



**Allegheny County Economic Development**

**Request for Proposals**  
*Allegheny Lead Safe Homes Application Intake Services*  
**December 2016**

## **OBJECTIVE**

Allegheny County Economic Development (“ACED”) is requesting the submission of Proposals (“Proposals”) from organizations (“the Firm”) to provide application intake services for the Allegheny Lead Safe Homes Program (“the Program”). The services will include, but not be limited to, establishing and managing a dedicated phone line for interested applicants and responding to general Program inquiries, pre-screening applicants on the phone and in person, documenting and determining applicant eligibility, providing application assistance, and performing client intake and database entry. ACED desires to enter into an arrangement with a Firm exhibiting a proven track record and demonstrated success in undertaking these types of project related services and administration.

## **PROJECT CONTEXT**

The Allegheny Lead Safe Homes Program is a new program that is funded under a grant from the U.S. Department of Housing and Urban Development’s (HUD) Office of Lead Hazard Control and Healthy Homes. The \$3 million Lead Hazard Reduction Demonstration grant was awarded to ACED to perform lead-based paint abatement and remediation in 175 homes over 3 years. An additional \$400,000 was awarded to ACED to perform Healthy Home repairs in some of the houses where lead paint abatement and remediation will be performed. In order to meet the benchmark of 175 eligible units, ACED anticipates the Program will process 350 applications. General Program inquiries and applications received will likely be at a higher volume in the beginning of the Program and decrease towards the end of the 3-year grant period.

The Program is open to homeowners, tenants, and landlords and thus the Firm must be willing and able to work with all three groups. The Firm must also be willing and able to work and travel County-wide, including the City of Pittsburgh.

ACED seeks to procure a Firm to provide application intake services as outlined in this Request for Proposals (“RFP”). Accordingly, ACED invites Firms to submit documentation of the qualifications and expertise they would utilize to perform the requested tasks. This information, as well as other information provided to ACED in your response, will serve as the basis for selection and negotiations.

Final responsibility for the selection of a Firm rests with ACED. The Firm will be engaged to undertake the agreed-to scope of services, and agreement will be reached on the project strategy, schedule, and other related matters once the Firm has been selected.

## **WORK REQUESTED**

The purpose of this RFP is to select a Firm to provide application intake services (“the Services”). The Firm will be required to have one or more dedicated staff person(s) to perform the Services, which will include but not be limited to:

- Establish and manage a dedicated phone line for Program inquiries.

**Allegheny County Economic Development**  
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Pittsburgh, PA 15219

- Promptly respond to all Program inquiries, whether made in-person, by e-mail, or by phone.
- Pre-screen all incoming calls and other inquiries for Program eligibility.
- Provide Program information in response to inquiries, including mailing out application packets to clients, and making necessary referrals to other programs based upon geographic area or needed assistance.
- Actively follow-up with potential applicants in a timely manner to facilitate ACED's ability to meet HUD's benchmarks.
- Schedule in-person intake appointments with potential applicants, including in-home appointments as necessary to facilitate the application process.
- Assist applicants with scanning required application documents.
- Receive and screen all applications and associated documentation for Program eligibility in accordance with all applicable HUD requirements and Program policies.
- Perform income documentation eligibility review in accordance with HUD guidelines.
- Actively follow-up with applicants to assist them in completing their applications, providing case management services to applicants as necessary to facilitate complete applications.
- Log all information regarding inquiries and applicants in a shared database.
- Develop document sharing processes with other ACED partner housing organizations.
- Refer applicants to other housing improvement programs they may be eligible for.
- Communicate with staff at ACED in regards to applicant issues and client prioritization.

The Firm will also be responsible for all associated costs, such as travel to and from applicants' homes and necessary supplies and services, including a portable document scanner, postage and copying for application materials, and setup and maintenance costs related to the application hotline.

Once ACED selects a Firm, it may take several months to provide the selected entity with a contract. This time frame should be considered by respondents and incorporated into its pricing structure.

## **MINIMUM EXPECTATIONS**

The chosen Firm must be willing to receive and respond to applicant calls and other inquiries promptly (within 24 hours). The chosen Firm can expect to receive an average of 20-30 applications per month, although not necessarily at a steady pace. General Program inquiries and applications received will likely be at a higher volume in the beginning of the Program and decrease towards the end of the 3 year grant period. Once an application is received, the Firm is responsible for reviewing the application for completeness and initial eligibility. Once an application is determined complete and eligible, the Firm will send the application to ACED for further review and enrollment in the Program.

If applications are not complete, the Firm is responsible for working with the applicant to obtain all necessary application documents. This may include, but is not limited to, site visits to the

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**112 Washington Place**  
**Pittsburgh, PA 15219**

applicants' home, scanning application documents for the applicant, and in-office meetings with applicants.

