

**Invitation to Negotiate 20-ITN-001-TH  
DR Regulatory Support Services  
Technical Questions and Answers**

The Department’s responses to timely submitted questions are provided below:

<b>Respondent Question Number*</b>	<b>ITN Page Number, Section Number, Subsection Reference*</b>	<b>Question*</b>	<b>Answers</b>
1	General	Staffing requirements are discussed in the SOW (Sections C.7–C.9), and résumés are required in Tab 1. However, Section B.37.1, Technical Reply Format does not include any sort of staffing section. Nor does Attachment I, Evaluation Criteria, refer to staffing or assign any points to it. Please clarify whether Respondents should discuss staffing and where, or if they should simply provide résumés as required.	Please refer to Section B.37.1.
2	General Question	To meet the milestone payments for the number of homes rebuilt or repaired, how will FL DEO account for situations beyond the control of the Contractor? For example, a dispute over whether a repair is completed.	DEO has several tools to address situations outside of the selected Contractor’s control, including a “hold status” that tolls time on projects while certain issues are resolved, e.g. when a homeowner unreasonably withholds access to the property. DEO will make determinations with respect to disputes over whether a repair is completed.
3	General Question	What are the responsibilities under this contract for the contractor to prepare and/or update and/or maintain standard operating policies and procedures?	DEO has established policies and procedures for the Hurricane Irma HRRP, which may be adapted for use in the Hurricane Michael HRRP. The selected Contractor will be responsible for drafting all policies and procedures for the Hurricane Michael HRRP and for providing those drafts to DEO for review and approval before implementation. Additionally, the selected Contractor will review and update Hurricane Michael HRRP policies on at least a quarterly basis.

4	General question	Please confirm the Title Assistance Benefit will be operational at the time of program intake.	DEO cannot confirm this at this time.
5	Page 3, Addendum 2, Section 1.B.6, Table Line #14	The timeline on page 3 on Addendum 2 indicates that the anticipated Notice of Award will occur 10/5/2020. How long does DEO anticipate it will take to get the contract in place and executed after the posting of the Notice of Intent to Award?	Please refer to Section B.23.
6	ITN Page Number: 3 Section Number: B.6 Subsection Reference: Calendar of Events, Section 4	Would the DEO consider responding to questions earlier than July 15 <sup>th</sup> , or consider extending the deadline in order to provide time for respondents to review Q&A responses and adjust proposals accordingly?	No.
7	Page 4, B.7	<p>The ITN states that "All or some portion of this procurement may be funded with federal funds. The exact amount of federal funding used will be based on DEO's federally approved cost allocation plan?"</p> <p>If DEO anticipates that funds other than CDBG-DR funds will be used for this project, what other sources of funds will or may be used?</p>	Indeterminate at this time.
8	ITN Page Number: 4 Section Number: B.8 Subsection Reference: Mandatory Pre-Reply Conference Call	Based on information discussed during the Pre-Reply Conference Call, would the DEO be open to a current prime partnering with, and transferring primary duties to, a subcontractor who was not on the call?	No.
9	Section B.14, page 7	Under the list of Mandatory Requirements for Evaluation, Item C lists Attachment B, Cost Reply, as a mandatory element of the original Technical Reply. However, Item D following states that "Attachment B must be submitted in a sealed package separate from the other attachments." Should Attachment B be removed from the list of mandatory elements for the Technical Reply in Item C?	Yes, Attachment B should be removed from the list of mandatory elements for the Technical Reply in item C and the instructions under Section B.14, item D should be followed instead, (meaning that the Cost Reply along with its copies, should be separated from the Technical Reply and its copies).

10	Pg. 8 & 12; Attachment L #14, B.17, B.35	Please confirm that DEO is requesting a redacted copy in both a hard copy signed, and on CD or USB drive.	Yes, that is correct.
11	Page 9, B.21; Page 43, C.14	Section B.21 indicates that a contract renewal may be allowed for a term not to exceed three years. Section C.14 indicates that there may be one allowed contract extension for a period not to exceed six months. Which provision is governing, three years or six months?	Both.
12	ITN Page Number: 10 Section Number: B.26 Subsection Reference: Laws and Permits	Please confirm permits will not be pulled by the respondent, but rather by the individual pool contractors identified for each project.	Yes, that is correct.
13	Section B.35, page 12	<p>This section states that the original and six copies of both the Technical Reply and the Cost Reply must be "bound, enclosed and sealed individually." Please clarify what is meant by "sealed individually."</p> <p>Does it mean that the Technical Reply and related materials (references, electronic copy) must be sealed and submitted separately from the Cost Reply, or does it mean that each copy of the Technical Reply and Cost Reply should be sealed in their own individual envelopes?</p>	Yes, this means that the Technical Reply and related materials must be sealed and packaged separately from the Cost Reply. In other words, the Cost Reply along with its copies, should be in one package and the Technical Reply and its copies should be in another package, however, both individual packages can be delivered in the same courier box/package.
14	Section B.35, page 12	This section states, "The Respondent's Technical Reply shall be packaged separately from its Cost Reply or the reply will be rejected." Can the Technical Reply and the Cost Reply be sent in the same courier box, if they are each sealed separately within the box? Or must they be sent in separate boxes? Please clarify.	Please refer to the answer provided for Question #13.
15	Section B.35, page 12	If the Respondent must provide an electronic copy of the Redacted Technical Reply or Redacted Cost Reply, may it be submitted in the	Yes.

		same package as the unredacted copies of the appropriate volume?	
16	Pg. 12 of 68, B.35, Submittal Requirements	Given the uncertainty of the COVID-19 requirements on office openings and delivery service, will DEO consider allowing electronic only submissions?	No.
17	Section B.37.1, page 13	This section specifies that Replies must be prepared 'utilizing 8.5" x 11" paper.' Are larger (11" x 17") fold-out pages allowed for material that does not fit well into a smaller format, such as the detailed timeline required for Tab 10?  If yes, do these pages count as one page or two?	No.
18	Section B.37.1, page 13	This section states that "Respondent's Technical Reply shall not exceed one-hundred (100) pages, excluding the mandatory attachments listed in paragraph C of the table set forth in Section B.14." Are résumés included within the 100-page limit, or may they be provided in an appendix? Sufficient résumés to provide a detailed staffing picture may be quite lengthy.	Resumes are included in the 100-page limit.
19	Section B.37.1, page 13	Is front matter, such as title page and table of contents, included within the 100-page limit?	Please refer to Section B.37.
20	Page 13, B.37.1	Does the DEO include staff resumes, covers, tabs, and table of contents in the 100 page count identified in the page limit within B.37.1?	Yes.
21	Page 13, B.37.1 Technical Reply Format, 1 <sup>st</sup> Paragraph	May we submit a limited Executive Summary (less than 5 pages) and it be excluded from the 100-page limit?	Please refer to Section B.37.1.
22	Pg. 13; B.37.1, Tab 11	Please confirm that the 100-page limit excludes the executive summary, table of contents, cover letter, tab dividers, Tab 11 - Duty of	Please refer to Section B.37.1.

		Continuing Disclosure of Legal Proceedings, and DEO required Cover Page in addition to paragraph C of the table in section B.14.	
23	Section B.37.1, page 13, and B.14, Item C, page 7	Please confirm that all of Tab 12, including the State Project Plan and any CMBE Certifications, is excluded from the 100-page count along with the other Attachments to be provided in Tab 12.	Please refer to Section B.37.1.
24	Section B.37.1, page 14, Tab 1	This section specifies that résumés must be provided, but does not address where résumés must be included within the Reply.  Must résumés be presented under Tab 1, Introduction – Qualifications & General Experience, where they are required, or may they be presented in an appendix?	Please refer to Section B.37.1.
25	Pg. 14; Tab 1. Introduction - Qualifications & General Experience	Please confirm that this sentence refers to the prime contractor – as the Respondent – having experience implementing a program of similar size and scope.	Please refer to Section B.37.1.
26	Pg. 14 & 60; Tab 1, Attachment I	Can we include comprehensive resumes as an appendix, not part of page count?	Please refer to the answer provided for Question #18.
27	Pg. 41; B.37.1, Tab 1	Please confirm that resumes are excluded from the 100-page limitation.	Please refer to the answer provided for Question #18.
28	Page 14, B.37.1, Tab 1; Page 28, C.1	Would the DEO define the terms “full spectrum of services” and/or “full spectrum recovery operations”?	“Full spectrum” refers to all of the sub-activities that complement the actions required for performing the disaster recovery operations.
29	Page 14, B.37.1, “Tab 1”, Bullet 4	The ITN indicates that the Contractor must demonstrate “experience in finding and working eligibility cases”. However, there is no outreach component included in this ITN other than coordination with VOADs. Does DEO intend for the contractor to engage in outreach activities to assist in “finding” cases for the program?	No.

