



North Carolina Department of Public Safety
Purchasing and Logistics

Roy Cooper, Governor
Erik A. Hooks, Secretary

Cassandra Skinner Hoekstra, Chief Deputy Secretary
Douglas Holbrook, Chief Financial Officer
Joanne B. Rowland, Director

June 29, 2020

AMENDMENT NUMBER ONE

State of North Carolina

**Department of Public Safety
NC Office of Recovery and Resiliency**

This document shall amend Contract **#19-RFP-014752-GSX** for **Disaster Recovery Program Management Services** ("Agreement") by and between HORNE LLP and the State of North Carolina, Department of Public Safety, Office of Recovery and Resiliency (hereinafter referred to individually as "State" or "NCORR"). Except as provided in this Amendment, all terms and conditions of the original Agreement shall remain in force and shall apply to this Amendment. The Agreement is hereby amended as follows, to become effective upon signature of all parties.

This Amendment, including all previous Amendments, Agreements, Requests for Proposal, Responses, BAFOs and all of its exhibits constitutes the entire agreement between the parties.

NCORR wishes to amend the above contract as follows:

HORNE LLP RFP RESPONSE AT SECTION D PAGE 71

Delete:

"Unique to Buyout would be additional documentation needed to be able to sell the property (e.g. liens, title, cutting off utilities, vacating home, interim housing, moving company, storage, etc.). Moreover, additional resources available (e.g. housing/financial counseling, legal aid to clear title, etc.) will be provided by case managers as the applicants go through the intake process to help applicants prepare for the path that lies ahead."

Replace with:

"Unique to Buyout would be additional documentation needed to be able to sell the property (e.g. liens, title, cutting off utilities, vacating home, interim housing, moving company, storage, etc.). Moreover, additional resources available (e.g. housing/financial counseling, legal aid to clear title, etc.) will be provided as the applicants go through the intake process to help applicants prepare for the path that lies ahead."

HORNE LLP RFP RESPONSE AT SECTION D PAGE 77

Delete:

"Should as applicant need assistance, will refer them to Legal Aid and/or housing counselors to help through the legal and financial steps necessary to be able to sell the property and relocate to a lower-risk area."

Replace with:

"Should an applicant need assistance, HORNE will help through the legal and financial steps necessary to be able to sell the property and relocate to a lower-risk area."

HORNE LLP RFP RESPONSE AT SECTION D PAGE 77

Delete:

"Once an applicant has a path forward, we will run a full title order and report that can be used to complete the transaction on the property. If additional cloud on title or liens are identified in this report, our title team will further assist applicants by referring them to the support services they need to be able to clear the debt or title."

Replace with:

"Once an applicant has a path forward, we will run a full title order and report that can be used to complete the transaction on the property. If additional cloud on title or liens are identified in this report, our title team will further assist applicants by giving them the services they need to be able to clear the debt or title."

RFP 5.2 SCOPE OF WORK

Delete:

Vendor shall provide, at a minimum, the following services for NCORR for projects funded through CDBG-DR grants managed by NCORR for the following programs: single-family housing, buyout and acquisition, and small rental repair.

Vendor shall provide the following services in order to move eligible projects efficiently to an award and individual project closeout.

Vendor should anticipate that personnel will work a maximum of 40 hours per week, possibly on staggered schedules, which will include weekends, to complete assigned tasks. Any hours in excess of 40 hours per week per individual personnel shall require pre-approval by NCORR.

For each item in the Scope of Work, Vendor shall be responsible for ensuring all of its staff are trained in using the State's System of Record, Salesforce. Vendor will not be tasked with the build-out of the System of Record as NCORR has separately procured these services, however, Vendor shall be responsible for coordinating closely with NCORR's System of Record managers and consultants to ensure that all business needs, process maps, and general specifications required to run each program in the Vendor's Scope of Work are developed and delivered in full detail so that NCORR's System of Record managers and consultants are fully knowledgeable of the build-out needs and have sufficient time to complete the build-outs so that no programmatic delays ensue.

