



Roy Cooper, Governor  
Eddie M. Buffalo, Jr., Secretary

Cassandra Skinner Hoekstra, Chief Deputy Secretary  
Douglas Holbrook, Chief Financial Officer  
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## Purchasing & Logistics

# IMPORTANT BID ADDENDUM

August 16, 2022

**FAILURE TO RETURN THIS ADDENDUM IN ACCORDANCE WITH INSTRUCTIONS  
MAY SUBJECT YOUR BID TO REJECTION ON THE AFFECTED ITEM(S):**

Bid Number: **19-RFP-464735590-DAD**

COMMODITY/SERVICE: **Staff Augmentation**

ADDENDUM Number: 01

USING AGENCY: NCORR

PURCHASER: Angie Dunaway

OPENING DATE/TIME: **August 30, 2022 at 2:00 pm ET**

### **CHANGES TO RFP:**

#### **Section 5.2 TASKS/DELIVERABLES; Task 10:**

This is to clarify lead inspections are required to be completed by a licensed North Carolina inspector.

#### **Section 5.2 TASKS/DELIVERABLES; Task 10.b, Ten (10) Inspection Specialists, subsection e, is amended:**

**FROM:**

- e. ECR- Estimate of work to be completed using Xactimate to meet HQS and all applicable Federal, State, and local codes and regulations

**TO:**

- e. ECR- Estimate of work to be completed using Xactimate to meet Decent, Safe, and Sanitary living conditions (DSS) and all applicable Federal, State, and local codes and regulations

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**QUESTIONS AND ANSWERS:**

Below are the responses to questions received by the August 8, 2022 at 10:00 am ET deadline for submission.

Question #	Reference	Question(s)	Answer(s)
1	n/a	Is it mandatory to submit the COST COMPONENTS for all the positions/ Task?	NCORR may review solicitations that do not include a cost component for all positions and tasks. However, be advised that significant missing cost components may indicate to NCORR that the respondent lacks the necessary capacity and knowledge to adequately perform contract services. Also see answer 2 below on NCORR's intent to award to a single vendor.
2	n/a	Will this opportunity result in multiple awards?	The intent of the RFP is to award to a single Vendor. However, the State reserves the right to make separate awards to different Vendors if it is considered most advantageous to the State to do so. See Section 3.1, METHOD OF AWARD, page 12 of the RFP.
3	n/a	Please provide the incumbent proposals?	Incumbent, Hunt, Guillot & Associates (HGA) proposal for 19-RFP-015046-GSX, is located at <a href="https://www.rebuild.nc.gov/contractors/contracts-and-procurement">https://www.rebuild.nc.gov/contractors/contracts-and-procurement</a>
4	n/a	Is there a way to get the bid tabulation of the previous contract.	Tabulation for bid number 19-RFP-015046-GSX is located at the end of the Questions and Answers.
5	n/a	If the candidate submitted during the bid submission, is not available when the bid is awarded, then can we submit the new candidate?	The State reserves the right to approve or disapprove a requested substitution. See Section 4.8, PERSONNEL, page 16 of the RFP.
6	n/a	How do I get more Information on this?	Per the Request for Proposal (RFP), Section 2.5 PRE-PROPOSAL CONFERENCE, " <i>Vendor representatives are URGED and CAUTIONED to attend the pre-proposal conference and apprise themselves of the conditions and requirements which will affect the performance of the work called for by this RFP.</i> " Also reference RFP Section 2.6 PROPOSAL QUESTIONS.
7	Section 5.1 General Page 19	The RFP indicates that Salesforce will be used as the state's system of record (SOR). Should the awarded Vendor expect to pay for any costs associated with using the system of record? If so, can NCORR provide additional	NCORR shall provide necessary access to the state's System of Record without cost to the vendor. NCORR shall not be responsible for costs of other systems and platforms commonly used in the execution of work, such as the Adobe Suite, Microsoft Office Suite, ESRI ArcGIS tools, and as explicitly stated in the RFP the cost