30	Pg. 14; B.37.1 Tab 2	Please confirm that the timeframe over which contracts for this requirement should be considered is three years.	This question is not clear.
31	Page 14, B.37.1, Bullet 2; Page 18, B.37.2, #8; Page 34, C.6.1; Page 35, C.6.1, #33	The ITN (page 14) states that the contractor must “demonstrate capability with an established System of Record and adequate Information Technology experience to accomplish the scope of work.” Section B.37, which describes the cost reply indicates that costs are broken down into components including “Building and maintaining a System of Record for the Hurricane Michael Housing Repair and Replacement Program.” Section C.6.2 indicates that the contractor “shall provide an Information Technology System of record which meets all state ...PII security standards and includes role based protections” with unfettered access by state personnel. There are no other mentions of System of Record in the ITN. Can DEO please provide insight into the agency’s requirements, including number of anticipated DEO users, associated with the System of Record?	<p>DEO anticipates that the selected Contractor will maintain a singular secure and authoritative data source (system of record) that will ensure the integrity and validity of data related to the scope of work specified, including but not limited to:</p> <ul style="list-style-type: none"> <li>• General management for all aspects of this project;</li> <li>• Intake and Eligibility operations;</li> <li>• Customer Service;</li> <li>• Construction Management; and</li> <li>• Closeout, Compliance Oversight, Audit, and Reporting.</li> </ul> <p>DEO anticipates at least 50 users will require access to the Contractor’s system of record.</p>
32	Pg. 15, 38; B.37.1 Construction Management 6th bullet, C.6.7	Please confirm that the time required to complete an environmental review is 45 days?	The expectation for completion of environmental Tier 2 reviews in 30 days applies to projects that do not require State Historic Preservation Office (SHPO) consultation; the expectation for completion in 45 days applies to projects that require SHPO consultation.
33	ITN Page Number: 15 Section Number: B.37 Subsection Reference: Tab 6	Who determines repairs are satisfactory and completed, the homeowner, the DEO, or the Contractor?	The selected Contractor and the local governmental unit will conduct inspections on all projects, but DEO is ultimately responsible for determining if repairs are satisfactory and completed.
34	Page 15, B.37.1, “Tab 6”, Bullet 5	Who does the DEO foresee initiating the “request” as described in this bullet?	It is expected that the system of record and the program SOPs developed and implemented by DEO and the selected Contractor will result

		Will DEO provide a physical request via email, data flag, or other method that will signify the "request" and thus the start of the clock for performance on any given file?	in an automated process that triggers a structural assessment, when necessary.
35	Page 15, B.37.1, "Tab 6", Bullet 6; Page 38, C.6.7, #3	Tab 6, Bullet 6 indicates that environmental reviews must be conducted within 45 days of request whereas C.6.7 #3 indicates that they must be performed within 30 days of request. Does the DEO expect environmental reviews to be completed within 30 or 45 days?	Please refer to the answer provided for Question #32.
36	Page 15, B.37.1, "Tab 6", Bullet 6; Page 38, C.6.7, #3	Tab 6, Bullet 6 indicates that environmental reviews must be conducted within 45 days of request whereas C.6.7 #3 indicates that they must be performed within 30 days of request. Can DEO please specify which environmental reviews (Tier 1, Tier 2, both) are subject to this / these timelines?	Please refer to the answer provided for Question #32. DEO will be responsible for the Tier 1 reviews.
37	Page 15, B.37.1, "Tab 6", Bullet 6	<p>This bullet deals with standing up and performing environmental reviews, but also indicates that "All federal regulations regarding lead-based paint, environmental review, housing quality standards, procurement, labor standards, etc. apply to this program". Can DEO clarify the following:</p> <ol style="list-style-type: none"> <li>1. Whether the agency expects both the Tier 2 and any necessary LBP Risk Assessment will be triggered at the same time?</li> <li>2. How housing quality standards are intended to factor into the environmental review process?</li> <li>3. How procurement is intended to factor into the environmental review process?</li> </ol> <p>How labor standards are intended to factor into the environmental review process?</p>	<p>Possibly. Housing Quality standards may be factored into the environmental review process during the damage assessment of a home and the creation of the related Scope of Work Estimate.</p> <p>Any applicable state and federal procurement procedures or labor standards must be followed when environmental services are procured by Contractor through a third-party or subcontractor.</p>

38	Pg. 15-16, 32 – 39 & 62-63; General Question	Would DEO provide concise definitions for all of the performance-based payment terms? Final inspection, and approved for final payment, as one example.	Question is too broad to provide a concise information response.  A "final inspection" refers to an on-site, fully-documented physical inspection, performed on a completed project site to verify compliance with the established project scope of work, applicable environmental and historic preservation laws and regulations, HUD rules and regulation, local building codes and permitting, ADA standards and any other applicable federal, state, or local law.
39	ITN Page Number: 16 Section Number: B.37 Subsection Reference: Tab 6	Are code items not related to damage from Hurricane Michael covered under this program?	Possibly.
40	Page 16, B.37.1, "Tab 6", Bullet 7; Page 38, C.6.7, #2	Page 16 states Elevation Certificates must be performed within 45 days whereas Page 38 (C.6.7, #2) indicates they must be performed within 30 days of request. Does the DEO expect Elevation Certificates to be completed within 30 or 45 days of request?	Elevation certificates are expected to be completed within 30 days from the date of request.
41	Page 16, B.37.1, "Tab 6", Bullet 10	The ITN states that the respondent must demonstrate "ability to administer temporary housing assistance for qualified applicants as required." Does DEO envision the selected contractor paying out of pocket for any qualified applicant's housing assistance and getting reimbursed by DEO or is the selected contractor only responsible for coordinating the assistance with DEO so that DEO can direct pay the temporary housing provider?	DEO contemplates that the selected Contractor would pay out of pocket for qualified applicants, based on preliminary approval from DEO; the selected Contractor would then incorporate the authorized temporary housing assistance expenses into the final invoice submitted to DEO.
42	Section B.37.1, page 17, Tab 11.	Is the content required in Tab 11 (Duty of Continuing Disclosure of Legal Proceedings) included within the 100-page limit? Some firms may have an extensive list of proceedings.	Yes.



43	Pg. 17; B.37.1, Technical Reply Format, Tab 12 - Attachments	Please confirm that the State Project Plan is not included in the 100-page limit.	Please refer to the answer provided for Question #23.
44	Page 17, B.37.1, "Tab12"; Page 7, B.14, C	The list included in B.37.1, Tab 12, on page 17, contains 8 required documents and certifications, whereas the list on page 7, in section B.14 indicates 9 mandatory attachments/documents. Is it DEO's intention that the "DEO Solicitation Acknowledgment Form" mentioned in section B.14 be included in the list of documents required in Tab 12 of the response?	Yes, the DEO Solicitation Acknowledgment Form should be included in the list of documents required in Tab 12 of the response.
45	Section B.37.2, page 18	<p>The second-to-last paragraph in this section states that "Respondent's response must discuss its financial strength and capabilities of performing its responsibility as outlined in the schedule."</p> <p>Should this discussion be incorporated into the Cost Reply, which otherwise appears to consist solely of Attachment B, Cost Reply?</p>	No.
46	Page 18, B.37.2; #4, 6, 10-16	The information in this list within the ITN contains a funnel from application through various processes and identifies estimated case counts per task. Will DEO please provide detail on the assumptions used to determine the expected number of units for each?	The 21,770 estimate is based on data in the federally required needs assessment. That is the estimated potential population that would be eligible for the HRRP. Data from other similar programs reflect a fall out rate over 60%. The estimates are based on this data.
47	Pg. 18, 34 respectively; B.37.2 #7, C.6.1 #10	Please list all of the technologies required for software, interfaces, and databases for our qualified staff to develop and maintain a transparency website.	Indeterminate at this time. Respondent should propose solutions aligned with the specifications contained in the solicitation and current best practices regarding website development, including accessibility standards and mobile device compatibility.
48	Page 18, B.37.2, # 14, 15, and 16; Page 38, Section C.6.7, #4a-b; Attachment B	B.37.2, #14-16 each mention an "estimated 1,349 properties" that will require a structural assessment, elevation certificate, and foundation design services. Typically, structural field assessments are specific to	Yes.  Yes.

		<p>rehabilitation projects. This assumption is consistent with items listed on Page 38, C.6.7, #4c-e. However, the architectural and engineering services described on Page 38, C.6.7 #a-b are not associated with any estimated unit count listed on Page 18, B.37.2 and are not accounted for in the pricing Attachment B. Is there an estimated number of reconstruction projects identified that can be added to the list on page 18, B.37.2? Would DEO consider revising Attachment B to account for the architectural and engineering services described on Page 38, C.6.7, #4a-b with an estimated unit count?</p>	
49	<p>Page 18, B.37.2; Page 31, C.4.2, 1<sup>st</sup> Quarter Jan-Mar 2021</p>	<p>Can DEO clarify the difference between the 21,770 applications cited for cost estimation for Applicant Intake and Eligibility Operations (Sec. B.37.2, p. 18), the 9,000 eligible intakes to meet program implementation goals for completing intake/eligibility operations in Q1 2021 (C.4.2, p. 31), and the 6,743 damage assessment total (Sec. B.37.2, p. 18)?</p> <p>A. Does DEO anticipate a potential fallout rate of nearly 60 percent between potential intake and potential eligible applicants?</p> <p>B. Does DEO anticipate another fallout rate of 25% between eligible applicants and damage assessments ordered?</p>	<p>Please refer to the answer provided for Question #46.</p> <p>Yes, based on other similar program models.</p> <p>Possibly.</p>
50	<p>Page 18, B.37.2, Last Paragraph</p>	<p>The ITN states that the contractor's response must include "all fees associated with public notice postings or publications." What public notice postings or publications does DEO anticipate the selected contractor will undertake?</p>	<p>In compliance with HUD Section 3 guidance, the selected Contractor is expected to hire employees from the impacted area. It is expected that to accomplish these tasks a certain amount of advertisement / posting of notice on websites and in local media (newspaper, etc.) may be required.</p>
51	<p>Pg. 18 of 68 RFP B.38, Past Performance References</p>	<p>In the example list under B.38 on how the respondent can show the continuous five years of CDBG-DR</p>	<p>No; Section B.38 clearly indicates "This example is illustrative but not the sole method to comply." The</p>