Vendor shall be responsible for ensuring that each program in the Vendor's Scope of Work has guiding policies in place with Standard Operating Procedures (SOPs) to enact the policies; Vendor shall be responsible for providing policy recommendations, process improvement solutions, or policy incorporation into SOP for all items in the Scope of Work but shall follow guidance and policy given by NCORR. Vendor shall ensure that its Key Personnel are experts

in Federal Registers guiding NCORR's CDBG-DR awards, NCORR policies, all of the North Carolina CDBG-DR Action Plans, and HUD regulations. Vendor shall ensure that Key Personnel provide guidance and training to all its staff.

Vendor shall be responsible for standing up intake centers that will serve all programs in the Scope of Work. Intake includes the staffing and setup of physical application intake centers. Application intake center staff are separate from Case Managers requested under 5.2 (A). Vendor will describe how it shall accomplish applicant intake including: securing and staffing application intake centers, hiring and training personnel, maintaining continuous intake personnel training, and performing intake process review and improvements. Vendor shall prepare and provide intake process for applications for NCORR consideration and approval. Vendor shall secure the needed personnel and equipment, and in its response, Vendor must describe its timeline to standing up a fully functional intake system. NCORR may provide public space for Intake Centers, however, if public space is not available Vendor shall be responsible for identifying and leasing intake centers. The direct cost of intake center operations (building leases and public utilities) will not be evaluated. Vendor will, during the course of the contract, submit invoices to NCORR for review and approval for the direct costs of intake centers that will be drawn against the total Not-to-Exceed amount of the contract. Procurement of intake center buildings may be required to follow state and federal procurement regulations.

Vendor is encouraged to review the contracts NCORR has entered into at rebuild.nc.gov to educate itself regarding the Scopes of Works NCORR has already procured. Vendor shall not manage any of NCORR's separately procured firms, but will work closely with each. Vendor shall not be responsible for Construction Management services nor System of Record development services.

NCORR's current policies and Action Plans can be found at rebuild.nc.gov.

Services under this contract shall include at a minimum, but are not limited to, the following:

Replace with:

Vendor shall provide, at a minimum, the following services for NCORR for projects funded through grants managed by NCORR for the following programs: single-family housing, buyout and acquisition, and small rental repair.

Vendor shall provide the following services in order to move projects efficiently to an award and individual project closeout.

Vendor should anticipate that personnel will work a maximum of 40 hours per week, possibly on staggered schedules, which will include weekends, to complete assigned tasks. Any hours in excess of 40 hours per week per individual personnel shall require approval by NCORR.

For each item in the Scope of Work, Vendor shall be responsible for ensuring all of its staff are trained in using the State's System of Record, Salesforce. Vendor will not be tasked with the build-out of the System of Record as NCORR has separately procured these services, however, Vendor shall be responsible for coordinating closely with NCORR's System of Record managers and consultants to ensure that all business needs, process maps, and general specifications required to run each program in the Vendor's Scope of Work are developed and delivered in full detail so that NCORR's System of Record managers and consultants are fully knowledgeable of the build-out needs and have sufficient time to complete the build-outs so that no programmatic delays ensue.

Vendor shall be responsible for ensuring that each program in the Vendor's Scope of Work has guiding policies in place with Standard Operating Procedures (SOPs) to enact the policies; Vendor shall be responsible for providing policy recommendations, process improvement solutions, or policy incorporation into SOP for all items in the Scope of Work but shall follow guidance and policy given by NCORR. Vendor shall ensure that its Key Personnel are experts in Federal Registers guiding NCORR's CDBG-DR awards, NCORR policies, all of the North Carolina CDBG-DR Action Plans, and HUD regulations. Vendor shall ensure that Key Personnel provide guidance and training to all its staff.