The Firm will be required to actively follow-up and work with applicants in a timely manner to facilitate ACED's ability to meet HUD's benchmarks. The Firm must be willing to work with tenants, landlords, and homeowners to coordinate a complete application. All Program inquiries and applicant information must be logged in the shared database. The Firm will be required to attend frequent team meetings to report on progress and any issues that may arise.

Because the Services require interaction with tenants, landlords, and homeowners, including entering their private residences, a certain level of professionalism is required. While performing the Services, the Firm will be required to represent ACED in a professional manner at all times.

The selected Firm will be expected to present all project-prepared documents for review and approval to ACED prior to making any documents public. It is also expected that the selected Firm will present and discuss project-related strategies with the appropriate ACED representatives.

The Firm must perform all Services in accordance with all applicable Federal, State, and local laws and regulations and Program guidelines, including but not limited to HUD's Notice of Funding Availability (<http://portal.hud.gov/hudportal/documents/huddoc?id=2016lhrdnofa.pdf>), policy guidance ([http://portal.hud.gov/hudportal/HUD?src=/program\\_offices/healthy\\_homes/lbp/pg](http://portal.hud.gov/hudportal/HUD?src=/program_offices/healthy_homes/lbp/pg)), and Program policies, procedures, and work plans.

## **PROPOSAL SUBMISSION**

**The deadline for submitting a Proposal in response to this RFP is January 20, 2017 at 4:00 p.m.** Responses to the RFP that are not received in the ACED office prior to the time and date specified will be considered late. **LATE RESPONSES WILL NOT BE CONSIDERED.**

Proposals shall be submitted to:

Julie Collins  
Allegheny County Economic Development  
112 Washington Place  
One Chatham Center  
Pittsburgh, PA 15219  
Email: Julie.Collins@alleghenycounty.us

To be considered, a Firm shall submit a complete response to this RFP. ACED encourages creative and innovative submittals that are compatible with local rules and regulations. Submittals shall be comprehensive, straightforward, and accurate, and shall contain a concise delineation of the Firm's capability to deliver the proposed activities.

**Allegheny County Economic Development**  
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Pittsburgh, PA 15219

The Firm shall submit one (1) original and one (1) copy of all documents required as part of the RFP. Submissions must be hand delivered or delivered by postal or delivery service by the time indicated below; e-mail or electronic delivery will not be accepted.

It is the Firm's sole responsibility to read and interpret this RFP and the written instructions contained herein.

Questions about the RFP may be submitted, in written form only, to Julie Collins at Julie.Collins@alleghenycounty.us. Any questions must be submitted on or before January 6, 2016. Questions and answers, if substantive, will be sent to each party who received copies of the RFP provided that each party provides its name and e-mail address to Julie Collins at Julie.Collins@alleghenycounty.us. It is the responsibility of all parties submitting responses to the RFP to make inquiry as to the issuance of any questions and answers and to ascertain that all issued questions and answers have been received prior to submitting a Proposal.

Addenda to the RFP, if issued, will be sent to each party who received copies of the RFP provided that each party provides its name and e-mail address to Julie Collins at Julie.Collins@alleghenycounty.us. It is the responsibility of all parties submitting responses to the RFP to make inquiry as to the Addenda issued and to ascertain that all Addenda have been received prior to submitting a Proposal. All such Addenda shall become part of the RFP documents, and all respondents shall be bound by such Addenda, whether or not received by the respondents.

## **PROPOSAL REQUIREMENTS**

In order to facilitate review by ACED, please submit the Proposal in keeping with the following format.

### **1. Letter of Transmittal**

- Legal name, address, and status of the Firm, along with the names and addresses of the individual principals with authority to legally bind the Firm.
- Name, title, address, telephone, fax number, and e-mail address of the contact for the Firm.
- Acknowledgement of receipt of any and all amendments to this RFP.

### **2. Overview of the Firm**

- A concise description of the Firm including organizational structure, subsidiary companies, identification of principals or parent companies, length of time in business, office locations, number of personnel.
- Proof of experience working with application intake processing, case management services, and eligibility review determination for federally funded programs.

**Allegheny County Economic Development**  
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Pittsburgh, PA 15219

- A description of the staff who will be working on the project, their proposed role, and their experience.
- 3. Completion of the attached Allegheny County CDBG forms:**
- Department of Economic Development – PL3/PL4 – Award Verification for Prime/ Subcontractors & Suppliers (Attachment A)
  - Agreement Between Operating Agency/Prime/Subcontractor (Attachment B)
- 4. Cost Estimate**
- An estimate of the costs to provide the Services, broken down by cost category such as salary and fringe, supplies, travel, etc.

## **EVALUATION CRITERIA**

The following criteria in each Proposal will be considered in evaluating Firms for potential selection.