		<p>experience, the ITN includes the statement that the example would satisfy the requirement “to have three independent references, each individually with three (3) years of experience.” However, the ITN does not contain a requirement that the past performances each show a minimum of three years of experience outside of the example language. Would the DEO consider clarifying and removing the three (3) year statement to allow the benefit of past performances by the respondent where CDBG-DR support was delivered in such a timely and effective manner that three (3) years of support was not required and/or an applicable contract was established and delivered in a timeframe less than three (3) years?</p>	<p>experience requirement is not intended to require each past performance experience to be at least 3 years.</p>
52	<p>Pg. 18 of 68 RFP B.38, Past Performance References</p>	<p>Our team understands DEO’s request for a sealed questionnaire, however, due to agency policies some well-established government clients may be unable to complete this questionnaire. Would DEO consider an alternative form of reference such as a sealed letter of performance?</p>	<p>No.</p>
53	<p>Page 18, B.38 Past Performance Reference, 1<sup>st</sup> Paragraph and Page 47, Attachment A Reference Form, 1<sup>st</sup> Paragraph</p>	<p>Regarding client references, given the priority on past CDBG-DR housing program experience, does DEO intend that at least one of the references include 5+ years of continuous experience for a client?</p>	<p>No.</p>
54	<p>B.38, page 18 of 68</p>	<p>Regarding the instructions for Past Performances References in section B.38 (page 18 of 68), must all reference projects have a minimum duration of three continuous years, as per the example?</p> <p>Can we include projects with shorter durations?</p>	<p>No. Yes.</p>
55	<p>B.38, page 18 of 68</p>	<p>Regarding the requirement that one reference project must involve performing CDBG-DR housing program management services</p>	<p>No.</p>

		<p>within the last five years similar in size and scope to this solicitation— does this project need to have a minimum duration of three years? We believe this criterion would be unnecessarily restrictive and limit competition, as most CDBG-DR housing projects in the US have originated in 2017 or later. If this limitation of competition is upheld, it will not result in a “best value” determination as is required in FS 287.</p>	
56	B.38, page 18 of 68	<p>If we request references from more than three clients, can Attachment A be modified or duplicated to list additional points of contact or shall only three be listed but more than three can be submitted in accordance with Section B.38?</p>	<p>Three references should be submitted and no more than three. Attachment A should not be modified.</p>
57	Section B.39, page 19.	<p>This section lays out detailed instructions for soliciting customer references. If a customer for a highly relevant project fails to comply to the specific instructions completely—for example, provides a different reference than the required Attachment H form—would the bidder be penalized for this failure to follow the requested instructions?</p>	<p>Yes. Per Section B.39, “All references must be provided using the form provided in Attachment H. References that are not completed as required will be considered non-responsive and will not be evaluated.” This will result in the Respondent receiving a score of zero (0) for the Past Performance Section of the evaluation criteria.</p>
58	Section B.39, page 19.	<p>Following up, would it be acceptable to provide four reference questionnaires in case one is non-compliant in some way?</p> <p>Section B.39 is clear that DEO will not evaluate more than the three required references, but does not specify how it will select which ones to evaluate if more than three are provided.</p>	<p>No, only provide 3 references.</p>
59	Page 19, B.39 Attachment H – Reference Questionnaire, Response Instructions and Page 57, Attachment H –	<p>Due to the ongoing Coronavirus concerns, many of our clients are working remotely and reluctant to have items shipped to their homes. Would it be possible to have our clients email the form directly to DEO with the Solicitation Number,</p>	<p>No.</p>

	Reference Questionnaire, Response Instructions	Solicitation Title, and Respondent's Company Name in the subject line?	
60	Page 23, B.44,#2	The ITN indicates in the last sentence of this paragraph that "DEO will require all project team leaders for this project to attend its Respondent's oral presentation." Leadership teams for this kind of engagement can be quite large. Is there a list of minimum positions that DEO expects to be represented at this meeting that DEO can share?	No.
61	ITN Page Number: 29 Section Number: C.3	Is it possible to obtain a more detailed breakdown of the 6,743 properties by type and extent of damage?	No.
62	Page 29, C.3, Intake and Eligibility Operations, Paragraph 2	The ITN states that "the Department seeks to seamlessly transfer into the CDBG-DR program, the clients of these voluntary organizations who may be eligible..." What actions / coordination has DEO taken to secure the transfer of VOAD clients to the Michael program to date?	DEO anticipates working with VOADs regarding the exchange of information to facilitate data sharing for the Hurricane Michael HRRP.
63	Page 29, C.3, Intake and Eligibility Operations, Paragraph 2	The ITN states that "the Department seeks to seamlessly transfer into the CDBG-DR program, the clients of these voluntary organizations who may be eligible..." Does DEO already have buy-in from the VOADs to transfer clients into the DEO Michael housing program?	Please refer to the answer provided for Question #62.
64	Page 29, C.3, paragraph 2	The DEO has stated expectation that this recovery effort will be conducted "in a manner that is generally consistent with its current Hurricane Irma Housing Repair and Replacement Program".  Could the DEO specify what, if any, program differences it foresees for the pending recovery described in this solicitation?	No. However, the Hurricane Michael HRRP will begin with an application phase and will not include a separate registration phase.

65	Page 29, C.3, paragraph 2, first sentence	<p>Regarding the “priority matrix” of most to least vulnerable, the priorities are established by the Action Plan, but the “how” of implementation is not provided.</p> <p>Does the DEO already have an established matrix it intends to use for implementation or does the agency expect the Program Manager to develop one for implementation?</p>	No. DEO is responsible for establishment of the priority matrix.
66	ITN Page Number: 30 Section Number: C.3 Subsection Reference: General Description	Are preexisting conditions such as foundation damage, water/mold & termite damage, and asbestos abatement to be included in repair estimates?	Yes.
67	ITN Page Number: 30 Section Number: C.3 Subsection Reference: General Description	How are applicant material selection upgrades or additional scope for betterments and upgrades handled, and what delays may they cause?	Hurricane Michael HRRP applicants will not have the opportunity to select materials or upgrades.
68	Pg. 30 of 68, C.3 General Description, Intake and Eligibility Operations	The ITN does not mention the potential impact of the current COVID-19 challenges on intake operations. How will DEO address schedule impacts that may occur as a result of State issued directives on the ability to maintain in-person intake centers?	Indeterminate at this time. Respondents may provide proposed solutions for mitigating schedule impacts due to any potential COVID-19 challenges that may be experienced during program implementation.
69	Pg. 30 and 35 of 68, C.3 General Description Intake and Eligibility Operations, C.6.1, Program and Contract Administration	Please clarify DEO’s intent relative to the program application and desire for an online version that communicates with the system of record. Is it DEO’s desire to use the same application questions for the Hurricane Michael housing program that were used under Hurricane Irma? Same means of electronic intake? Given that the system will be supplied by the respondent, will the respondent have the ability to modify the application intake tool?	<p>The selected Contractor is required to provide a system of record. The application for Hurricane Michael HRRP applicants will not be the same as the Hurricane Irma HRRP application. The selected Contractor’s system will be the access point through which applicants for the Hurricane Michael HRRP will apply. The application tool will be developed in consultation with and approved by DEO.</p> <ul style="list-style-type: none"> <li>• The online program application should be integrated with the contractor’s system of record;</li> <li>• Intake activities can be designed as necessary for integration with the contractor’s system of record;</li> </ul>

			<ul style="list-style-type: none"> <li>• Subject to DEO final approval, the online program application intake tool may be modified.</li> </ul>
70	Page 30, C.3, Intake and Eligibility Operations, Paragraph 2	<p>The ITN states “It is anticipated that these volunteer organizations will be able to transfer the information for unprioritized citizens in need of housing relief.”</p> <p>Can DEO please define “unprioritized citizens”?</p>	No.
71	Page 30, C.3, Intake and Eligibility Operations, Paragraph 2	<p>The ITN states “It is anticipated that these volunteer organizations will be able to transfer the information for unprioritized citizens in need of housing relief.”</p> <p>Has DEO already negotiated data sharing agreements with the VOADs to obtain this transfer of information?</p>	No.
72	Page 30, C.3, Intake and Eligibility Operations, Paragraph 2; Page 31, C.4.2 Program Implementation Goals / Schedule	<p>The ITN states “It is anticipated that these volunteer organizations will be able to transfer the information for unprioritized citizens in need of housing relief.” If DEO has not negotiated data sharing agreements with the VOADs to obtain this transfer of information prior to execution of the contract resulting from this procurement, has DEO accounted for the time necessary to negotiate and obtain the necessary transfer of information/data by the selected contractor, into its Program Implementation Goals/Schedule in C.4.2?</p>	No.
73	Pages 30-31, C.3, Intake and Eligibility Operations, Paragraph 2; Page 36, C.6.3, #2	<p>The ITN indicates that the DEO anticipates a transfer of VOAD clients to the program (C.3) and that “initial application intake operations will last 180 days” (C.6.3). Does DEO anticipate that the only source of applicants for the DEO program will be from VOAD client lists?</p>	No.
74	Pages 30-31, C.3, Intake and Eligibility	<p>The ITN indicates that the DEO anticipates a transfer of VOAD clients to the program (C.3) and that</p>	DEO has an outreach vendor that will be responsible for increasing public awareness of the program; DEO staff

	Operations, Paragraph 2; Page 36, C.6.3, #2	“initial application intake operations will last 180 days” (C.6.3). What other outreach and publicity has DEO conducted to date or does DEO intend to conduct?	will also participate in outreach activities.
75	Pages 30-31, C.3, Intake and Eligibility Operations, Paragraph 2; Page 36, C.6.3, #2	The ITN indicates that the DEO anticipates a transfer of VOAD clients to the program (C.3) and that “initial application intake operations will last 180 days” (C.6.3).  Does the DEO anticipate that the contractor(s) selected under this ITN process will be required to engage in outreach efforts separate and apart from DEO, VOADs, and the outreach contractor procured under a previous solicitation?	No.
76	Pages 30-31, C.3, Intake and Eligibility Operations, Paragraph 2; Page 36, C.6.3, #2	The ITN indicates that the DEO anticipates a transfer of VOAD clients to the program (C.3) and that “initial application intake operations will last 180 days” (C.6.3).  If the contractor(s) selected are expected to engage in their own outreach efforts on behalf of the program, would DEO please outline these expectations?	Not applicable.
77	Pages 30-31, C.3, Intake and Eligibility Operations, Paragraph 2; Page 36, C.6.3, #2; Attachment B	The ITN indicates that the DEO anticipates a transfer of VOAD clients to the program (C.3) and that “initial application intake operations will last 180 days” (C.6.3). If the contractor(s) selected are expected to engage in their own outreach efforts on behalf of the program, would DEO please specify where in the pricing line items provided in Attachment B these costs are expected to be incurred?	Not applicable.
78	Page 30, C.3, Construction Management	The ITN calls for the contractor to deliver “work write-ups”. Can DEO please provide an example of its currently approved work write up form?	DEO utilizes Xactimate to produce the applicant’s Scope of Work Estimate for the Hurricane Irma HRRP, which may not necessarily be the tool selected for use in the Hurricane Michael HRRP.



