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# Request for Proposal

**RFP #20-065**

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## Request for Proposals for COVID-19 Eviction Prevention Program Administration

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Wake County, North Carolina  
301 S. McDowell Street  
Raleigh, North Carolina 27602

**Proposals are due July 31, 2020 before  
3:00 pm local time.**

**Wake County, North Carolina**  
**REQUEST FOR PROPOSALS**  
**COVID-19 Eviction Prevention Program Administration**  
**RFP 20-065**

Wake County, North Carolina (hereinafter called the "County") invites qualified program administrators who have sufficient public benefit program administration experience in accordance with the specifications outlined in this Request for Proposal (RFP) to submit a proposal.

There is no expressed or implied obligation for the County to reimburse responding firms for any expenses incurred in preparing proposals in response to this request.

The specific details shown herein shall be considered minimum unless otherwise shown. The specifications, terms and conditions included with this RFP shall govern in any resulting contract(s) unless approved otherwise in writing by the County. The bidder consents to personal jurisdiction and venue in a state court of competent jurisdiction in Wake County, North Carolina.

This RFP is being issued as a response to a public exigency; in order to facilitate expediency, the RFP process has been abbreviated.

**Program Summary**

This emergency program seeks to address a public exigency by preventing the displacement of Wake County renter households that suffered a loss of income as a result of COVID-19 by providing public funding that is matched by forgiveness of rent owed by the landlord to allow them to remain stable housed until they can reestablish their income or secure more affordable quality housing. The program is guided by the following principles:

- **Prioritize those with the greatest need.** Focus limited resources on serving the population with the greatest need, or those most vulnerable to loss of housing.
- **Extend benefits to serve more households.** To extend benefits to as many households as possible, a stabilization strategy will share the cost burden among the tenant, landlord, and government.
- **Address near- and long-term needs.** COVID-19 will create multiple phases of housing insecurity. A stabilization strategy must address acute challenges right now, while factoring in the needs of the long-term unemployed including both owners and renters.

The program is currently anticipated to run through December 30,2020. Up to \$20 MM dollars in Federal Treasury funds have been dedicated to relief efforts, and it is anticipated that up to 3,000 clients/families will be served.

## **Type of Service**

This program is utilizing federal (Treasury) funds as part of the County's response to the COVID-19 crisis. As such, this RFP is being issued under emergency conditions; as time is of the essence, most of the typical RFP processes have been abbreviated to facilitate expediency.

Wake County (County) is seeking an Administrator to successfully manage its Eviction Prevention Program. This program has been developed and has established all program guidelines and requirements; however, it is anticipated that some refinements and adjustments may need to be made and the County will look to the expertise of its successful Administrator to make such recommendations.

The Administrator will:

- Oversee all aspects of the program
- Provide services on a County-wide basis
- Establish a banking account for program funds
- Create online and mail-in application processes using application template provided by the CountyPerform intake of prospective clients seeking eviction relief/prevention
- Determine client eligibility
- Apply program guidelines in providing payment to landlords on behalf of clients
- Maintain records of transactions and clients assisted
- Work closely with partner agencies, including Legal Aid of North Carolina and referral agencies
- Refer clients to partner agencies using HMIS (staff will need to be trained on HMIS)
- Provide regular progress reports/communicate with County staff

## **Period**

The County intends to run this program to the end of the calendar year, or until program resources are exhausted. Continuation after this initial period will be based on community need and funding availability. After the initial period, the County based on the above-mentioned criteria and the Wake County Board of Commissioners' concurrence, may grant an extension for up to one year.