Vendor shall be responsible for standing up intake centers that will serve all programs in the Scope of Work. Intake includes the staffing and setup of physical application intake centers. Application intake center staff are separate from Case Managers requested under 5.2 (A). Vendor will describe how it shall accomplish applicant intake including: securing and staffing application intake centers, hiring and training personnel, maintaining continuous intake personnel training, and performing intake process review and improvements. Vendor shall prepare and provide intake process for applications for NCORR consideration and approval. Vendor shall secure the needed personnel and equipment, and in its response, Vendor must describe its timeline to standing up a fully functional intake system. NCORR may provide public space for Intake Centers, however, if public space is not available Vendor shall be responsible for identifying and leasing intake centers. The direct cost of intake center operations will not be evaluated. Vendor will, during the course of the contract, submit invoices to NCORR for review and approval for the direct costs of intake centers that will be drawn against the total Not-to-Exceed amount of the contract. Procurement of intake center buildings may be required to follow state and federal procurement regulations.

Vendor is encouraged to review the contracts NCORR has entered into at rebuild.nc.gov to educate itself regarding the Scopes of Works NCORR has already procured. Vendor shall not manage any of NCORR's separately procured firms, but will work closely with each. Vendor shall not be responsible for Construction Management services nor System of Record development services.

NCORR's current policies and Action Plans can be found at rebuild.nc.gov.

Services under this contract shall include at a minimum, but are not limited to, the following:

RFP 5.2 SCOPE OF WORK; B. SINGLE-FAMILY HOMEOWNER PROGRAMS, 6. INSPECTION, B:

Delete:

b. All inspection data and evidence shall be uploaded per file report into the State's System of Record. Damage Assessment Inspection services shall include, but are not limited to:

- i. Visual inspection of property damage.
- ii. Record and upload photographic evidence of all repairs or damages including roofs, crawl spaces, and attics.
- iii. Photographically record high water marks per property inside and outside of the impacted structure.
- iv. DRV – Estimate of all work completed using Xactimate.
- v. ECR – Estimate of work to be completed using Xactimate to meet HQS and all applicable Federal, State, and local codes and regulations.
- vi. Full QA/QC review on all files to ensure quality work before submitting the file to NCORR.
- vii. Mold inspections, testing and scoping activities.
- viii. Lead-based paint inspections, testing and scoping.
- ix. Asbestos containing materials inspections, testing, and scoping.
- x. Radon inspections, testing and scoping activities.
- xi. Vendor must provide services to assess whether structural damages must be referred to an engineer and subsequently must develop an ECR for structural damage, if deemed necessary by an engineer.

Replace with:

b. All inspection data and evidence shall be uploaded per file report into the State's System of Record. Damage Assessment Inspection services shall include, but are not limited to:

- i. Visual inspection of property damage.
- ii. Record and upload photographic evidence of all repairs or damages including roofs, crawl spaces, and attics.
- iii. Photographically record high water marks per property inside and outside of the impacted structure.
- iv. DRV – Estimate of all work completed using Xactimate.
- v. ECR – Estimate of work to be completed using Xactimate to meet HQS and all applicable Federal, State, and local codes and regulations.
- vi. Full QA/QC review on all files to ensure quality work before submitting the file to NCORR.
- vii. Mold inspections, testing and scoping activities.
- viii. Lead-based paint inspections, testing and scoping.
- ix. Asbestos containing materials inspections, testing, and scoping.
- x. Radon inspections, testing and scoping activities.
- xi. Vendor must provide services to assess whether structural damages must be referred to an engineer and subsequently must develop an ECR for structural damage, if deemed necessary by an engineer.
- xii. The development of an Elevation Certificate and/or retrieval of an Elevation Certificate from the local jurisdiction if property is located in a Special Flood Hazard Area.