79	Pg. 30 of 68, C.3 General Description Training Program	Please provide more details on the training needs that DEO anticipates under this contract. <i>“Any other entity designated by the Department”</i> – What is the method in which this training is anticipated? Webinars, classroom, computer-based?	The selected Contractor will be responsible for providing training to the various individuals that are hired (by the contractor, DEO, subcontractors, etc.) that participate in the Hurricane Michael HRRP. This training can be delivered in a number of methods (e.g. webinars, classroom, computer-based, etc.).
80	ITN Page Number: 30 Section Number: C.3 Subsection Reference: Training Program	Regarding training, will contractors from the selected pool just require training for the relevant program/project, or will contractors require additional training?	The contractors from the existing pool will require training on the relevant projects and continued training as new contractors are onboarded or as the program evolves.
81	ITN Page Number: 30 Section Number: C.3 Subsection Reference: Training Program	Have contractors in the pool already received background screenings?	Yes.
82	Pg. 30; C.4	Please confirm the eligible property types for owner occupied and rental properties. Also please provide the estimated number of applicants for each property type, broken into the following categories: 1 unit; 2-4 units; 4-7 units; and 8 units or greater.	Please refer to the 2020 State of Florida Action Plan for Disaster Recovery, Hurricane Michael, which is available for reference on <a href="http://floridajobs.org/cdbq-dr">http://floridajobs.org/cdbq-dr</a> .  An estimated breakdown of property types is not available at this time.
83	ITN Page Number: 31 Section Number: C.4.1 Subsection Reference: Program Implementation Start Up Tasks	Can you please clarify if we will be training DEO employee's as well?	Yes.
84	Pg. 31 of 68, C.4.1 Program Implementation Start Up Tasks	Can DEO provide an anticipated breakdown of how many of the 75 people to be trained are DEO employees?  What is the expected duration and content of this training? How will the training be delivered?	No. The 75 is an estimate of the number of employees that will need training, including but not limited to: intake and eligibility employees, call center employees, DEO employees, subcontractors, etc. It is expected that the training will be ongoing throughout the entirety of the recovery program.
85	Pg. 31; C.4.2	Please provide the definition of a "Completed eligible Intake".	A "completed eligible intake" is the completion of all required process steps and actions necessary to determine and verify the eligibility of an applicant's participation in the Hurricane Michael HRRP.

86	Pg. 31 of 68 Section C.4.2 Program Implementation Goals / Schedule	Award is scheduled for October 5 per ITN, but Section C.4.2 Outlines Program Implementation Goals/Schedule indicates Start-Up is to be completed in September 2020, is the schedule subject to negotiation?	A revised implementation schedule, with specified dates, will be incorporated into the scope of work for any resulting contract(s). The projected task(s) timeframe referenced in the ITN will be consistent with the dates that will be incorporated into the revised implementation schedule.
87	Pg. 31 of 68 Section C.4.2 Program Implementation Goals / Schedule	The deadlines and performance targets for 2020, as currently outlined, may be difficult to achieve without an existing applicant pool, does the state have an existing applicant pool?	No.
88	Pg. 31 of 68 Section C.4.2 Program Implementation Goals / Schedule	If contract negotiation is expected in October, how does DEO envision reviewing the application intake tool used by the contractor, advertising the opening of the program, and meeting the December 2020 intake and construction targets?	A revised implementation schedule, with specified dates, will be incorporated into the scope of work for any resulting contract(s). The projected task(s) timeframe referenced in the ITN will be consistent with the dates that will be incorporated into the revised implementation schedule. Please note, DEO will provide the selected Contractor with the requirements for the application and DEO has an outreach vendor prepared to advertise the opening of the program.
89	Page 31, C.4.2, 4 <sup>th</sup> Quarter 2020	<p>The schedule in C.4.2, 4<sup>th</sup> Quarter indicates that DEO expects 25 homes complete by December 31, 2020. Even if Tier 1s were initiated on day 1 of the contract, which will be executed in October, Tier 1s would not be complete until January 2021 and the first eligible property Tier 2s would not be complete until February 2021. Therefore, the requirements of the project will not likely result in any homes completed in the 4<sup>th</sup> Quarter of 2020, or if they are, 100% of the funding would be disallowed without the pre-requisite environmental reviews completed.</p> <p>Is there a revised program implementation goals/schedule that accounts for the time delays</p>	DEO will be responsible for the Tier 1 reviews. A revised implementation schedule, with specified dates, will be incorporated into the scope of work for any resulting contract(s). The projected task(s) timeframe referenced in the ITN will be consistent with the dates that will be incorporated into the revised implementation schedule.

		associated with contractor completion of Tier 1 environmental reviews or have these already been completed by DEO?	
90	Page 3, Addendum 2, Table Line #14; Page 31, C.4.2	The timeline on page 3 of Addendum 2 indicates that the anticipated Notice of Award will occur 10/5/2020. The schedule of Program Implementation Goals on Page 31 indicates that startup activities must be completed by the end of the 3 <sup>rd</sup> quarter of 2020 (September). With the Notice of Intent to Award being published after the end of the 3 <sup>rd</sup> quarter in 2020, the proposed implementation goals/schedule is not feasible. Will DEO be providing a revised implementation schedule?	Yes.
91	C.4.2, page 31 of 68	Section C.4.2 on page 31 includes a detailed schedule and lists activities from start up to Sept. 2020 and Oct. to December, including the completion of 25 homes. However, the anticipated notice of intent to award is listed as 10/5/20. May respondents modify the schedule to include a start date in October or will the schedule be modified?	No.
92	C.4.2, page 31 of 68	Section C.4.2 also describes the number of homes to be "complete" per each quarter of activity. Please provide a definition of "complete" regarding this schedule.	"Complete" means that the scope of work has been finished and verified by a program final inspection, required inspections performed and passed, the certificate of occupancy has been received, all locally required building inspections have been completed and the homeowner has moved into the home.
93	C.4.2, page 31 of 68	Section C.4.2 also lists the completion of all homes by June 2023 yet the overall schedule allows for extensions up to a six-year period.  Will DEO allow for flexibility in the schedule in terms of completed homes if reporting is timely and accurate or if circumstances	DEO intends to complete the housing recovery activities within the initial 3-year term. A revised implementation schedule, with specified dates, will be incorporated into the scope of work for any resulting contract(s). The projected task(s) timeframe referenced in the ITN will be consistent with the dates that will be incorporated into the revised implementation schedule.

		extenuating processing related to processing are explained?	
94	Pg. 31-32; C.4.2 & C.4.3	Will FL DEO remove the specific dates in the payment and implementation schedule and replace them with Months After Contract Award to allow for the variability in getting a contractor under contract?	No.
95	ITN Page Number: 32 Section Number: C.4.3 Subsection Reference: Program Implementation Payment Schedule	Are payouts based on reaching benchmarks described on page #32, or monthly invoicing of approved deliverables?	All payments will be based on invoices submitted to, and accepted by, DEO reflecting completion of specific deliverables.
96	Pg. 32; C.4.3	Q1) What is the definition of "Expended All Funds"?  Q2) The payment for the 18% is withheld (unless milestones are met) until all program funds are expended. How does FL DEO define that?  Q3) What happens if the goal of all units is reached but program funds remain?  Q4) What does it mean that all program funds are placed against construction?	"Expended All Funds" means all funds allocated by DEO for the Hurricane Michael HRRP have been used to pay for eligible HRRP activities, the appropriate documentation has been provided, reviewed and approved, the appropriate drawdown of funds has taken place, and the appropriate entities have been reimbursed for the tasks completed.  The final payment schedule, including payment where specific benchmarks are not met or are met and exceeded, will be identified during the negotiations phase.  If program goals are met but program funds remain, DEO will determine the best use and reallocation of the remaining funding.  The phrase "all program funds are placed against construction" does not appear in the solicitation document.
97	Pg. 32; C.4.3	Would DEO consider a proposed alternative payment structure to the one presented in C.4.3?	No.
98	Pg. 32 of 68, C.4.3 Program Implementation and Payment Schedule:	Are the Program Payment schedule milestones subject to negotiation? As currently outlined in C.4.3 Program Implementation and Payment Schedule, the maximum fee that can be earned for all pre-	A revised implementation schedule, with specified dates, will be incorporated into the scope of work for any resulting contract(s). The projected task(s) timeframe referenced in the ITN will be