### Time schedule for awarding the Contract

1. The RFP packages will be mailed electronically no later than **July 31, 2020, and received no later than 3:00 PM.**
2. All questions should be e-mailed to Eviction Prevention RFP in the subject line to [Housing.Info@wakegov.com](mailto:Housing.Info@wakegov.com) by July 28, 2020. Questions will be answered in an addendum to the RFP and e-mailed to interested firms and posted on the County's website, [www.wakegov.com](http://www.wakegov.com), by July 30, 2020.
3. **PROPOSALS WILL BE RECEIVED UNTIL 3:00 PM ON JULY 31, 2020. NO PROPOSAL RECEIVED AFTER THAT DATE AND HOUR, REGARDLESS OF DELIVERY MEANS, WILL BE ACCEPTED OR CONSIDERED.** The only information that will be released at that point will be the names of the respondents. All proposals must be received by:

**3:00 PM on July 31, 2020.**

Proposals should be clearly marked "Response Eviction Prevention RFP" and in .pdf format not exceeding 35 MB in size. They should be e-mailed with delivery and read receipts with "Eviction Prevention RFP" in the subject line to [Housing.Info@wakegov.com](mailto:Housing.Info@wakegov.com)

4. **Proposal shall include a cover letter executed by a person within the firm authorized to bind the firm to the contents therein.**

### Insurance Requirements

Service Providers shall obtain, at their sole expense, all insurance required in the following paragraphs and shall not commence work until such insurance is in effect and certification thereof has been received by Wake County's Risk Manager.

Workers' Compensation Insurance, with limits for Coverage A Statutory-State of North Carolina and Coverage B Employers Liability \$500,000 each accident, disease policy limit and disease Each Employee.

Commercial General Liability - Combined single limits of no less than \$1,000,000 each occurrence and \$2,000,000 aggregate. This insurance shall include Comprehensive Broad Form Coverage including contractual liability.

Commercial Automobile Liability, with limits of no less than \$500,000 Combined Single Limit for bodily injury and property damage. Evidence of commercial automobile coverage is only necessary if vehicles are used in the provision of services under this Agreement and/or are brought on a Wake County site.

Technology Services Professional Liability (Errors and Omissions) Insurance with limits no less than \$1 million per claim and \$2 million aggregate. Shall include coverage for third party expenses resulting from breach or loss of information arising from either negligent or intentional acts of Provider's employees or an outside source, including breach response expenditures and defense. A copy of Provider's policy shall be produced upon request. Provider agrees to maintain a retroactive date prior to or equal to the effective date of this agreement and to purchase and maintain Supplemental Extended Reporting Period or 'tail coverage' if the policy expires or is cancelled or not renewed. If coverage is replaced, the new policy must include prior acts coverage or a retroactive date to cover the effective dates of this agreement. Provider shall provide on an annual basis a Certificate of Insurance to Wake County specifying whether the required coverage is underwritten on a claims or occurrence basis, and if on a claims basis, the retroactive date of the coverage. The duty to provide extended coverage as set forth herein survives the effective dates of this agreement.

Professional Liability (Cyber Risk) with limits of \$1 million per occurrence/\$2 million aggregate

Employee Dishonesty (fidelity bond or crime policy) with limits of \$250,000 which name Wake County as the loss payee.

All insurance companies must be licensed in North Carolina and be acceptable to the County's Risk Manager. Insurance Policies, except Workers' Compensation, shall be endorsed (1) to show Wake County as additional insured, as their interests may appear and (2) to amend cancellation notice to 30 days, pursuant to North Carolina law. Certificates of insurance shall be signed by a licensed North Carolina agent and be amended to show "thirty (30) days' notice of change or cancellation will be given to the Wake County Risk Manager by certified mail."

If an "ACCORD" Insurance Certificate is used, the words "endeavor to" and "but failure to mail such notice shall impose no obligation or liability of any kind upon the company" in the "cancellation" paragraph of the form shall be deleted.

Copies or originals of correspondence, certificates, endorsements or other items pertaining to insurance shall be sent to:

Wake County Contracts Manager  
Wake County Justice Center, 2nd Floor - Finance Department  
301 S. McDowell Street  
Raleigh, NC 27601

If the Service Provider does not meet the insurance requirements of the specifications, alternate insurance coverage satisfactory to Wake County may be considered.

## Description of Selection Process

Proposals should be clearly marked “Response Eviction Prevention RFP” and in .pdf format not exceeding 35 MB in size. They should be e-mailed with delivery and read receipts with “Eviction Prevention RFP” in the subject line to [Housing.Info@wakegov.com](mailto:Housing.Info@wakegov.com). Please provide a clear identification (table of contents) of all material submitted with your proposal by section number and page number.