		information to capture those costs within the fully.	of Xactimate tools and other third-party tools such as Equifax Work Number or LexisNexis databases.
8	N/A – General Inquiry	Could NCORR please provide a list of the individuals who attended the pre-bid conference, the entity with which they are affiliated, and whether the entities represent HUB Zone, MBE, WBE, or Labor Surplus Area firms? This will assist in encouraging participation.	The HUB Zone, MBE, WBE, or Labor Surplus Area firm status is not documented at the Pre-bid conference. This information will be available after award.
9	N/A – General Inquiry	Could NCORR please specify who the incumbent contractor is, the period of contract (including option periods that were exercised), and the total amount paid to the contractor per year?	Please see the response to Question #3 regarding the details of the current contractor. The total amount paid per year on that agreement to date has been approximately \$3.9 million a year. The scope of work considered in this procurement differs significantly. This average may not reflect the changes in scope of work in this agreement.
10	N/A – General Inquiry	Could NCORR please indicate why the Department of Public Safety has chosen to bid the project out now, whether due to performance concerns or due to procurement/contractual requirements?	The business needs for NCORR’s operation have sufficiently changed to warrant the re-procurement of services in consideration of the additional needed services and scope.
11	N/A – General Inquiry	Would NCORR consider incorporating a separate requirement with associated evaluation points for the North Carolina-certified HUB Zone entity?	Per the Request for Proposal (RFP), Section 3.3 PROPOSAL EVALUATION PROCESS, “A trade-off/ranking method of source selection will be utilized in this procurement to allow the State to award this RFP to the Vendor providing the Best Value, and recognizing that Best Value may result in award other than the lowest price or highest technically qualified offer. By using this method, the overall ranking may be adjusted up or down when considered with, or traded-off against other non-price factors.” Points are not assigned with Best Value.
12	Section 2.2, E-Procurement Fee Page 8	Please confirm that a e-Procurement fee does not and will not apply to any contract/purchase order awarded pursuant to this solicitation.	As stated in Request for Proposal (RFP), Section 2.2 E-PROCUREMENT FEE, the e-Procurement fee does not apply to service contracts; and accordingly, the 1.75% e-Procurement transaction fee will not be accessed.
13	Section 3.3, Proposal Evaluation Process Page 13	Could the State please communicate the applicable maximum points to be considered per evaluation criterion?	See answer to Question #11.
14	Section 4.5, HUB Participation	Are additional points or additional consideration to be presented for	See answer to Question #11.

	Page 15	inclusion of HUBs at a level exceeding 10 percent?	
15	Section 5.1, General Page 17	Will NCORR accept either a resume or a bio, or is the respondent required to provide both?	NCORR must be able to evaluate the experience and abilities of each proposed personnel on the project. Resumes are required for each proposed personnel. A short bio is required, at a minimum, for each <i>primary</i> personnel proposed for each role. If a substitution is requested of the vendor, NCORR may request a bio for the requested substitution before approving the substitution.
16	Section 5.2, Tasks/Deliverables Task 12 Pages 29-30	For those positions requiring more than one individual to be proposed (e.g., six QA/QC Specialists), could NCORR please confirm that multiple backups are not required? For example, only six resumes are required to be provided for the six QA/QC positions, not 12.	For positions that require 4 or more personnel (Quality Assurance/Quality Control Specialist, Inspection Specialist), alternative resumes and bios are not required. For all other positions secondary resumes are required even if the position has more than one personnel. For example, a secondary resume is expected for DRGR Support Staff 1 <i>and</i> DRGR Support Staff 2. A bio is not required for secondary proposed staff unless requested by NCORR due to a substitution request.  Secondary resumes, bios, or work plans are not required for tasks 12.b through 12.f due to the specialized nature of those “as-needed” services.
17	Section 5.2, Tasks/Deliverables Task 12 Pages 29-30	During the pre-proposal conference, NCORR indicated pricing for Task 12 was expected to be all-in such that there would not be an hourly billing rate, but rather a single fixed unit cost. Please confirm such a pricing model does <b>not</b> apply to Task 12(a), Project Managers.	Task 12.a “As-Needed Project Managers” are expected to bill an hourly rate similar to Task 1 through Task 11.
18	Section 5.2, Tasks/Deliverables Task 12(f) Pages 29-30	Could NCORR please clarify whether it has the licenses, memberships, and/or subscriptions needed for all eligibility and benefit review and verification services? If NCORR does not have the required licenses, memberships, and/or subscriptions, please clarify which item(s) the State expects the vendor to provide.	NCORR expects the vendor to provide these licenses, memberships, or subscriptions as part of its unit cost delivery of this task. The RFP includes suggested services, however NCORR may defer to vendor experience to identify suitable alternatives for these tasks.
19	Section 6.1, Project Manager and Customer Service Page 30	Please clarify whether the Project Manager position also requires a backup.	Yes. However, the Project Manager position may be identified as one of the proposed personnel performing other tasks in the agreement.