		award costs is 11%, which seems inconsistent with typical programs where these costs can be a third or more of the total program costs. Would DEO consider alternative pricing structures as part of the submission?	consistent with the dates that will be incorporated into the revised implementation schedule.  No.
99	Page 32 of 68, Section C, C.4.3, Program Implementation and Payment Schedule	Under the current structure, the vendor's payments are dependent on the success of builders hired by DEO and not the vendor. Rather than pay the vendor based on houses, repaired, reconstructed or replaced, would DEO consider an alternate payment structure and pay those milestone percentages upon the number of houses/applications moving into the construction phase? (i.e. 100 Houses moved into the final step before construction – 3% payment rendered)	No.
100	Page 32 of 68, Section C, C.4.3, Program Implementation and Payment Schedule	Under the current payment schedule, vendor will only be paid the full price if the quantities, as DEO projects, are realized. Given the program cap for assistance and the quantity of need, it is possible that all milestones may not be met as the funds may be exhausted before 6700 homes are completed?  Will DEO consider an alternate payment schedule to accommodate this possibility?	Possibly.  No.
101	Page 32 of 68, Section C, C.4.3, Program Implementation and Payment Schedule	How will the vendor be compensated if the projected quantities are not realized under the program? (i.e. If only 7,000 applications are received, under the current model, vendor would not be compensated for the work completed between 6,000-9,000 as the benchmark only pays the vendor for 9,000 intakes.)	The final payment schedule, including payment where specific benchmarks are not met, will be identified during the negotiations phase.
102	Page 32, C.4.3 (table); Page 36, C.6.3, #2	The payment schedule anticipates a pay point when the program has closed the intake process. Further, in Section C.6.3, the ITN indicates	No. Intake and eligibility operations are anticipated to continue for the entirety of the Hurricane Michael HRRP.

		that the intake process will be open for 180 days at which time program operations will transition to an emphasis on application processing. Will the intake process close after 180 days? If not, when does DEO anticipate closing the intake process?	
103	Page 32, C.4.3 (table)	C.4.3 only accounts for a percent payment based on houses completed up to 6700. However, there may be a variance of 10%, meaning up to another 670 homes may be completed. How does the payment schedule account for costs associated with work necessary to complete total units above the 6700, should that become a reality?	The final payment schedule, including payment where specific benchmarks are met and exceeded, will be identified during the negotiations phase.
104	Page 32, C.4.3 (table)	How does DEO intend to compensate for the work performed if the final unit counts fall between the established payment milestones? For example, since the pay schedule only anticipates payment at 6000 and 6700 homes, what happens if 6500 homeowners end up eligible with reconstructed homes and there are no more eligible applicants?	Please refer to the answer provided for Question #103.
105	Page 32, C.4.3 (table)	There are anticipated pay points upon the expiration of the building contractors' warranty periods as outlined in the table. What is the warranty period DEO is requiring of building contractors for Hurricane Michael recovery?	It is anticipated that all work performed by program contractors shall be guaranteed for the following periods: <ul style="list-style-type: none"> <li>• 1 year - general warranty repairs;</li> <li>• 2 years - electrical, plumbing, and mechanical warranty (if such work is performed); and,</li> <li>• 10 years - structural warranty (if structural work is performed).</li> </ul>
106	C.4.3, page 32 of 68	Section C.4.3 states that the largest amount of payment, 18%, is paid after all housing funds have been expended, less reduced by the 2% reductions as listed. The amount of homes to be repaired, reconstructed or replaced doubles in some instances from 500 to 1,000 and	Yes.

		<p>1,000 to 2,000 yet the amount of payment remains at 2%.</p> <p>Will DEO take into consideration any flexibility in the payment schedule?</p>	
107	Under C.4.3, Payments	Can you please clarify if percentages paid on the CIC Outcome Measures is in addition to the 2% paid under the Expended All Funds on Housing Assistance milestone schedule?	For the percentages notated with asterisks in the solicitation, the selected Contractor would receive 18% if all funds are expended OR 2% for each of the cost outcome measures achieved up to fully expending all funds.
108	Pg. 33; C.5, Deliverable No. 1, Performance Measures	Can DEO provide additional information on penalties provided in Section C5 will be calculated?	No.
109	Pg. 33; C.5, Deliverable No. 1, Performance Measures	Please confirm that the only deliverable to be provided is the monthly report.	Final tasks and deliverables will be identified during the negotiations phase.
110	ITN Page Number: 33 Section Number: C.5 Subsection Reference: Deliverable, Tasks, Performance Measures and Financial Consequences	Can the DEO please clarify the 10% reduction of the deliverable amount penalty, as well as how it is measured and if it is redeemable?	No.
111	Page 33, C.5 (table); Page 43, C.16; Page 32, C.4.3	Page 43, C.16 outlines Financial Consequences for Failure to Timely and Satisfactorily Perform and references back to the table in Section C.5 on page 33. This table in C.5 indicates that failure to complete the deliverable (any function in the SOW timely, as reported on a monthly basis), that there will be a 10% reduction of the deliverable amount for every five (5) business days beyond the due date. However, the payment schedule on pages 32-33 of the ITN indicate an intention to pay a percentage of the total yearly contract value upon completion of various metrics. Can the DEO provide further clarification on how the financial consequences will be calculated and applied relative to the payment schedule in C.4.3, and can the DEO provide an example?	No.

112	ITN Page Number: 33 Section Number: C.6.1 Subsection Reference: Program and Contract Administration, Requirement 5	Would the DEO please identify all VOAD currently involved and their role in ongoing recovery efforts?	No.
113	Page 33, C.6.1, #4	This requirement indicates that the “contractor shall co-locate with the ODR in its headquarters.” What equipment and/or infrastructure (if any) will be provided to the contractor (internet connectivity, phones, desks, printing capability)?	The selected Contractor’s operational management staff assigned to any resulting contract(s) will be responsible for furnishing and maintaining Contractor’s equipment and/or infrastructure needs.
114	Pages 33-40; Section C.6	The ITN demonstrates a need for comprehensive service delivery for Michael housing recovery. There are several critical functions that are not specifically outlined as the contractor’s responsibility, including but not limited to, grant agreement generation and execution services. Is it DEO’s intention that the agency will implement these functions or will the contractor be responsible for this as part of its general duties under C.6.1 or other subsection of C.6 of the ITN scope of work?	Possibly.
115	Page 24, C.6.1, #6	The ITN requires the selected contractor to “ensure that...homes are repaired, replaced or reconstructed by DEO approved construction contractors or their subcontractors.” In addition to construction management methods to push performance by DEO’s contractor pool, does DEO envision the selected contractor taking over contract management responsibilities for the contracts that exist between DEO and the approved builder pool?	No.
116	Page 34, C.6.1, #6	The ITN requires the selected contractor to “ensure” performance of third parties (the DEO procured/approved builder pool). If a builder or builders are failing to perform, what remedies will DEO allow the selected contractor under this procurement to impose and will	DEO has financial penalties incorporated into the construction contractor contracts. DEO will be responsible for imposing any financial penalties against the contractors for failing to timely perform.



		such remedies be binding on the builders since there will be no contractual privity between the selected vendor under this procurement and DEO's builder pool?	
117	Page 34, C.6.1, #6	The ITN requires the selected contractor to "ensure" performance of DEO's approved builders. If a builder is failing and the selected contractor recommends a particular action for rescuing the builder's assigned project, will DEO have to pre-approve the selected contractor's recommended mitigation strategy, prior to enforcement by the selected contractor? If so, how long does DEO envision this approval process to take?	Construction management, including the reassignment of projects, will be under the selected Contractor's purview. It is expected that DEO will be consulted prior to and will approve all reassignments.
118	Page 34, C.6.1, #7	The ITN requires the selected contractor to provide a weekly Executive Briefing to DEO. Will DEO make themselves available for in-person delivery of this briefing or does DEO envision that this is only a written submission?	Both.
119	Page 34, C.6.1, #9	C.6.1, #9 states, "Contractor agrees to follow State established recovery priorities." Is there an implementation strategy already identified for the priorities identified in the Action Plan, or does the Agency expect the selected contractor to define the implementation strategy related to the established priorities?	DEO will be responsible for establishing recovery priorities.
120	Page 34, C.6.1, #10	C.6.1, #10 indicates that the "Contractor shall establish and maintain a full transparency website clearly portraying all aspects of the Michael recovery." Is it the DEOs intention that the full responsibility for the transparency website for Michael will be in the selected contractor's scope of work (design, build, content and maintenance)?	Yes, with DEO input and approval.

121	Page 34, C.6.1, #10	C.6.1, #10 indicates that the "Contractor shall establish and maintain a full transparency website clearly portraying all aspects of the Michael recovery." What role will the DEO Communications Department play with relation to the transparency website, if any?	DEO will have input into and approval authority over all website content.
122	Page 34, C.6.1, #10; Page 35, C.6.2, #2 c.	C.6.1, #10 indicates that the "Contractor shall establish and maintain a full transparency website clearly portraying all aspects of the Michael recovery." Subsection 2c. states that the recovery website will "Contain all financial documents required by HUD to be placed on the public website, e.g. contracts, procurement documents, etc." These documents are not generated by the contractor. Will DEO be providing this content (contracts, procurement documents, etc.) for the Program Manager to post on its website or will DEO post these documents itself?	If required documents (e.g. contracts) are not generated by the selected Contractor, DEO will provide the content to the Contractor.
123	Pg. 34; C.6.1.15	Who are the existing state disaster management contractors? Which, if any of the 12 counties that are the focus of this procurement are they also working in?	Indeterminate at this time.
124	Page 34, C.6.1, #17	C.6.1. #17 indicates that the "Contractor shall establish an escalation protocol for any citizen issue in keeping the State informed as to the progress of all complaints." We understand that there is an existing escalation protocol in place. Is it DEO's intention that the selected contractor(s) will establish a new protocol, or will follow existing procedures?	The selected Contractor will be responsible for recommending an escalation protocol.
125	Page 34, Section C.6.1, #18	The ITN states that the "Contractor shall possess an extensive understanding of ...FEMA Mission Scoping Assessment and the FEMA Recovery Support Strategies." Can DEO please provide insight into how the agency intends to apply these strategies in the HUD CDBG-DR program?	The selected Contractor should consider any relevant strategies identified by FEMA's Recovery Support Functions when proposing design components for the housing repair and replacement program.