Should proposers experience technical difficulties in submitting/emailing their proposal, please call **919-856-5284 and leave a brief detailed message.**

The County requests that no County officials be contacted during this process. The Finance Department may be contacted only to clarify questions concerning the RFP.

The County reserves the right to reject any or all proposals, waive technicalities, and to be the sole judge of suitability of the services for its intended use and further specifically reserve the right to make the award in the best interests of the County.

Failure to respond to any requirements outlined in this RFP may disqualify the proposal.

## Confidential Information/Public Records Law

### INFORMATION SUBMITTED IN RESPONSE TO REQUESTS FOR BIDS, PROPOSALS, AND OTHER PROCUREMENT METHODS SUBJECT TO PUBLIC RECORDS LAW

Wake County is subject to North Carolina’s Public Records Act located in Chapter 132 of the North Carolina General Statutes. As a result, information submitted to and received by Wake County in response to a Request for Proposal/Request For Bid/Request For Quote/Request for Qualifications, or any other procurement method (collectively “Procurement Process”), is considered public record and may be released for public inspection after the contract award, or as otherwise permitted under NCGS § 143, without further notice to the proposer. The County does not intend to elicit confidential or trade secret information in response to a Procurement Process and assumes no responsibility for the submission of such information. Wake County reserves the right to share any information submitted in response to a Procurement Process with any person(s) or firm(s) involved in the review and evaluation phase of the Procurement Process.

### CONFIDENTIAL OR TRADE SECRET INFORMATION

If a proposer nonetheless submits information in a bid proposal or other response to a Procurement Process and it considers such information to be confidential, then all four requirements of [NCGS 132-1.2](#) “Confidential Information” must be met for the County to consider withholding the information from public inspection in response to a public records request. **Among other legal requirements, information deemed to be “confidential” or “trade secret” by proposer must be clearly marked as such on the face of the document(s) at the time**

**of the initial disclosure/submittal of RFP.** In addition, although not required by law, Wake County requests that any proposer who submits a proposal or response containing any such designation of confidentiality also submit a second copy of the proposal or response with the respective page(s) or section(s) redacted. The County will not agree to withhold an entire proposal or response from public inspection, thus proposers should refrain from including blanket restrictions on disclosure or all-encompassing claims of confidentiality.

When a public records request is made for information contained in or attached to a proposal or response that has been clearly marked as “trade secret” or “confidential” upon its submission, Wake County may, in its discretion and without further notice, release the redacted copy of the proposal or response to the requester if one has been previously submitted. Otherwise, the proposer will be notified of the request and given an opportunity to provide within a reasonable period a written explanation of the basis for claiming protection under N.C.G.S. 66-152 and N.C.G.S. 132-1 and/or a redacted proposal or response. The County shall make the final determination on release of the information. Should any civil action be brought against the County in an effort to compel or prevent the disclosure of information contained in a proposal or response that is deemed confidential by a proposer, the proposer may participate at its own expense; and by deeming any information in a proposal or response confidential, proposer further agrees to indemnify and hold harmless the County for and against any costs incurred by the County as a result of such litigation, including but not limited to fees or expenses arising out of N.C.G.S. 66-153 and N.C.G.S. 132-9.

### **Compliance with Laws and Regulations**

Proposer must comply with all applicable State and Federal Laws. In the event any Governmental restrictions may be imposed which would necessitate alteration of the material, quality, workmanship or performance of the items offered on this proposal prior to their delivery, it shall be the responsibility of the successful Proposer to notify Wake County at once, indicating in their letter the specific regulation which required such alterations. The County reserves the right to accept any such alterations, including any price adjustments occasioned thereby, or to cancel the contract.

To ensure compliance with the E-Verify requirements of the General Statutes of North Carolina, all contractors, including any subcontractors employed by the contractor(s), by submitting a bid, proposal or any other response, or by providing any material, equipment, supplies, services, etc, attest and affirm that they are aware and in full compliance with Article 2 of Chapter 64, (NCGS64-26(a)) relating to the E-Verify requirements.