- 1. Experience**
- Experience in similar projects – i.e., application intake processing, documentation collection and eligibility review for federally funded programs, case management, and client intake and database entry
  - Experience in dealing with families in crisis
  - Experience working with partners and funders
  - Experience working on a fast-paced, performance -based program
- 2. Qualification of:**
- Project team members
  - Overall supervision
- 3. Cost Estimate Breakdown**
- Overall cost estimate
  - Breakdown of cost estimate
- 4. Minority/Women/Disabled Business Enterprise (M/W/DBE/VOSB) Participation**
- RAAC has established a goal of having thirteen percent (13%) MBE participation and two percent (2%) WBE participation for all projects funded by RAAC. Proposals should indicate a commitment to meet or exceed RAAC's goals.

**Allegheny County Economic Development**  
One Chatham Center, Suite 900  
112 Washington Place  
Pittsburgh, PA 15219

- RAAC has established a goal of having five percent (5%) participation by Veteran-Owned Small Businesses (VOSBs) in all contracts for goods and services which utilize funds provided by or through the RAAC. Proposals should indicate a commitment to meet or exceed RAAC's goals.

## **REVIEW AND SELECTION PROCESS**

ACED will review all submittals to identify those that in its judgment are most qualified and advantageous for its purposes. The review may include a request for additional information, interviews, and negotiations with submitting Firms. ACED may also request more detailed project information, including but not limited to conceptual designs, the Firm's financial information, and project pro forma. All such input obtained will be used to determine which submittal is most appropriate for working toward an Agreement that is suitable for all parties.

ACED intends to make a decision based upon information in the response to the RFP submitted by the Firm, investigation of projects and/or programs completed by the Firm, performance in previous undertakings, and other pertinent factors. The selected Firm will be chosen on the basis of the Firm's qualifications, experience, and capabilities to undertake, complete, and manage the project, as well as the cost that is proposed. ACED will make a determination after reviewing Proposals as to whether it will request interviews of candidates.

**ACED expressly reserves the right, in its sole discretion, to: (1) select a Proposal(s) that best meets the evaluation criteria and is most responsive to ACED's objectives; (2) accept or reject any and all Proposals, in whole or in part, for any reason or no reason whatsoever; (3) alter, change or modify in any way the selection process or this RFP, at any time and without notice; (4) postpone or cancel the selection process for its own convenience at any time and without notice; (5) waive any defects, irregularities or nonconformities contained in any submitted Proposals or responses to this RFP; (6) disregard all non-conforming, non-responsive or conditional Proposals or responses to this RFP; (7) waive any submission requirements contained within this RFP or otherwise; (8) terminate this RFP at any time, without notice; and/or (9) issue a new RFP with respect to the Properties at any time.**

**Neither this RFP nor any part or aspect of the selection process shall in any way be deemed to create, constitute an offer for, or constitute an acceptance of an offer for, a binding contract or agreement of any kind between the ACED and any Firm. If ACED selects a Firm to provide the Services described in this RFP, and ACED deems said Firm to be capable, experienced and prepared, ACED may enter into an agreement or agreements with said Firm as deemed appropriate by ACED in its sole discretion. Response to this RFP indicates the interest of Professionals to be considered for such an agreement(s); however, the ACED shall be under no obligation to enter into any binding agreement or contract with any Firm as a result of this RFP, or as a result of any subsequent negotiations or any other part or aspect of the selection process. ACED reserves the right to terminate any and all discussions and negotiations with any Firm at any time prior to the execution of a formal, written agreement(s) between ACED and said Firm. No legal or contractual**

**Allegheny County Economic Development  
One Chatham Center, Suite 900  
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Pittsburgh, PA 15219**

**rights or obligations between ACED and the Firm will come into existence at any time; and no legal or contractual rights or obligations between ACED and a Firm will come into existence unless and until a formal, written agreement(s) has been fully executed by both parties. The legal rights and obligations which will come into existence at such time shall be limited to those expressly set forth or incorporated by reference in said Agreement.**

## **GENERAL CONDITIONS**

All Proposals, including attachments, supplementary materials, addenda, etc. shall become the property of ACED and will not be returned.

The Firm, by submitting a response to the RFP, waives all rights to protest or seek any legal remedies whatsoever regarding any aspect of the RFP, ACED's selection of a Firm with whom it enters into negotiations, ACED's rejection of any or all responses, and any subsequent Agreement that might be entered into as a result of the Request for Proposal.

The Firm, its employees, contractors, and primary subcontractors will not discriminate against or segregate any person or group of persons on any unlawful basis.

The Firm selected will be required to abide by all County, State, and Federal regulations, including but not limited to providing opportunities for M/W/DBE/VOSB contracting, labor compliance, environmental reviews, and other applicable regulations.