126	Page 34, C.6.1, #25	The ITN states that the “contractor shall conduct HUD compliant environmental reviews of each project.” Is this requirement intended to convey that the selected contractor will perform both Tier 1 and Tier 2 environmental reviews, or is this requirement speaking only to Tier 2?	DEO will be responsible for the Tier 1 reviews; the selected Contractor will be responsible for the individual Tier 2 reviews.
127	Page 35, C.6.1. #31	C.6.1 #31 talks about establishing a process for evaluating cost effectiveness of projects against options for rehabilitation or reconstruction and “including through buyout or acquisition of the property”. Has DEO not already made the determination at a global level that repair, reconstruction or replacement is considered a more cost reasonable option than buyout or acquisition through the selection of this program, as indicated in the Action Plan?	No.
128	Page 35, C.6.1. #31	C.6.1 #31 talks about establishing a process for evaluating cost effectiveness of projects against options for rehabilitation or reconstruction and “including through buyout or acquisition of the property”.  Does DEO envision a process that includes appraisal of properties to assess a buyout/acquisition option as part of the project eligibility analysis prior to award?	No.
129	Page 35, C.6.1, #33	Does DEO intend that the contractor integrate with DEO’s existing system of record?  Specifically, what capabilities does the DEO foresee being handled by the existing system (if any)?  If integration is required, would DEO provide a data definition dictionary	No.  Not applicable.

		for its existing system so that firms may appropriately plan for potential future data transfer requirements?	
130	Pg. 35 and 36 of 68, C.6.2 Consumer Communications, C.6.3 Customer Service Center Intake and Eligibility Operations	Please describe what coordination will be required between program manager and outreach contractor.	It is anticipated that DEO's Program Director, or their designee, will coordinate this effort.
131	C.6.2, page 36 of 68	It is presumed the project management tracking system on the public website as described in Section C.6.2, page 36, will be separate from the system of record. Can DEO confirm?	DEO anticipates that the public website will be integrated with the selected Contractor's system of record.
132	Page 36, C.6.2, #6	The ITN states "The public website must use a State-approved platform as a content management system." Can DEO please provide a list of all current State-approved platforms?	No.
133	Page 36, C.6.3 (in its entirety)	C.6.3 describes the tasks DEO expects to be accomplished through intake and eligibility operations. A key component of disaster recovery projects and a HUD requirement, is the appeals process. Is it DEO's intention that appeals will be handled 100% in-house within DEO, by DEO staff members or does DEO envision that the selected contractor will have a role in the appeals process?	DEO will coordinate all appeals. The selected Contractor will support DEO's efforts, as appropriate.
134	Page 36, C.6.3 (in its entirety)	C.6.3 describes the tasks DEO expects to be accomplished through intake and eligibility operations. A key component of disaster recovery projects and a HUD requirement, is the appeals process. If DEO envisions that the selected contractor will have a role in the appeals process, will DEO please provide insight into its expectations of the selected contractor related to appeals handling?	The selected Contractor will be responsible for providing all relevant documents and providing expert testimony, as appropriate.
135	Page 36, C.6.3, #2	C.6.3, Item #2 states that "Customer service initial application intake operations will last 180 days from opening of the application period by	Please refer to Section C.6.3, Item 1.

		DEO.” What is DEO’s anticipated date for opening the application period or will the implementation contractor determine this based on date of readiness for project operations?	
136	Page 36, C.6.3, #2	C.6.3, Item #2 states that after the initial 180 intake-focused period, operations will shift to an emphasis on application completion and processing, but that application intake will continue. Does DEO intend on setting a deadline for application intake and will DEO publicize or otherwise have the selected contractor publicize the deadline?	Yes.
137	Page 36, C.6.3, #3, 6, and 7; Page 38, C.6.6	C.6.3, Item #7 includes the requirement related to prohibition of duplication of benefits, which correlates to #6 compliance with the Stafford Act, and #3 requirements to evaluate FEMA, SBA, NFIP, insurance and other payments. Will DEO work with the selected vendor to amend any existing data sharing agreements with these federal entities to add the selected vendor as an authorized user of such data?	Possibly.
138	Page 36, C.6.3, #11	The ITN states that “The Contractor shall develop a standards-based information process flow system. Contractor shall provide examples of how they intend to accomplish this requirement within their ITN vendor reply.” As the “standards-based information process flow system” and demonstration of same is required as part of the response, can DEO please define its own use of / expectation around “standards-based information process flow system”?	As related to Customer Service Center Intake and Eligibility Operations, the Respondent will be required to demonstrate how their proposed system of record will track and provide comprehensive reporting for all “workflow” supported by their system of record.  This workflow demonstrated must, at a minimum include those activities (and associated state and federal standards) outlined in C.6.3 1-10,12 with complete history tracking to support not only process, performance, and output reporting but also compliance monitoring and audit activities.

			The state and federal standards include program eligibility in accordance with all program requirements, ownership, FEMA, SBA, NFIP, insurance and other payments, duplication of benefits, floodplain status, and other documentation as required.
139	Page 36, C.6.3, #11	The ITN further states in C.6.3 #11 that the "Contractor may be required to establish eligibility requirement for sub-grantees". What sub-grantees does DEO foresee as part of the Michael Housing Repair and Replacement Program?	Not applicable.
140	Pg. 37; C.6.5 Rebuild Florida Customer Service Centers	Can DEO please provide any additional requirements for the facilities to be used as the Customer Service Centers (besides being ADA-compliant)?	Not at this time.
141	Section C.6.5, Item 1.c, page 37 and Section C.10, page 41	Section C.6.5 specifies that, at least for the first 180 days, the Customer Service Centers must remain open on Saturdays. However, Section C.10 specifies that contractor minimum hours of operation are Monday–Friday only. Please clarify whether these conflicting requirements represent different requirements for different contractor locations or roles.	Section C.6.5 outlines the minimum expectations for Customer Service Centers and Section C.10 outlines the <b>minimum</b> hours of operation.
142	Pg. 38; C.6.6 #1	Please confirm that the reference to "subrecipients" means "homeowners" in this instance.	Yes, that is correct.
143	Page 38, C.6.6, #1	This ITN requirement states that the "Contractor shall ensure that subrecipients comply with HUD's requirements for duplication of benefits...". What subrecipients does DEO anticipate under this program?	In this instance, "subrecipients" means "program applicants."
144	Pg. 38; C.6.7	Will this be internal or State Procured? Is this initial and final?	These questions are not clear.

145	C.6.7, page 38 of 68	Is the statement in C.6.7, page 38 correct, that all architectural and engineering services must be completed within 30 days?	Yes.
146	Pg.38 of 68, C.6.7, Construction Management	In items number 2, 3, 4, and 7, there is a reference to a 30-day requirement for completion. In these cases, scheduling with the homeowner and/or state agencies are required. Would DEO consider changing the wording to indicate both of those items will be scheduled within 14 days and conducted as soon as schedules allow?	No.
147	ITN Page Number: 38 Section Number: C.6.7 Subsection Reference: Construction Management, Item 1	Please advise if any secondary non-housing structures on the same property are to be included (detached garage, storage buildings, sheds etc.)?	Not applicable.
148	Pg. 38; C.6.7.1	Please confirm "workers" referred to in this section are those employed by the Respondent and its subcontractors? If workers include others, who are they?	Yes, that is correct.
149	Pg. 62, 38 respectively; Tab 6 Construction Management 7th bullet, C.6.7 #2,	Please confirm that the time required to provide elevation certificates is 45 days?	Please refer to the answer provided for Question #40.
150	Page 38, C.6.7, #3	C.6.7 #3 states that "the contractor will be responsible for conducting environmental reviews within 30 days of request". What does DEO consider the date of "request"?	The date that DEO requested services to be performed.
151	Page 38, C.6.7, #3	C.6.7 #3 states that "the contractor will be responsible for conducting environmental reviews within 30 days of request". Will the request be in the form of a task order or other written authorization to proceed?	Yes.
152	Page 38, C.6.7, #3	C.6.7 #3 states that "the contractor will be responsible for conducting environmental reviews within 30 days of request". Does DEO have an approved SSC that the contractor will be expected to use to complete the Tier 2 work or will the contractor need to produce an SSC and negotiate the acceptance of this	DEO will collaborate with the selected Contractor to develop a Site-Specific Checklist, during the program implementation start up.