### **Acceptance**

Submission of any proposal indicates a Proposer’s acceptance of the conditions contained in this RFP unless clearly and specifically noted otherwise in the proposal.

Furthermore, the County is not bound to accept a proposal on the basis of lowest price, and further, the County has the sole discretion and reserves the right to cancel this RFP, and to reject any and all proposals, to waive any and all informalities and/or irregularities, or to re-advertise with either the

identical or revised specifications, if it is deemed to be in the County's best interests to do so. The County reserves the right to accept or reject any or all of the items in the proposal, and to award the contract in whole or in part and/or negotiate any or all items with individual Proposers if it is deemed in the County's best interest. Moreover, the County reserves the right to make no selection if proposals are deemed to be outside the fiscal constraint or not in the best interest of the County.

### **Additional Services**

The County reserves the right to negotiate additional services with the Vendor at any time after initial contract award.

### **E-Verify**

To ensure compliance with the E-Verify requirements of the General Statutes of North Carolina, all contractors, including any subcontractors employed by the contractor(s), by submitting a bid, proposal or any other response, or by providing any material, equipment, supplies, services, etc, attest and affirm that they are aware and in full compliance with Article 2 of Chapter 64, (NCGS64-26(a)) relating to the E-Verify requirements.

### **Iran Divestment Act**

By signing this agreement; accepting this contract/purchase order; or submitting any bid, proposal, etc., vendors and contractors certify that as of the date of execution, receipt, or submission they are not listed on the Final Divestment List created by the NC Office of State Treasurer pursuant to [NCGS 147 Article 6E, Iran Divestment Act](#), Iran Divestment Act Certification. Vendors and contractors shall not utilize any subcontractor that is identified on the Final Divestment List.

In addition:

Any organization defined under NCGS 147-86.80(2), Divestment from Companies Boycotting Israel, shall not engage in business totaling more than \$1,000 with any company/business, etc. that boycotts Israel. A list of companies that boycott Israel is maintained by the NC Office of State Treasurer, pursuant to NCGS 147-86.81(a)(1). Any company listed as boycotting Israel is not eligible to do business with any State agency or political subdivision of the State.

**Federal Uniform Guidance:** If the source of funds for this contract is federal funds, the following federal provisions apply pursuant to 2 C.F.R. § 200.326 and 2 C.F.R. Part 200, Appendix II (as applicable):

Equal Employment Opportunity (41 C.F.R. Part 60); Davis-Bacon Act (40 U.S.C. 3141-3148); Copeland "Anti-Kickback" Act (40 U.S.C. 3145); Contract Work Hours and Safety Standards Act (40 U.S.C. 3701-3708); Clean Air Act (42 U.S.C. 7401-7671q.) and the Federal Water Pollution Control Act (33 U.S.C. 1251-1387); Debarment and Suspension (Executive Orders 12549 and 12689); Byrd Anti-Lobbying Amendment (31 U.S.C. 1352); Procurement of Recovered Materials (2 C.F.R. § 200.322); and Record Retention Requirements (2 CFR § 200.324)

**The proposal should consist of the following information. The corresponding responses should follow the outline below.**

**Profile of the Firm**

1. Brief intro regarding their organization/mission statement
2. Narrative regarding experience in implementing similar programs as outlined in this RFP (utilizing federal funds for public benefit/income verification), as well as organization size and capacity
3. Note if your firm is an equal opportunity employer.
4. Describe liability insurance coverage arrangements, including the adequacy to cover claims.
5. Include audited financial statements; if any findings, issues or concerns are noted please provide a description of the corrective action taken.

**Additional Data**

- A. A budget reflecting all fees, costs and charges required for conducting the program
- B. Methodology for staffing and implementing program (implementation speed is of the essence)
- C. Most recent audited financials
- D. Give any additional information considered pertinent to this proposal.

**County Resources/Assistance to be provided**

1. The County will provide the program parameters and funds to assist program clients.
2. A planning meeting will be held with the successful proposer to establish communications, payment processes and any programmatic changes that may be required.