20	Attachment F, Historically Underutilized Business Information Page 54	Please confirm that the prime respondent and each subcontractor is required to complete and submit this form. Alternatively, please clarify how the prime contractor should respond if it is <b>not</b> a HUB, but is utilizing a subcontractor that is a HUB.	A prime respondent may complete a submission on behalf of its engaged subcontractors. HUD designation should be indicated in the response for any subcontractors, if applicable.
	N/A – General Inquiry	Will the state be providing laptops or desktops for the accounting, financial and other necessary personnel to access the state’s systems?	No. NCORR does not anticipate vendors requiring hardware to access state systems. NCORR expects the vendor to ensure that equipment is available for use by its personnel.
21	Section 2.8, Proposal Contents Page 11	Since this is a staff augmentation contract, we understand that the firm awarded the contract will not be conflicted out of other CDBG contracts associated with future disasters. Can NCORR confirm?	NCORR cannot anticipate all of its contract needs. A determination of whether a staff augmentation contract would conflict with other work NCORR procures at a later date would be dependent on the facts, circumstances, and needs of NCORR and is assessed as future procurements are conducted.
22	Section 5.1, General Page 18	Can NCORR specify which positions are expected to be in office vs remote?	Inspection Lead and Inspection Specialists are expected to be available to travel, as needed, to inspection sites and should be positioned throughout the impacted area of the state to be able to do so effectively. Task 12.b “As-Needed Property Appraisals,” Task 12.c “As-Needed Boundary Surveys,” Task 12.d “As-Needed Title Services,” and Task 12.e “As-Needed Short Sale and Closing Services” are similarly expected to be available locally in the impacted area, as needed.
23	Section 1.0, General Background Page 7	Can NCORR share which department/section within NCORR will be in charge of this contract?	The Program Management Office will be the primary point of contact. However, many tasks will require coordination with other teams and functions at NCORR.
24	n/a	Does vendor have to be located in the state of NC?	No, the Vendor does not have to be located in North Carolina in order to submit an offer. See answer to Question 22 about staff located in North Carolina.
25	Section 2.8, Proposal Contents Page 11	Does “local” relevant experience take precedence over non-local during the evaluation process?	The vendor must demonstrate a knowledge of local experience, but that is only one factor of consideration.
26	Section 3.3 (1c), Proposal Evaluation Process Page 14	Are “all” qualified personnel subject to meet in Durham, NC to discuss technical and contractual aspects of the offer?	No. If qualified personnel are requested to meet in Durham, NC as per 3.3.(1)(c), NCORR may make requests for specific personnel to attend. Otherwise qualified personnel are at the discretion of the vendor.

27	Section 4.5, HUB Participation Page 16	Can vendor use out of state HUB subcontractors to satisfy the 10% utilization?	Vendors are expected to indicate HUB subcontractors were applicable in their response to the solicitation. Subcontractors may be used to satisfy the utilization target.
28	Section 6.1, Project Manager and Customer Service Page 30	This section states "The services of the PM will not be invoiced" is this the same project manager referenced in Task 12.a? If so, should we not include pricing the for PM on the cost of services sheet?	Yes, that is correct.
29	Section 2.4, RFP Schedule Page 8	What's the approximate award date? Eg: September to November 2022?	NCORR wishes to make an award in early Q4 2022.
30	Section 3.1, Method of Award Page 12	Are there any incumbents for this statement of work?	See answer to Question #3.
31	Section 3.1, Method of Award Page 12	Is there existing staff to roll over to new project?	Vendors are expected to staff proposals according to their own staffing arrangements, practices, and policies.
32	Section 3.1, Method of Award Page 12	Will you make the current vendor's contract, in its entirety, available for review, including pricing?	See answer to Question #3.
33	Section 3.4(a), Evaluation Criteria Page 14	Part 3.4 (a) refers to the evaluation criteria for proposed staff qualification per sections 4.6 and 5.2. Will the personnel be rated on a numeric scale or pass/fail standard?	See answer to Question #11.
34	Section 3.4(a), Evaluation Criteria Page 14	Part 3.4 (b) refers to the evaluation of the proposal plan to meet the Scope of Work per section 5.0. Please expand on how this evaluation will be rated.	The evaluation criteria are listed in order of importance at Section 3.4.
35	Section 4.3, Invoices Page 15	Will there be electronic methods of invoice submission made available? If not, what is the physical address to mail invoices?	Yes, electronic methods of invoice submission are available.
36	Section 4.7, Background Checks Page 16	Please define whether this is a basic background check or something more involved such as a Public Trust investigation?	This is a basic background check. However, a more advanced background check may be requested based on the sensitivity of the role being performed by the vendor.
37	Section 5.1, Scope of Work, General Page 17	Please clarify the immediacy of the start day for the staff. Staff will have to be onboarded, may have to be investigated etc. prior to beginning work.	NCORR expects vendors to properly staff within two weeks of execution of the agreement.
38	Section 5.1 General Page 18	What Salesforce modules are being used by NCORR?	NCORR uses a custom Salesforce build for its system of record.