DELETE TABLE IN SECTION 2: UNIT COST FROM BAFO #2 AND REPLACE WITH:

	Unit Cost	Estimated Units	Estimated Total Cost	Unit Re-Completion Cost
SINGLE-FAMILY PROGRAM				
Intake	\$450.00	4,900	\$2,205,000.00	\$270.00
Eligibility Review	\$250.00	4,900	\$1,225,000.00	\$150.00
Duplication and Verification of Benefit	\$250.00	4,400	\$1,100,000.00	\$150.00
Tier I (Area-Wide) Environmental Review	\$3,000.00	20	\$60,000.00	\$1,800.00
Tier II (Site-specific) Environmental Review	\$985.00	4,400	\$4,334,000.00	\$825.00
Inspection	\$1,250.00	4,400	\$5,500,000.00	\$1,175.00
Lead-based Paint Inspection	\$900.00	2,200	\$1,980,000.00	\$850.00
Asbestos Containing Materials Inspection	\$900.00	4,400	\$3,960,000.00	\$850.00
Radon Inspection	\$550.00	2,200	\$1,210,000.00	\$500.00
Elevation Certificate	\$825.00	2,200	\$1,815,000.00	\$775.00
Award	\$110.00	4,400	\$484,000.00	\$66.00
Appeal	\$0.00	2,200	\$0.00	\$0.00
Award Consultation and Signing	\$120.00	3,300	\$396,000.00	\$72.00
Scope of Work Task Subtotal	n/a	n/a	\$24,269,000.00	n/a
BUYOUT AND ACQUISITION				
DRRA Determination and/or Incorporation	\$100,000.00	1	\$100,000.00	\$60,000.00
Process Mapping and System of Record Interface	\$100,000.00	1	\$100,000.00	\$60,000.00
Intake	\$450.00	1,400	\$630,000.00	\$270.00
Eligibility Review	\$250.00	1,400	\$350,000.00	\$150.00
Duplication and Verification of Benefit	\$250.00	1,260	\$315,000.00	\$150.00
Inspection	\$1,250.00	1,000	\$1,250,000.00	\$1,175.00
Lead-based Paint Inspection	\$900.00	500	\$450,000.00	\$850.00

	Unit Cost	Estimated Units	Estimated Total Cost	Unit Re-Completion Cost
Asbestos Containing Materials Inspection	\$900.00	1,000	\$900,000.00	\$850.00
Radon Inspection	\$550.00	500	\$275,000.00	\$500.00
Appraisal	\$600.00	1,000	\$600,000.00	\$360.00
Tier II Environmental Review	\$985.00	1,000	\$985,000.00	\$825.00
8-Step Wetland Process	\$200.00	50	\$10,000.00	\$120.00
Title Review	\$200.00	1,000	\$200,000.00	\$120.00
Offer Generation	\$300.00	1,000	\$300,000.00	\$180.00
Appeal	\$0.00	500	\$0.00	\$0.00
Short Sale Negotiation	\$375.00	250	\$93,750.00	\$225.00
Vacancy Inspection	\$250.00	1,000	\$250,000.00	\$150.00
Closing	\$650.00	750	\$487,500.00	\$390.00
Scope of Work Task Subtotal	n/a	n/a	\$7,296,250.00	n/a
SMALL RENTAL REPAIR				
Intake	\$450.00	700	\$315,000.00	\$270.00
Eligibility Review	\$250.00	700	\$175,000.00	\$150.00
Duplication and Verification of Benefit	\$250.00	630	\$157,500.00	\$150.00
Inspection	\$1,250.00	500	\$625,000.00	\$1,150.00
Lead-based Paint Inspection	\$900.00	250	\$225,000.00	\$850.00
Asbestos Containing Materials Inspection	\$900.00	500	\$450,000.00	\$850.00
Tier II (Site-Specific) Environmental Review	\$985.00	500	\$492,500.00	\$750.00
8-Step Wetland Process	\$200.00	25	\$5,000.00	\$120.00
Appeal	\$0.00	250	\$0.00	\$0.00
Award Consultation and Signing	\$120.00	375	\$45,000.00	\$72.00
Scope of Work Task Subtotal	n/a	n/a	\$2,490,000.00	n/a
CLOSEOUT				
Closeout	\$160.00	7,000	\$1,120,000.00	
SCOPE OF WORK UNIT COSTS TOTAL	n/a	n/a	\$35,175,250.00	n/a

