK III – COUNSELING DELIVERABLES**

<b>Housing Finance Counselor Deliverables</b>			
<b>Deliverables</b>	<b># of expected participants</b>	<b>Proposed fee per participant</b>	<b>Total</b>
#1 Signed Forms	8,000 <del>4,000</del>		\$
#2 Action Plan	8,000 <del>4,000</del>		\$
# 3 Written Report	8,000 <del>4,000</del>		\$
<b>Legal Counselor Deliverables</b>			
<b>Deliverables</b>	<b># of expected participants</b>	<b>Proposed fee per participant</b>	<b>Total</b>
#1 Signed form	8,000 <del>4,000</del>		\$
# 2 Action Plan	8,000 <del>4,000</del>		\$
<b>Special Needs Counselor – Deliverables</b>			
<b>Deliverables</b>	<b># of expected participants</b>	<b>Proposed fee per participant</b>	<b>Total</b>
# 1 Signed Forms	8,000 <del>4,000</del>		\$
#2 Action Plan	8,000 <del>4,000</del>		\$
<b>Task III – Counseling Deliverable Total</b>			\$