39	Section 5.1 General Page 18	Can we get details on the "additional systems for financial management and reporting"? a) What are the required features and capabilities? b) Is there a list of recommended systems? c) What is currently being used and is/are the current systems satisfactory? d) Can the cost of purchasing/operating the additional systems for financial management and reporting be passed to NCORR?	The financial management reporting systems are intended to interface with Salesforce and allow for rapid and accurate payment to NCORR's many vendors. The system(s) do not need to integrate directly, but could be done in excel or .csv data or other format that would allow for easy transfer of information to Salesforce. NCORR will rely on vendor's experience and capabilities to inform specific business processes. The cost of purchasing, operating, or managing additional systems for financial management are expected to be borne by the vendor and should be part of vendor's proposal.
40	Section 5.2, Task 1a, "Developing, Maintaining and Managing" Page 18-19	Is this SF application development and maintenance? Does it involve designing new reports and/or running pre-built reports?	The vendor is expected to understand the use of DRGR, the U.S. Department of Housing and Urban Development's grants reporting system. Salesforce development is not a part of the scope of this task.
41	Section 5.2, Tasks/Deliverables Page 18-30	Are there more detailed job descriptions for each of the roles beyond the summary of qualifications in the RFP?	The job descriptions as presented in the RFP adequately describe NCORR's business needs.
42	Section 5.2, Tasks/Deliverables Page 18-30	What is the NCORR approval process for the specific resources that we/the vendor will present? Will NCORR "interview" vendor resources?	See Section 3.3(1)(c) of the RFP.
43	Section 5.2, Tasks/Deliverables Page 18-30	Will NCORR consider resources with equivalent/similar experience to CDBG-DR (who may not have specific experience with CDBG-DR/MIT business processes)?	Vendor must explain in its response how experience is germane to NCORR's CDBG-DR and CDBG-MIT business needs.
44	Section 5.2, Tasks/Deliverables; Task 11 Page 27	What is the mechanism for reimbursement of NCORR-approved costs to support these turnkey services financial solutions for NCORR Finance and Accounting division? The statement in the RFP implies that costs go against the total Not-to-Exceed value of the contract but exclude from Attachment A: Pricing. So, how is this cost to be accounted for if no line item in pricing exists? How will it be included in the Not-To-Exceed Limit?	The vendor shall make payments out of NCORR's funds available. The payments made on behalf of NCORR are not part of the NTE in Attachment A. However, service fees or other costs associated with generating payments must be included in Attachment A: Pricing as part of the vendor's response.
45	Attachment A: Pricing; Cost of Vendor's Offer Page 32	What Government Furnished Equipment (GFE) will be provided for the vendor to use (i.e. Items such as computers. Etc.)?	Office space will be provided for those working on site. All other equipment and supplies are the responsibility of the