DIRECT MONTHLY COSTS of ReBUILD NC CENTERS	
Beaufort	\$2,250.00
Brunswick	\$2,250.00
Jones	\$2,250.00
Carteret	\$1,675.00
Craven	\$1,650.00
Duplin	\$1,250.00
New Hanover	\$1,600.00
Onslow	\$5,850.00
Pamlico	\$1,250.00
Scotland	\$1,250.00
Bladen	\$1,250.00
Columbus	\$3,270.00
Cumberland	\$2,050.00
Edgecombe	\$1,533.33
Lenoir	\$1,481.00
Pender	\$2,250.00
Robeson	\$3,000.00
Wayne	\$1,292.00
TOTAL	\$37,401.33
Direct Monthly Costs of ReBuild NC Centers for Remaining Initial Term Period	

DIRECT ONE-TIME COSTS of ReBUILD NC CENTERS	\$101,152.43
(Contract Period 9/14/19 - 5/1/20)	

MARKETING and OUTREACH CAMPAIGN COSTS			
	Estimated Impressions	Estimated CPM	Total Media Buy Costs
	432,000	\$75	\$32,400
	9,909,091	\$6	\$54,500
	13,571,429	\$4	\$47,500
TOTAL	23,912,519	n/a	\$134,400.00
NOT-TO-EXCEED COSTS OF MARKETING CAMPAIGN			\$134,400.00

TOTAL ESTIMATED NOT-TO-EXCEED COST	\$48,814,590.00
(Hourly Rates and Unit Cost Services combined) for INITIAL THREE (3) YEAR TERM, DIRECT ReBUILD NC CENTER COSTS and MARKETING and OUTREACH COSTS INCLUDED	

ATTACHMENT B: PERFORMANCE

Replace with:

Attachment B: Performance, Column C, shall define the timelines for tasks that the Vendor shall not exceed for each item during the course of the contract. Timelines are measured in calendar days and per individual unit (e.g. a single award letter generated, a single Tier II Environmental Review complete, a single Inspection unit completed).

	A	B	C
	TASK	TIMEFRAME	VENDOR'S TIMEFRAME
1	(5.2.A.1.a): Vendor shall develop training courses and materials and make trainings and materials available to NCORR. Vendor shall complete training of Case Managers in a timely manner	Difference between the Effective Date of the Contract and the date that the first weekly Case Management training is completed.	7 days
2	(5.2.A.2.a.iii): Vendor shall... assist in coordinating outreach efforts in accordance with an outreach plan to be developed and approved by NCORR.	Difference between the Effective Date of the Contract and the date that an Outreach Plan addressing scope of work items in (5.2.A.2) is presented to NCORR for review and approval.	5 days
3	5.2.B.1.a	Difference between when NCORR approves intake center locations and when Vendor has established physical centers, hired and trained Intake Specialists, and established all systems to be able to perform all scope of work items in (5.2.B.1).	0 days - mobile intake immediately available. 5 days - transition existing service centers 30 days - standup NCORR approved additional intake centers. 30 days- hired, on-boarding, training Intake Specialists complete.
4	5.2.B.1.a	Difference between when an applicant's initial application is started and when it is complete, a full file QA/QC is complete, the file is verifiably moved into Step 2 in the System of Record, and all of the above is verifiable in the System of Record.	30 days
5	(5.2.B.2.a.i) Perform all services necessary to determine program eligibility for all applications that are received and completed by homeowners.	Difference between when the QC'd file is uploaded into the System of Record, pushed into Step 2 for Eligibility Review, and when the Eligibility Review is complete and verifiable in the System of Record.	30 days
6	(5.2.B.3.a.i) Perform all services necessary to verify DOB and VOB for applications that are determined to be eligible for CDBG-DR funding.	Difference between when the file is moved into Step 3 and when the DOB/VOB review and determination is complete and verifiable in the System of Record.	35 days
7	(5.2.B.4.a.i) Complete Tier I Environmental Reviews. The Tier I Environmental Review shall provide sufficient level of detail to meet HUD expectations and shall meet all HUD, Federal, NCORR, and State regulations.	Difference between when NCORR approves work to begin or complete a Tier I Environmental Review and when the Tier I Environmental Review is verifiably complete.	60 days
8	(5.2.B.5.a.i) Complete Tier II Environmental Reviews for each eligible property. The Tier II Environmental Review shall provide sufficient level of detail to meet HUD expectations and shall satisfy all HUD, Federal, and State regulations.	Difference between final scope of work Determination / construction intent and when the Tier II Environmental Review is completed and submitted to NCORR for approval.	30 days