		document by DEO prior to beginning Tier 2 work?	
153	Page 38, C.6.7, #3	C.6.7 #3 states that "the contractor will be responsible for conducting environmental reviews within 30 days of request". Does DEO have any agreement with SHPO or has DEO supplied extra support staff to SHPO to ensure expedited review of submissions? Alternatively, is there a Programmatic Agreement in place to streamline submissions?	No.  No.
154	Page 38, C.6.7, #3	C.6.7 #3 states that "the contractor will be responsible for conducting environmental reviews within 30 days of request". Has DEO accounted for an exceptions process that would stop the clock for any properties that require additional studies or regulatory review/comment period (such as SHPO) so that the contractor is not considered deficient in performance due to circumstances wholly out of the contractor's control?	Yes.
155	Page 38, C.6.7, #3	C.6.7 #3 states that "the contractor will be responsible for conducting environmental reviews within 30 days of request". Does DEO have established policies and procedures that the contractor will need to follow or will DEO rely on the contractor to design and implement these policies and procedures?	Please refer to the answer provided for Question #3.
156	Page 38, C.6.7, #3	C.6.7 #3 states that "the contractor will be responsible for conducting environmental reviews within 30 days of request".  When the contractor submits environmental reviews to DEO, what is DEO's review process?	DEO will perform an oversight and compliance review of the submitted Environmental Review Record (ERR), for accuracy and completeness. If deficiencies or errors are identified, the ERR will be returned to the selected Contractor for correction and re-submittal to DEO. When the ERR is approved by DEO's Certifying Officer, the selected Contractor will be informed through



			written notification that the report is acceptable.
157	Page 38, C.6.7, #3	<p>C.6.7 #3 states that “the contractor will be responsible for conducting environmental reviews within 30 days of request”.</p> <p>When the contractor submits environmental reviews to DEO for review and certification, how long should the contractor expect that certifications will take?</p>	DEO anticipates that the ERR review and certification will be performed within 21 days of DEO receipt of a complete and accurate record. Large, simultaneous bundles of ERR files (in excess of one hundred at a time), will extend this review time period.
158	Page 38, C.6.7, #3	<p>C.6.7 #3 states that the environmental review and damage assessment will be conducted after all other verification required by HRRP, which is a completely linear process. Is DEO willing to allow parallel processing to reduce the period between application submission and start of construction activities?</p>	No.
159	Page 38, C.6.7, #4	<p>C.6.7 #4 requires completion of listed A&amp;E services within 30 days of request. Will each necessary service be triggered as its own discreet activity with its own 30 day clock or will any and all activities required for a particular property need to be conducted within one 30 day window?</p>	Each architectural and engineering service requested for a particular project should be provided within 30 days of request.
160	Page 38, C.6.7, #4	<p>C.6.7 #4 references the expectations for architectural and engineering services for reconstruction projects and lists specific tasks that may be necessary for such a project. Is there an estimated number of reconstruction projects identified?</p>	Yes.
161	Page 38, Section C.6.7, #4a-b; Attachment B	<p>Because the cost reply in Attachment B does not account for requested services in Section C.6.7 (#4a-b), will DEO either provide a pricing line item with estimated unit count or remove the requirement for C.6.7 #4a-b from the scope of work to ensure that the requested</p>	Yes.

		services and the requested pricing are aligned?	
162	Pg. 38; C.6.7 #4a, C.6.7 #4e	How many different architectural plans and engineering drawings does DEO anticipate?	Indeterminate at this time.
163	C.6.7, part 4.B, page 38 of 68	Will the contractor be responsible for the foundation design or review of foundation design?	Please refer to Sections B.37.2 and C.6.7.
164	Pg. 38; C.6.7.5	Can DEO confirm that a home's value is based on the pre-storm value?	Yes, that is correct.
165	ITN Page Number: 38 Section Number: C.6.7 Subsection Reference: Construction Management, Item 7	Will valid supplements be allowed when hidden damage is found?	This question is not clear.
166	ITN Page Number: 39 Section Number: C.6.7 Subsection Reference: Item 10	Will the contractors from the pool utilized in the performance of the repair work be paid directly by the state, or will those funds route through the awarded administrator of the program?	Indeterminate at this time.
167	ITN Page Number: 39 Section Number: C.6.7 Subsection Reference: Requirement 10	In a scenario where the state contractor pool is not sufficient to support this contract, can the respondent recruit from outside the pool, or bring in contractors from outside the area at an increased cost (i.e. to cover travel and per diem)?	No.
168	Page 39, C.6.7, # 10	The ITN indicates that the selected contractor will assign construction projects to DEO's contractor pool "based on criteria established by DEO." It is our understanding that this currently a process run by DEO under its Irma program. Is it DEO's intention to turn over the construction assignment process to the selected vendor for the Michael recovery?	The selected Contractor, with DEO input and approval, will determine and implement the methodology for assignment of projects to the existing contractor pool.
169	Page 39, C.6.7, # 10	The ITN indicates that the selected contractor will assign construction projects to DEO's contractor pool "based on criteria established by DEO." Has DEO already established the assignment criteria?	DEO has established assignment criteria for the Hurricane Irma HRRP, which may not be the same criteria that will be used for the Hurricane Michael HRRP.

170	Page 39, C.6.7, # 10	The ITN indicates that the selected contractor will assign construction projects to DEO's contractor pool "based on criteria established by DEO." What is the anticipated timeframe that such criteria would be provided to the selected contractor?	During the program implementation start up.
171	Pg. 39; C.6.7 #12	Is the "site reconnaissance" in this statement normally referred to as a "pre-construction site walk"?	Yes.
172	Page 39, C.6.7, # 12	The ITN states that the contractor "shall conduct site reconnaissance in accordance with established policies and coordinate with eligible applicants a minimum of 72 hours in advance of arrival." Can DEO please identify which activities constitute "site reconnaissance" as opposed to other inspection activities outlined elsewhere in the ITN? For example, is the "site reconnaissance referenced in this requirement different than a construction or other required inspection?	Site reconnaissance is considered the pre-construction walk-through.  Yes, site reconnaissance is different than a construction inspection.
173	Page 39, C.6.7, # 12	The ITN states that the contractor "shall conduct site reconnaissance in accordance with established policies and coordinate with eligible applicants a minimum of 72 hours in advance of arrival." Can DEO please provide a copy of the established policies referenced in this requirement?	Please refer to the answer provided for Question #3.
174	ITN Page Number: 39 Section Number: C.6.7 Subsection Reference: Construction Management, Item 14	Are the costs for resident living expenses contents and living expenses to be included in individual estimate or in the lump sum proposal?	This question is not clear.
175	ITN Page Number: 39 Section Number: C.6.7 Subsection Reference: Construction Management, Item 18	Should content manipulation and move out and back of contents be included in repair estimates?	No.

176	ITN Page Number: 39 Section Number: C.6.7 Subsection Reference: Construction Management, Item 18	What are the provisions if the homeowner delays the process, including but not limited to, selections or not moving out contents in a timely manner at no fault of the Contractor?	DEO has several tools to address situations outside of the selected Contractor's control, including a "hold status" that tolls time on projects while certain issues are resolved, e.g. when a homeowner unreasonably withholds access to the property.
177	Page 39, C.6.7, #18	The ITN indicates that the "Contractor shall coordinate with the applicant to ensure the timely move in/move out of applicants whose homes are being repaired or replaced so as to minimize the disruption to the applicant and minimize the amount of time the applicant is out of the home." Is DEO requiring all applicants to vacate their properties during any repair activity?	No; however, when appropriate, some applicants may be required to vacate their properties.
178	Page 39, C.6.7, #18	The ITN indicates that the "Contractor shall coordinate with the applicant to ensure the timely move in/move out of applicants whose homes are being repaired or replaced so as to minimize the disruption to the applicant and minimize the amount of time the applicant is out of the home." Typically move in/move out is the responsibility of the building contractor. Is it DEO's intention to shift this responsibility to the selected contractor under this procurement?	The selected Contractor will be responsible for managing the Hurricane Michael HRRP, including contractor management. Ensuring that the contractors are coordinating timely move in / move out with the applicant falls under this scope.
179	Page 39, C.6.7, #18	The ITN indicates that the "Contractor shall coordinate with the applicant to ensure the timely move in/move out of applicants whose homes are being repaired or replaced so as to minimize the disruption to the applicant and minimize the amount of time the applicant is out of the home." The amount of time required out of the home is dependent upon the building contractor's scope of work and ability to complete the work timely. Does DEO have any protections built into its contracts with the building contractors that will	Yes.

		encourage timely completion of work (for example, daily penalties for work beyond schedule)?	
180	ITN Page Number: 39 Section Number: C.6.7 Subsection Reference: Construction Management, Item 19	What is the security of contents while in on-site storage units? Are on-site storage units climate controlled?	The selected Contractor is expected to provide an on-site storage unit for use by the applicant that is securable by the homeowner. The homeowner will be responsible for securing the unit while used for storage of their possessions.  No, on-site storage units are not required to be climate controlled.
181	ITN Page Number: 39 Section Number: C.6.7 Subsection Reference: Construction Management, Item 19	What is the liability, notwithstanding normal handling of contents, what additional liability does the respondent have for a resident or tenant's contents (i.e. theft, damage)?	Typically, the homeowner is responsible for the handling and movement of their possessions into the on-site storage unit. The selected Contractor will be responsible for providing the on-site storage unit., which the homeowner can secure.
182	Page 39, C.6.7, #19	Does the DEO require the Program Manager to coordinate and physically install storage units for personal property, or will this fall under the scope of the builder(s) with verification completed by the Program Manager?	The selected Contractor will ensure that the construction contractor coordinates the delivery, installation and subsequent removal of storage units.
183	Page 39, C.6.7, #22	C.6.7 #22 states that "the contractor shall conduct ... asbestos containing materials assessments." Federal asbestos rules relate only to "facilities" (a defined term) and housing activities do not meet this definition. Housing activities are therefore exempt from asbestos testing requirements unless there is a state law that provides the requirement. Florida has no such state law. Though there are some OSHA health and safety standards still applicable on the construction side, the program itself is not required to perform asbestos testing as an environmental eligibility requirement. DEO does, however, have the ability to impose this requirement itself, as a grantee, in relation to the program.	Yes.  Yes.

