



**Human Resources  
Administration**

Department of  
Social Services

Office of Contracts

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Commissioner

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Agency Chief  
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180 Water Street  
New York, NY 10038

212 331 3434

April 26, 2013

**RE: ADDENDUM # 3 To The Negotiated  
Acquisition For Housing Recovery  
Programs Case Management Services  
PIN: 06913H085400 EPIN: 09613N0004**

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 #3 for the above-referenced NA. Addendum #3 contains:

- **Revisions to the Negotiated Acquisition:** Attached to this Addendum as Attachment A is revisions to the requirements of the solicitation.
- **Answers to Questions, Submitted to HRA in Writing:** Attached to this Addendum as Attachment B are answers to questions submitted by interested potential proposers.

In addition, please note that the list of organizations who have downloaded the solicitation will be updated daily on [www.nyc.gov/hra/contracts](http://www.nyc.gov/hra/contracts).

Please acknowledge your receipt of Addendum #3 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,

A handwritten signature in black ink, appearing to read 'Vincent Pullo', written in a cursive style.

Vincent Pullo

**Housing Recovery Program Case Management Services**  
**PIN:06913H085400 EPIN:09613N0004**  
**ADDENDUM #2**  
**Attachment A**

Please be advised that the subject Negotiated Acquisition, which includes all changes in previous addenda, 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 18 – Section II Task V: Providing Facilities for Housing Recovery Centers – 1<sup>st</sup> bullet**

The contractor must provide a proposal for providing and setting up Housing Recovery Center facilities. However, the City may opt not to exercise this task at its discretion. Housing Recovery Centers will be used by all Customer Operations staff to meet with applicants face to face.

**Housing Recovery Centers** are expected to contain features including, but not limited to, the following:

- Provision of multiple sites located across the five boroughs of New York City and easily accessible by public transportation from areas affected by Superstorm Sandy suitable for the provision of services to participants by ~~the program start date~~ **one week following the contract start date, which is defined below.** Please see table below regarding distribution of damaged buildings.

**PAGE 22 – IV. Contract Conditions – 1<sup>st</sup> paragraph**

The contractor will provide (transfer or hire) and manage a staff which will fulfill the Customer Operations, Counseling and Project Management functions in accordance with the requirements above. The contractor(s) will be responsible for the training of all staff on the requirements of the program as outlined in the NYC CDBG-DR Action Plan and accompanying guidelines and procedures, as well as on the HRO-designated IT system, expected to be built upon a Microsoft Dynamics platform with modules customized by the City. **Note that the City will be available to train managers and supervisors during the first week following the contract start date, which is defined below. The contractor(s) should plan to train the rest of staff during the second week following the contract start date, which is defined below.**

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

The contractors will be needed for the period of two (2) years, **anticipated to** starting on June 10, 2013 **(the “contract start date”).** The City reserves the right to renew the contract for a period of up to two years. ~~Initial staff in Tasks I through III are expected to be on site at designated locations~~

as of June 10, 2013. Remaining Staff **required for** to reach full operations are expected to be on site at designated locations by June 17, 2013 **two weeks after the contract start date.**

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

	<del>6/10/13-6/15/13</del>	<del>6/17/13-12/31/13</del> <b><u>Two weeks after contract start date - 12/31/13</u></b>	1/2/14-1/2/15	1/2/15-6/10/15
<b>Housing Recovery Specialists</b>	5-10	50- <del>125</del> <b><u>75</u></b>	25-38	5-10

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

<b>Customer Service Representatives</b>	1-2	5-10	5-10	2-8
<b>Quality Assurance Specialists</b>	1-2	2-5	2-5	1-2
<b>Customer Operations Supervisors</b>	1-2	8-13	4-8	1-5

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

	<del>6/10/13-6/15/13</del>	<del>6/17/13-12/31/13</del> <b><u>Two weeks after contract start date - 12/31/13</u></b>	1/2/14-1/2/15	1/2/15-6/10/15
<b>Eligibility Specialists</b>	5-10	35-45	5-10	1-8
<b>Eligibility Supervisors</b>	1-2	4-5	1-2	1-2

**PAGE 24 Section IV (C) Assumptions Regarding Vendor(s) Price - Task II: Eligibility Review 1<sup>st</sup> paragraph**

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 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 150-250 high priority cases within 1 week of notice to proceed, with ramp up to full capacity within 1-2 weeks after that.~~ Proposers should address in their responses how fluctuating levels of demand will be met to satisfy City requests.