	A	B	C
	TASK	TIMEFRAME	VENDOR'S TIMEFRAME
9	(5.2.B.6.a) It is the responsibility of the Vendor to ensure Site Inspection of eligible properties are done to meet all Federal, State, HUD and NCORR regulations	Difference between when the file has been determined Eligible and when Vendor has satisfactorily completed all steps in (5.2.B.6).	60 days
10	(5.2.B.7.a) Vendor shall perform all services necessary to generate awards following Intake, Eligibility, DOB/VOB, Inspections, and Environmental Reviews.	Difference between when the Vendor has completed all required steps to be moved into the Award determination step and when the award letter, following a full QC and at least all items detailed in (5.2.B.7) have been performed, and delivery of award letter is verifiable in the System of Record.	21 days
11	(5.2.B.8.a) Vendor shall perform all services necessary to complete appeals determinations and deliver Appeals results to applicant.	Difference between when the Appeals process is initiated by the applicant and when Vendor has completed the Appeals review and determination and the Appeals result letter is mailed to the applicant and delivery is verifiable in the System of Record.	45 days
12	(5.2.B.9.a) Vendor shall perform all services necessary to facilitate execution of award offers with applicants.	"Difference between when the program participant has accepted the award and when the HOGA is executed and uploaded into the System of Record. NCORR will monitor performance according to "Vendor's Timeframe," Column C, once per month. NCORR shall hold Vendor accountable to meet its proposed timeframe for 80% of the cumulative file total.	30 days
13	(5.2.D.1.a) Coordinate with NCORR teams and State and local officials as directed to establish DRRAs within local communities which will include data analysis, mapping, and cost estimates.	Difference between the Effective Date of the contract and when Vendor has completed the development (analysis and mapping) or incorporation of DRRAs into Vendor's system to allow Vendor to complete scope of work items in (5.2.D.)	45 days
14	(5.2.D.2.a/b) a. Vendor shall develop process maps for the Buyout and Acquisition program for review and approval. b. Vendor shall coordinate with NCORR and its System of Record developers to ensure that business needs for the System of Record are developed to manage the Buyout and Acquisition program.	Difference between the Effective Date of the Contract and when Vendor has completed all items, unless otherwise directed, in (5.2.D.2).	30 days
15	(5.2.D.3.a) Vendor shall... stand up a fully functional Buyout and Acquisition intake system to include at least the staffing and training of skilled intake specialists, application intake scheduling, and the completion of application intake for all eligible property owners within DRRAs.	Difference between when NCORR approves intake center locations and when Vendor has established physical centers, hired and trained Intake Specialists, and established all systems to be able to perform all scope of work items in (5.2.D.3.a).	45 days
16	(5.2.D.3.a) Vendor shall... stand up a fully functional Buyout and Acquisition intake system to include at least the staffing and training of skilled intake specialists, application intake scheduling, and the completion of application intake for all eligible property owners within DRRAs.	Difference between when an applicant's initial application is started and when it is complete, a full file QA/QC is complete, the file is verifiably moved into Step 2 in the System of Record, and all of the above is verifiable in the System of Record.	30 days