## **DIVERSITY**

ACED does not discriminate on the basis of race, color, creed, religion, disability, or sexual orientation. Furthermore, minority, women, and disadvantaged business owners are encouraged to pursue business opportunities with ACED.

For information on the M/W/DBE Program, M/W/DBE Certification, and How to Obtain Business within Allegheny County, contact the Allegheny County Department of Minority, Women and Disadvantaged Business Enterprise at (412) 350-4309, or review the information on the County of Allegheny web site at: <http://www.alleghenycounty.us/mwdbe/index.aspx>.

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Allegheny County Economic Development  
Federally- funded projects

**Procurement Compliance / Bid Package Documents**  
**AWARD VERIFICATION FOR PRIME/ SUBCONTRACTORS- PL3/ PL4**

THIS FORM MUST BE COMPLETED, SIGNED, AND SUBMITTED FOR ALL CONTRACTORS USED ON THE JOB.  
ALL INFORMATION MUST BE FILLED IN COMPLETELY OR FORM MUST BE RESUBMITTED.

(Check One)

**PL3- Award Notice for Prime Contractor** \_\_\_\_\_

**PL4- Award Notice for Subcontractor** \_\_\_\_\_

**To be filled out by Prime/ Subcontractor:**

Company Name \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Telephone Number ( ) \_\_\_\_\_ Fax Number ( ) \_\_\_\_\_ IRS ID # \_\_\_\_\_

Is Prime Contractor/ Subcontractor: MBE: Yes \_\_\_ No \_\_\_ WBE: Yes \_\_\_ No \_\_\_ DBE: Yes \_\_\_ No \_\_\_ VOSB: Yes \_\_\_ No \_\_\_

If your company is a MBE/ WBE/ DBE/ VOSB Company, are you currently certified with the County's Office of Minority & Women Business? Yes \_\_\_ No \_\_\_ Certification # \_\_\_\_\_ Expiration Date \_\_\_\_\_

Are you certified under the PAUCP? (PA Unified Certification Program) Yes \_\_\_ No \_\_\_

If yes, Certification # \_\_\_\_\_ Expiration Date \_\_\_\_\_

**RACIAL / ETHNIC CODES: (CHECK ONE)**

1. White American \_\_\_ 2. Black American \_\_\_ 3. Native American \_\_\_ 4. Hispanic American \_\_\_

5. Asian/Pacific American \_\_\_ 6. Hasidic Jews \_\_\_

Contractor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_ Title: \_\_\_\_\_

**THIS PART IS TO BE FILLED OUT BY OPERATING AGENCY ONLY:**

Project # \_\_\_\_\_ Actual Project Amount \$ \_\_\_\_\_

Project Name: \_\_\_\_\_ Project Location: \_\_\_\_\_

Construction Start Date: \_\_\_\_\_ Contractor Contract Award Date: \_\_\_\_\_

Contractor CDBG Contract Amount \$ \_\_\_\_\_

Contractor HOME Contract Amount \$ \_\_\_\_\_

Contractor ESG Contract Amount \$ \_\_\_\_\_

Agency Signature \_\_\_\_\_ Date \_\_\_\_\_

Print Name \_\_\_\_\_ Title \_\_\_\_\_

**Allegheny County Economic Development  
Federally-funded projects  
Procurement Compliance / Bid Package Documents  
AGENCY / PRIME CONTRACTOR / SUBCONTRACTOR VERIFICATION**

**THIS FORM MUST BE SUBMITTED FOR EVERY PRIME / SUBCONTRACTOR HIRED FOR THIS FEDERALLY- FUNDED PROJECT AND SUBMITTED TO THE AGENCY. THIS FORM IS TO BE SUBMITTED 10 DAYS AFTER CONTRACT IS AWARDED.**

**(Agency/Prime/Subcontractor Legal Name)** \_\_\_\_\_ has an agreement with  
**(Prime/Subcontractor Legal Name)** \_\_\_\_\_ to work on the  
**(Project Name)** \_\_\_\_\_ located in the area of \_\_\_\_\_, PA.

If awarded the contract, the above Agency/Prime Contractor/Subcontractor intends to have a binding contract with the above Prime Contractor or Subcontractor to perform the following work:

**(Provide Brief Description of the Type of Work Agreed Upon)**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

The contract dollar amount agreed upon by both parties is \$\_\_\_\_\_.

The CDBG amount only, verified by the Agency, is \$\_\_\_\_\_.

Agency's Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Agency's Printed Name: \_\_\_\_\_ Title: \_\_\_\_\_

Prime Contractor's Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Prime Contractor's Printed Name: \_\_\_\_\_ Title: \_\_\_\_\_

Subcontractor's Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Subcontractor's Printed Name: \_\_\_\_\_ Title: \_\_\_\_\_

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