



REQUEST FOR PROPOSAL

EMERGENCY ASSISTANCE REPAIR PROGRAM (EARP)

CUSTOMER SERVICES

I. Purpose.

The purpose of this RFP is to solicit consultants that are interested in offering services for the City of Rochester. The term of the agreement will be for one year to provide customer services for homeowners interested in applying to the City of Rochester's Emergency Assistance Repair Program (EARP). The City will review proposals and make one selection based on criteria stated in Section VI.

II. Program Description.

It is the City's expectation that EARP will operate as an emergency program. Financial assistance in the form of CDBG funding will be provided to eligible property owners to correct an emergency repair which will include broken sewer/water lines, furnaces and hot water tanks. Approximately \$250,000 will be made available. It is anticipated the average amount of assistance will be \$2,000.

III. Scope of Services.

The EARP Program is to be operated as an emergency program. Respondents must be able to demonstrate the ability and capacity to quickly turn around applications to the City to enable a quick deployment of services to property owners.

The Consultant will provide customer services on the City's behalf to support the EARP Program. The primary responsibility will be to act as a distribution center to disseminate and receive program applications. The Consultant will assist homeowners with completing the application and ensuring that all submission documents are collected. The Consultant will ensure that applications are easily accessible to the public and that knowledgeable staff are available to answer questions. It is also expected that the Consultant make available meeting space for client consultation and be receptive to providing such services in the field. It is a goal that approximately 125 completed applications will be delivered to the City.

By acting as the City's representative, it is expected that the Consultant maintains customer

service as an important core value and commits to deliver these services with the highest level of professionalism. It is equally important that the Consultant be knowledgeable about the program to ensure that the applicant is made fully aware of the program policies and procedures (training will be provided by the City).

The following information must be collected by the Consultant. The application and accompanying forms are attached.

1. Application.

The application must be completed and signed by the property owner and/or agent.

2. Household Income.

Collecting and verifying household income is essential. Training for this activity will be provided by the City.

3. Property Deed.

The Consultant will obtain a copy of the property deed to evidence proof of ownership. The name(s) on the deed are consistent with the person(s) that sign the application.

4. City Disclosure.

The Consultant will ensure that the property owner signs a disclosure to disclose any direct relationship existing between the property owner and the City of Rochester.

IV. Eligibility and Requirements.

To be eligible to submit a proposal for this RFP, applicants must satisfy the criteria below.

- Must be located in the City of Rochester and be a legally established organization and be in good standing with the City of Rochester.
- Must have at least 5 years experience operating federally-funded affordable housing programs.
- Must be able to serve the entire city.
- Must recognize that EARP is an emergency program and be able to quickly turn around applications.
- Respondents must submit a proposal for their own agency. Proposals for a collaborative which involves two or more agencies will not be accepted.
- Must provide a cost allocation plan which details how City funds will be assigned. This will include an indirect-cost plan to detail salaries, fringe benefits and overhead.

- Respondents must maintain insurance for at least \$1 million for general liability and worker compensation.
- Respondents must adhere to federal regulations at 24 CFR part 84 or 85 concerning administrative requirements and adhere to all applicable CDBG circulars.

V. Reporting.

The Consultant will provide the City a weekly report of the following:

- A. Names and addresses of property owners that were mailed an application and those that have returned applications.
- B. An ongoing database of property owners that have returned incomplete applications where assistance is being provided.
- C. Completed marketing efforts.

VI. Selection Process.

Each proposal will be evaluated and scored by the City according to the submission criteria listed below. The highest scoring proposal will receive the award. Cost proposals must include the salary, fringe and indirect costs associated with the personnel to be paid by City funds. Respondents should also include a budget for supplies, marketing materials and postage.

Submission Criteria:

1.	Completeness and quality of proposal	10 pts.
2.	Statement of organizational capacity and experience.	30
3.	Cost proposal.	25
4.	Approach and methods to carry out the work.	10
5.	Staffing plan with resume(s) of those conducting the work.	10
6.	Marketing Plan.	10
7.	Availability of bi-lingual staff.	<u>5</u>
Total		100

VII. Deadline/Submission Requirements.

Responses are due no later than **3:00pm on July 31st, 2013.**

An informational meet will be held in City Council Chambers on July 17, 2013 from 10:00-11:30am.

All questions concerning this RFP may be referred to Conrad Floss, Associate Community Housing Planner at 428-6820.

Three (3) hard copy responses shall be returned to:

Conrad Floss
Department of Neighborhood & Business Development
Bureau of Business & Housing Development
30 Church St., Room 005A
Rochester, NY 14614