	A	B	C
	TASK	TIMEFRAME	VENDOR'S TIMEFRAME
18	(5.2.D.4.a) Vendor shall describe how it shall accomplish an Eligibility Review and determination for received and completed applications.	Difference between when the QC'd file is uploaded into the System of Record, pushed into Step 2 for Eligibility Review, and when the Eligibility review is complete and verifiable in the System of Record.	30 days
19	(5.2.D.5.a) Vendor shall describe how it shall perform DOB and VOB services for Applicants that are determined to be eligible for CDBG- DR funding.	Difference between when the file is moved into Step 3 and when the DOB/VOB review and determination is complete and verifiable in the System of Record.	35 days
20	(5.2.D.6.a) Vendor shall be responsible for conducting inspections that meet all federal, State, HUD, and NCORR regulations...	Difference between when the file has been determined Eligible and when Vendor has satisfactorily completed all steps in (5.2.D.6).	60 days
21	(5.2.D.7.a) Vendor shall describe how it shall perform Appraisal services for Applicants that are determined to be eligible for CDBG-DR funding.	Difference between when the file has been determined Eligible and when Vendor has satisfactorily completed all steps in (5.2.D.7).	30 days
22	(5.2.D.8.a.i.) Complete Tier II Environmental Reviews for each eligible property. The Tier II Environmental Review shall provide sufficient level of detail to meet HUD expectations and shall satisfy all HUD, Federal, and State regulations.	Difference between final scope of Work Determination / construction intent and when the Tier II Environmental Review is completed and submitted to NCORR for approval.	30 days
23	(5.2.D.9.a.) Vendor shall provide all legal work to be performed by North Carolina barred Attorneys required of HUD, State, or local regulations	Difference between when the file has been determined Eligible and when Vendor has satisfactorily completed all steps in (5.2.D.9).	45 days
24	(5.2.D.10.a) Vendor shall perform all services necessary to generate offers following at least Intake, Eligibility, DOB/VOB, Inspections, Environmental Reviews, Appraisals, and Title Reviews.	Difference between when the file has completed all required steps to be moved into the Offer determination step and when the Offer, following a full QC and at least all items detailed in (5.2.D.10), has been presented to the applicant and presentation is verifiable in the System of Record.	45 days
25	(5.2.D.11.a) Vendor shall perform all services necessary to complete appeals determinations and deliver Appeals results to applicant.	Difference between when the Appeal is received by the Vendor and when the Vendor has completed the Appeals review and determination and the Appeals result letter is mailed to the applicant and delivery is verifiable in the System of Record.	45 days
26	(5.2.D.13.a) Vendor shall perform all services necessary to close and execute Offers with applicants.	"Difference between when the program participant has accepted the award and when the Purchase Agreement is executed and uploaded into the System of Record. NCORR will monitor performance according to "Vendor's Timeframe," Column C, once per month. NCORR shall hold Vendor accountable to its proposed timeframe for 80% of the cumulative file total.	30 days
27	(5.2.E.1) Vendor shall be responsible for relocation and URA services as directed by NCORR	Difference between when either the HOGA or Grant Agreement is executed and when the applicant has been relocated per NCORR policy and it is verifiable in the System of Record. NCORR shall hold Vendor accountable for 80% of the cumulative total.	45 days