**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 4,000 applicants of varying complexity. ~~Contractor will be expected to have a staff onboard capable of processing 150-250 high priority cases within 1 week of notice to proceed, with ramp up to full capacity within 1-2 weeks after that.~~ Proposers should address in their response how fluctuating levels of demand will be met.

**PAGE 28 – Section V (C) Organizational Capability and Team – 1<sup>st</sup> paragraph**

Proposers should indicate their proposed organizational structure, and how they will effectively manage staff, and manage budgets without timely City reimbursement. In addition, proposers should indicate how it can fully staff program operations with a rapidly deployed team ~~on June 10, 2013, with a full ramp up by June 17, 2013~~ **by two weeks after the contract start date** and maintain appropriate staffing levels over the two year period with an expected shift in demand.

**Housing Recovery Program Case Management Services  
PIN:06913H085400 EPIN:09613N0004  
ADDENDUM #3  
Attachment B**

**QUESTIONS & ANSWERS**

**Question 1. Can an applicant be a subcontractor on multiple proposals?**

Answer: Yes, an applicant may be a subcontractor on multiple proposals. However, all subcontractors are subject to prior approval by the City of New York.

**Question 2. Can HRA share the list of interested potential vendors so that an entity interested in subcontracting for Tasks 1-3 or 5 can identify and collaborate with a lead proposer?**

Answer: A daily updated list of organizations who downloaded the solicitation is available at [www.nyc.gov/hra/contracts](http://www.nyc.gov/hra/contracts).

**Question 3. Given the short time frame to assemble a team and submit a full proposal, can an entity submit a proposal for one of Tasks 1-3 or 5 if unable to identify a lead proposer?**

Answer: No, as stated in the requirements of this solicitation, *“if submitting a proposal with multiple partners/subcontractors, the lead proposer must be designated for Task IV and assume overall responsibility for the delivery across the remaining tasks.”*

**Question 4. For Task 3, on page 25: Is counseling anticipated for owners of “small multi-family buildings (<40 units); and large multi-family buildings (>40 units)” in addition to owners of single family homes (1-4 units)?**

**a. If so what kind of counseling is envisioned for owners of the larger buildings (5+ units)?**

Answer: Yes, all homeowners, regardless of the number of the units owned, may be eligible for all types of counseling (financial, legal, special needs) described in the solicitation. However, large building owners may have fewer counseling needs.

**Question 5. Can you confirm that counseling is only intended to serve property owners and not renters? (p.25) There is a reference on the bottom of page 7 and the top of page 8 that refers to “the appropriate counseling or program assistance referrals for the renters.” Is this renter counseling to be provided under Task 3? Task 3 seems limited to homeowners.**

Answer: Task III is not limited to homeowners – renters may be referred to counseling depending on criteria set by the City.

**Question 6. In addendum #1, is there any specific division of services anticipated in the two awards, for example by building type or geography?**

Answer: As indicated in the solicitation, a decision about how to divide the caseload will be made prior to contract award.

**Question 7. On page 9 of addendum #1, are there estimated staffing levels for counseling services under Task 3?**

Answer: The proposer should determine the appropriate staffing level given the number of anticipated applicants, as indicated in the solicitation.

**Question 8. Will vendors with the ability to provide only 2 of the 10 services be allowed to respond to the RFP?**

Answer: Please see Answer # 3.