		<p>1. By the statement made in the ITN, is DEO imposing the requirement for the implementation contractor to perform asbestos assessments?</p> <p>2. Has DEO established its policies and procedures for asbestos testing and to which the contractor(s) must adhere?</p>	
184	Page 39, C.6.7, #22	If DEO is imposing a standard to perform asbestos assessments, what year will DEO use for the threshold to determine whether an assessment should or should not be performed on each home?	1989.
185	Page 39, C.6.7, #22	If DEO is imposing a standard to perform asbestos assessments, will this be prior to award of a project, or as part of construction activities?	Possibly, both.
186	Page 39, C.6.7, #22	C.6.7 #22 states that “the contractor shall conduct all required environmental assessments, including but not limited to Tier 1 and Tier 2 assessments, lead-based paint assessment, or asbestos containing materials assessments.” This statement appears to indicate that DEO has not completed any Tier 1 assessments for the region impacted by Michael and therefore, the contractor will be responsible for initiating and completing the Tier 1 review process. Is this correct?	DEO will be responsible for the Tier 1 reviews. The selected Contractor will NOT be responsible for initiating or completing the Tier 1 assessments.
187	Pg. 39 of 68, Section C.6.7.23, Construction Management	This section references the Contractor’s responsibility for “ <i>acquiring or providing architectural and structural services required to complete all repair, replacement or reconstruction projects.</i> ” The HRRP document updated in April 2020 states that “ <i>The program will offer standardized new house designs for reconstruction projects. HRRP will not provide customized home designs</i> ”. Please clarify whether the requirement for design services is for all homes or what percentage of	The HRRP document updated April 2020 is not applicable to this procurement. The HRRP has standard designs and foundational plans for homes requiring reconstruction. The selected Contractor will be responsible for the site-specific foundational designs that are estimated at 1,349.

		homes should assume these services?	
188	Page 39, C.6.7, #25; Page 34, C.6.1, #7	C.6.7 #25 references a weekly briefing on program activities, including metrics. Is this different and in addition to the Weekly Executive Briefing referenced in Page 34, C.6.1, #7?	Yes.
189	Pg. 39 of 68, Section C.6.7.27, Construction Management	This section states " <i>Contractor shall design a system to provide comprehensive construction management from notice to proceed and initial inspection to final inspection and close-out of file.</i> " Does this system need to be integrated with the system of record or can it be a standalone system for management of construction phase of project?	Yes.
190	Page 39, C.6.7 (in its entirety) and #27	C.6.7, in its entirety, describes DEO's requested construction management tasks. Item #27 describes the "design of a system to provide comprehensive construction management from notice to proceed and initial inspection to final inspection and close-out of file". However, construction change orders and change order management are not mentioned, yet they are a critical component in any construction project. Does DEO intend for the selected contractor to provide change order management services or will DEO take this process in-house within the agency?	Yes, DEO expects the selected Contractor to provide change order management services supported by their system of record (or integrated sub-system).
191	Pg.39 of 68, C.6.8, Training Program	Please provide more details on the training needs that DEO anticipates being required under this contract. What is the method in which this training is anticipated? Webinars, classroom, computer-based? Is ' <i>demonstrated understanding</i> ' proven by a quiz at the end of the training program, or is something else expected?	The selected Contractor may utilize a combination of educational methods including classroom, webinar or computer-based course delivery. "Demonstrated understanding" can be proven by use of post-training testing or other similar assessments that allows the selected Contractor to verify that the participants have achieved a substantial understanding of the course materials covered.

192	ITN Page Number: 40 Section Number: C.6.9 Subsection Reference: Compliance/Audit/Close-out/Disallowed Costs,	How are disallowable costs determined? If approved, can they later be deemed disallowable costs?	Disallowed costs are those “costs charged to a HUD-financed or insured program or activity which are not allowable by law, contract, or Federal, State or local policies and regulations.”  Yes.
193	Page 40, C.7, first paragraph	How many “comprehensive operational management staff” co-located at ODR Headquarters can DEO accommodate or does DEO plan to accommodate?	Please refer to Section C.7, Paragraph 4.
194	Page 40, C.7, first paragraph	Please clarify the roles expected, at a minimum, to be filled as part of the “comprehensive operational management staff” that must be co-located at ODR Headquarters beyond the Project manager, and an Administrative Assistant.	Please refer to the answer provided for Question #193.
195	Pg. 41; C.8	Please confirm what, if any, responsibilities the contractor selected under this procurement has for training the qualified construction contractors in the DEO- established contractor pool.	Please refer to Section C.6.8.
196	Under C.8, Professional Qualifications	1. Will out of state experience with similar programs be considered, or is State of Florida only experience mandatory?	Please refer to Section C.8.
197	Page 42, C.13 (in its entirety)	With the aggressive startup schedule and the Level 2 fingerprinting and screening requirements, particularly for a large implementation staff, will DEO provide dedicated staff who will monitor and notify the selected contractor of background clearances in order to ensure that the program is able to staff up quickly?  How often will DEO staff notify selected contractor of new clearances?	Yes.  Daily; as screening results are available.
198	C.17, page 43 of 68	This section discusses Liquidated Damages upon Contract Termination. However, no such language is contained in the sample contract. Please clarify whether the	Yes. The contractor will be subject to liquidated damages.



		contractor will be subject to liquidated damages.	
199	Pg. 45; C.23	Would DEO consider removing the Performance Bond required for this bid since construction is not required by the Contractor?	No.
200	Pg. 45; C.23	If a Performance Bond is required, would DEO consider using 20% of the annual value as a basis?	No.
201	C.23, page 45 of 68	This section describes the requirement for a Performance Bond equal to 20 percent of the Contract value; however, no such language is contained in the sample contract. Please clarify whether the contractor will be required to provide a performance bond.	Yes, a performance bond is required.
202	Attachment A, page 47 of 68	The example provided on Attachment A includes two projects completed for the Florida Department of Transportation. Our interpretation assumes that we can include references from other large program management type contracts, even if their scope is not directly related to disaster recovery. If this is not acceptable, please provide a reason why it is not acceptable.	Please refer to Section B.38.
203	Attachment A, page 47 of 68	Alternatively, could we show three projects of lengths shorter than three years each that add up to a total of five years of similar work experience?	Yes, provided the requirements of Section B.38 of the solicitation are met.
204	Pg. 48,39; Attachment B	Are four regional job fairs required each year?	No.
205	Pg. 48,39; Attachment B	Can DEO clarify the intended outcome, purpose, and types of positions hired in the regional job fairs?	The job fairs are intended to facilitate the selected Contractor's recruitment and hiring of individuals – preferably Low to Moderate Income individuals – in the impacted areas to work with the contractor in whatever capacity is deemed necessary, including but not limited to Rebuild Florida Customer Contact Agents, Intake Specialists, etc.

206	Pg. 48-49; Attachment B, Cost Reply, Instructions #1. Three (3) Year Renewal Term	Please confirm that the number of units to be priced over the 3-yr base and 3-yr renewal periods is 6,700.	The goal of the program is to complete the housing recovery during the initial 3-year period. The estimated units should be priced over the initial 3-year period. The costs for the 3-year renewal period should be on a per unit cost basis.
207	Attachment B, pages 48 and 49 of 68	The Cost Reply Form asks for lump sum prices, per year, for each of the services requested. Since some of these costs could vary widely based on the number of homes that are approved for repair/replacement, would the Department consider modifying this form to include unit pricing instead?	No.
208	Pg. 48 – 50; Attachment B	Please confirm that the quantities identified in the RFP (application, progress inspections, etc.) are ceiling amounts.	The quantities are estimates, not ceiling amounts.
209	Pg. 48 – 50; Attachment B	If the quantities identified in the RFP (application, progress inspection, etc.) are not ceiling amounts, what are the ceiling amounts?	Indeterminate at this time.
210	Pg. 48 – 50; Attachment B	Please define how "program direct costs" obligations will be measured and what the "total pool of program direct costs" is?	DEO will establish the caps on direct and indirect costs – based on HUD requirements – prior to execution of any resulting contract(s). Direct costs will be calculated as a percentage of the overall costs associated with the Hurricane Michael HRRP.
211	Pg. 49; Attachment B, Cost Reply, Instructions #1. Three (3) Year Renewal Term	Would DEO consider a per unit cost in the renewal periods for units not completed in the first three years?	Yes.
212	For Attachment B, Cost Reply	1. Can escalation be added to salary rates, for both the initial and renewal terms?  a. For the renewal terms, should the totals for work completed during the initial term be adjusted?	These questions are not clear.

		b. Also, will the number of properties increase, and should a unit cost be provided for each type of service (Both for Case Management and Construction)?	
213	For Attachment G, Subcontractors	Can subcontractors/subconsultants be added to the list after submission, and included as part of negotiations?	No.
214	Page 67, Attachment L	Can all documents be digitally signed, or is this only allowed for the DEO Solicitation Acknowledgement Form?	Documents may be manually or electronically signed, with the exception of the Past Performance References which must be signed manually.
215	ITN Page Number: Addendum 2 Sent June 22, 2020 Section Number: 5 Subsection Reference: Replies Due and Opened/Attachment H, Reference Questionnaire	Due to the number of companies working from home at the moment as a result of COVID-19, would the DEO consider extending the final deliverable date to give references additional time to fill out their questionnaires? Printing and mailing questionnaires may take extended periods for some references if they are currently working from home.	No.
216	General question from DEO Mandatory Pre-Reply Conference	Please confirm that DEO's outreach/marketing vendor will be responsible for the planning and implementation of paid media (traditional and digital) placements.	Yes, that is correct.
217	General question from Pre-Reply Conference	Please confirm that DEO's outreach/marketing vendor will be responsible for the development of all creative assets for all paid media campaigns.	Yes, that is correct.
218	General question	Can subcontractors / subconsultants who didn't attend the mandatory pre-proposal meeting be included on the project team?	Yes.
219	N/A	Are any firms precluded from competing for this contract, either as a prime or a sub (for example, the firm currently under contract with DEO to provide Oversight Monitoring under 19-ITN-001-TH)?	Please refer to federal and state laws regarding ineligible persons and entities.