	A	B	C
	TASK	TIMEFRAME	VENDOR'S TIMEFRAME
28	(5.2.F.1.a) Vendor shall respond with its proposal to stand up a fully functional Small Rental intake system to include at least the staffing and training of skilled intake specialists.	Difference between when NCORR approves the start of Small Rental intake and when Vendor shall complete intake System setup to complete all scope of work items in (5.2.F.1)	0 days - mobile intake 5 days- transition existing centers 30 days-additional intake centers. 30 days- hiring /training intake specialists complete.
29	(5.2.F.1.a) Vendor shall... [be responsible for] application intake scheduling, and the completion of application intake.	Difference between when a Small Rental Repair application is started and when the application is completed, a full file QA/QC is complete, and all of the above is verifiable in the System of Record.	30 days
30	(5.2.F.2.a) Vendor shall describe how it shall accomplish an Eligibility Review and determination for received and completed applications	Difference between when the QC'd file is uploaded into the System of Record, pushed into Step 2 for Eligibility Review, and when the Eligibility review is complete and verifiable in the System of Record.	30 days
31	(5.2.F.3.a) Vendor shall describe how it shall perform DOB and VOB services for Applicants that are determined to be eligible for CDBG- DR funding.	Difference between when the file is determined Eligible, and when the DOB/VOB review and determination is complete and verifiable in the System of Record.	30 days
32	(5.2.F.4.a) Vendor shall perform all services necessary for eligible projects to validate and document reported storm damages. All inspection data and evidence shall be uploaded per file report into the System of Record.	Difference between when the file has been determined to be Eligible and when Vendor has completed all steps in (5.2.F.4).	60 days
33	(5.2.F.5.a) Complete Tier II Environmental Reviews for each eligible property.	Difference between final scope of work Determination / construction intent and when the Tier II Environmental Review is completed and submitted to NCORR for approval.	30 days
34	(5.2.F.6.a) Vendor shall perform all services necessary to complete appeals determinations and deliver Appeals results to applicant.	Difference between when the Appeals process is initiated by the applicant and when Vendor has completed the Appeals review and determination and the Appeals result letter is mailed to the applicant and delivery is verifiable in the System of Record.	45 days
35	(5.2.F.7.a) Vendor shall perform all services necessary to execute awards with applicants.	"Difference between when the program participant has accepted the award and when the HOGA is executed and uploaded into the System of Record. NCORR will monitor performance according to "Vendor's Timeframe," Column C, once per month. NCORR shall hold Vendor accountable to its proposed timeframe for 80% of the cumulative file total.	30 days
36	(5.2.I) Vendor shall perform all services necessary to complete federally required environmental reviews subject to 24 CFR Part 58. These environmental reviews may include but are not limited to: exemptions.	Difference between when the Vendor has been issued a Notice to Proceed and when an exemption is complete and verifiable in the System of Record.	45 day or less- for each Exemption review

	A	B	C
	TASK	TIMEFRAME	VENDOR'S TIMEFRAME
37	Vendor shall perform all services necessary to complete federally required environmental reviews subject to 24 CFR Part 58. These environmental reviews may include but are not limited to: categorical exclusions subject to 24 CFR Part 58.5.	Difference between when the Vendor has been issued a Notice to Proceed and when a CEST form is complete and verifiable in the System of Record.	30 days - for each CEST
38	Vendor shall perform all services necessary to complete federally required environmental reviews subject to 24 CFR Part 58. These environmental reviews may include but are not limited to: categorical exclusions not subject to 24 CFR Part 58.5.	Difference between when the Vendor has been issued a Notice to Proceed and when a CENST form is complete and verifiable in the System of Record.	30 days or less for each CENST review
39	Vendor shall perform all services necessary to complete federally required environmental reviews subject to 24 CFR Part 58. These environmental reviews may include but are not limited to: environmental assessments.	Difference between when the Vendor has been issued a Notice to Proceed and when a Finding of No Significant Impact is complete and verifiable in the System of Record.	30 days including 15-day comment period for FONSI

The undersigned individuals below represent and acknowledge they have the company power and authority to bind HORNE and the State of North Carolina Department of Public Safety, Purchasing and Logistics to the terms of this Amendment.

ACCEPTED AND AGREED TO:

HORNE LLP

By: Anna G. Stroble

Name: Anna G. Stroble

Title: Partner

Date: June 29, 2020

**North Carolina Department of Public Safety
Purchasing and Logistics**

By: Angie Dunaway

Name: Angie Dunaway

Title: NCORR Procurement Director

Date: 6/30/2020