## Evaluation Criteria

A County Project Team will evaluate the proposals based on the following criteria:

- A. Size and Capacity of proposing entity; **(40 points)**
  - i. Experience of projects of comparable size, complexity and technical expertise
  - ii. Annual budget ratio to program funds
- B. Service Fees/Administrative Fees and charges (total cost for services); **(20 points)**
- C. Methodology/ability to begin providing services (speed is of the essence). **(40 points)**
  - i. Start up methodology and timeframe

**Total points possible: 100**

## Examples of general qualifications scoring

**Excellent:** The proposing entity demonstrates:

- Current capacity to effectively carry out program activities
- Has an annual budget ratio of at least 2:1 with regard to total project funding
- Can begin operations within one week of contract execution
- Most recent audited financials raise no concerns

**Good:** The proposing entity demonstrates:

- The ability to obtain capacity to effectively carry out program activities
- Has an annual budget ratio of at least 1:1 with regard to total project funding
- Can begin operations within one to two weeks of contract execution
- Most recent audited financials raise no concerns

**Average:** : The proposing entity demonstrates:

- The ability to obtain capacity/partnering to effectively carry out program activities
- Has an annual budget ratio of at least 1:1 with regard to total project funding
- Can begin operations within one to two weeks of contract execution
- Most recent audited financials raise no concerns

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## COVID-19 Eviction Prevention Program Administration | Program Documentation

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*This document serves as a repository for precedent COVID-19 eviction prevention program documentation requirements. All relevant documents are saved in the Sharepoint folder linked [here](#).*

### **Requested Documentation from Applicants:**

#### **1. Income Eligibility**

Proof of income eligibility must be demonstrated in one of the following ways:

- A 2019 federal income tax return (first page),
- A 2018 federal income tax return (first page) and 2019 W-2(s),
- A 2018 federal income tax return (first page) and 2019 1099 Form.
- An affidavit concerning 2019 income. (download affidavit [here](#))

#### **2. Proof of Residency**

Proof of Wake Residency must be demonstrated with one of the following documents:

- A current photo I.D. with a Wake address,
- A current signed lease, mortgage statement, or signed tenant agreement,
- School enrollment documentation of a dependent child for the 2019-2020 or 2020-2021 school year,
- 2019 or 2020 program enrollment documentation from a City of Wake program that requires residency,
- Two pieces of mail postmarked and addressed to applicant at their Wake residence within the past 15 days,
- Other valid documentation such as a utility bill for the applicant's Wake residence dated within the past 30 days or current car registration with the applicant's Wake residence.

#### **3. Loss of Income**

Proof of loss or reduction of income due to COVID-19 must be demonstrated in one of the following ways:

- Two paystubs, one showing income before loss or reduction of income, and one paystub showing income after loss or reduction of income and dated after March 1, 2020.
- A letter from employer that indicates change of income due to COVID-19,
- A business closure notice from the applicant's employer dated March 1, 2020 or after,
- A statement that shows reduction of child support payments since March 1, 2020,

- An affidavit from a family or child support provider indicating that they are unable to pay applicant because of COVID-19 (download affidavit [here](#)), OR
- An affidavit of loss of income and wages since March 1, 2020. (download affidavit [here](#))
- Self-certification of loss of income (form [here](#))

#### 4. Rent Obligation

Applicants will upload one of the following if applying for rent or mortgage assistance:

- Copy of lease or copy of a rental or tenant agreement,
- Copy of cancelled rent check with all bank account information crossed out or copy of money order receipt, or
- Signed affidavit that includes signature from the applicant and, if possible, the lease holder (download affidavit [here](#))

#### **Documentation to be Developed by the County:**

- Website
- FAQ Sheet
- Intake Screen
- Application
- Application Checklist
- Program guide
- Landlord MOU:
- Hold harmless document (tenant)
- Electronic funds transfer sign up, or other payment processing documentation as required (landlord)
- Notification of application advancement
- Landlord-tenant agreement
- Recertification Form