			vendor, including vehicles necessary for inspections, etc.
46	Attachment A: Pricing; Cost of Vendor's Offer Page 32	Please explain the unit pricing desired for the As-Need items in Task 12. Do the units represent full burned cost for a single item delivered? For example, on 12.b (Property Appraisals), does 1000 units for mean 1000 individual Property Appraisals or something else?	Correct.
47	Attachment A: Pricing; Cost of Vendor's Offer Page 32-35	In determination of a Not-To-Exceed amount, why do the hours only reflect one FTE per line item, but the requirement is to provide primary and secondary resources for each? If we are to carry staff for primary and secondary resources, we will incur employee-based cost for both FTEs, which are accounted for in the hours structure laid out in the table.	NCORR would not engage the services of the secondary unit unless the qualifications or performance of the primary unit are not satisfactory for NCORR's business needs.
48	Section 3.3, Proposal Evaluation Process Page 13	Can we submit a proposal for select positions or do we have to include for all positions? Will our proposal be deemed deficient if it does not address all items ?	See answer to Question #1.
49	Not provided	Will NCORR consider partial bids compliant based on the resumes submitted for only the tasks they are being bid?	See answer to Question #1.
50	Section 16 Page 46	How should we submit changes to the Indemnity clause	NCORR will not amend any Terms and Conditions.
51	Not provided	Can we place different candidates on the project due to unavailability of the candidates proposed in our response?	See Section 4.8 of the RFP.
52	Section 5.2 Task 9, Two (2) Housing Recovery Program Specialists Page 25	Task 9 requires in the paragraph immediately following the list, that "The Housing Recovery Program Specialist shall perform all services necessary to assist an applicant with <b>relocation services</b> , including ordering, scheduling, and coordinating with moving services, offsite and onsite storage services, booking and coordinating with hotels, motels, and other accommodations including lease agreements in accordance with NCORR relocation policies." However, Task 2 specifies a Relocation Specialist to assist with	Assisting with NCORR's Temporary Relocation Assistance is within scope of the Housing Recovery Program Specialist as well as the other scope items specified in that part.



		URA and TRA applicability and execution across multiple programs. Please confirm that the Housing Recovery Program Specialists should also help applicants access relocation services.	
53	Section 5.2 Task 11, Turnkey Services Page 27	Task 11 states that "Vendor may also facilitate collection of duplication of benefit (DOB) payments in the form of escrow...." Does NCORR expect the vendor to provide account collection services under Task 11?	Collection services are not anticipated in the scope of this RFP. However, payment plan arrangements, tracking payments, and managing payments received by NCORR is within scope.
54	Section 5.2 Task 11, Turnkey Services Page 27	Please clarify whether the selected vendor will be responsible for making payments under Task 11, to be reimbursed by NCORR, or whether the selected vendor will only be responsible for processing the payment of NCORR's grant funding.	See answer to Question #44.
55	Not provided	Who is current incumbent(s) on this contract and how long they have been serving?	See answer to Question #3.
56	Not provided	Can you please provide the pricing proposals of incumbents?	See answer to Question #3.
57	Section 4.5, Requirements /Hub Participation Page 16	Company X has HUB certification from SWEC the same is valid till: 03/21/2023. It is presumed that Company X is eligible for participation, please confirm	Vendors are advised to ensure or verify HUB certification prior to submitting bids. Any vendor may submit an offer.
58	Section 5.0, Scope of Work Page 17	It is presumed that Vendor has the provision to participate in selected tasks, instead of all the tasks for which the RFP is released. Please confirm.	See answer to Question #1.
59	Section 5.0, Scope of Work Page 17	It is presumed that for the desired staff, Vendor need to submit sample resumes during the RFP process and Actual resumes (implies final candidates to be recruited) to be provided after award of contract. Please confirm.	Yes.
60	Section 4.6, Requirements/ Vendor Experience Page 17	It is presumed that Vendor can submit any similar reference of working experience with any similar Public/Private sector clients with three years of experience against the RFP requirement "Vendor need to submit <b>three public and/or private sector clients</b> (one of	Yes.

		which must be a governmental organization) with similar or greater size and complexity to the State of North Carolina's CDBG-DR and CDBG-MIT grants". Please confirm.	
61	General	It is understood that there is no ceiling limit (In \$) to quote for hourly billing, please confirm.	Yes.

**Response to Question #4, bid tabulation for contract #19-RFP-015046-GSX.**

19-RFP-015046-GSX NCORR Staff Augmentation Monday, April 20, 2020	
Company	Cost
Hunt, Guillot & Associates, LLC	\$ 19,728,000. <sup>00</sup> #18,816,000 after BAFO
Atkins North America, Inc.	\$ 18,374,860. <sup>22</sup>
22 <sup>nd</sup> Century Technologies, Inc.	\$ 9,223,850. <sup>00</sup>
4 Consulting, Inc.	\$ 19,650,000. <sup>00</sup>
Booth Management Consulting, LLC	\$ 7,728,347. <sup>46</sup>

**Execute Addendum:**

VENDOR: \_\_\_\_\_

**AUTHORIZED SIGNATURE:** \_\_\_\_\_

NAME and TITLE (Print or Typed): \_\_\_\_\_