



Wicomico County Purchasing  
 125 N. Division St. Room B-3  
 Salisbury, MD 21801  
 Ph. 410-548-4805 Fax 410-334-3130  
 Email: [purchasing@wicomocounty.org](mailto:purchasing@wicomocounty.org)

## Addendum # 2 Emergency Rental Assistance Program Software

Date of Addendum: 6/18/2021

<b>NOTICE TO ALL BIDDERS AND PLANHOLDERS</b>	
<p>The Proposal Documents for the above-referenced Project are modified as set forth in this Addendum. The original Proposal Documents and any previously issued addenda remain in full force and effect, except as modified by this Addendum, which is hereby made part of the Proposal Documents. Vendors will take this Addendum into consideration when preparing and submitting a Proposal, and shall acknowledge receipt of this Addendum in the space provided in the Proposal Documents.</p>	
<b>PROPOSAL SUBMITTAL DEADLINE</b>	
<p>The Proposal submittal time has not been changed.</p>	
<b>1.0 – QUESTIONS AND ANSWERS</b>	
<p>The following questions and answers are provided as a matter of information to clarify issues raised about the Proposal Documents.</p>	
Item	Questions and Answers
1.1	<p>Q. Would the County please consider an electronic, e-mail only submission for this bid?  <b>A. The current County requirements will not allow formal solicitations to be submitted electronically.</b></p>
1.2	<p>Q. Will the County accept Docusign as an original signature?  <b>A. Yes.</b></p>
1.3	<p>Q. Section I G.5 states the County has the right to "reject a Proposal Document not accompanied by required Bid security." Will the County please elaborate on what is meant by Bid security?  <b>A. This is boilerplate information. This project does not require a bid bond.</b></p>
1.4	<p>Q. Section I G.3.e states the County may consider the Responsibility of a Vendor by referring to "Evidence of adequate insurance to comply with Contract terms and conditions." Section II.O states that "the Successful Vendor shall provide the County with Certificates of Insurance within ten (10) days of proposal award notification". Will the County please clarify if a Certificate of Insurance is to be provided with proposal response or only by the Successful Vendor upon notification of award?  <b>A. Successful Vendor will be required to submit a certificate of insurance after award.</b></p>
1.5	<p>Q. In section IV – D. Summary (g) – What does the County mean by “integrate with Landlord’s/Property management company’s database”? Usually a CSV file with renters’ details is provided by the Landlord/Property management company for us to work with.  <b>A. The data in the software must be able to be downloaded in a PDF or Excel file format for state reporting requirements.</b></p>
1.6	<p>Q. In Section IV - E. General Requirements (3) – Is it possible to specify how many County users will need to use the back-end system for case management, approvals, and executive monitoring? This will help us determine the optimum number of software license types needed.  <b>A. We anticipate 10 licenses between County Staff and third-party grant sub recipients who will be utilizing the software, however we would like a price per user if more or less user accounts are desired</b></p>

1.7	<p>Q. Does the County seek to use this platform for ERAP Management and other County, State, and Federal Grant Programs? Is the solution required to be proven to support both ERAP and other Grant Programs?</p> <p>A. ERAP is the overall intention of this software platform, however, if pricing could be provided per user and on an annual basis for potential implementation with the Wicomico County Community Development Block Grant (CDBG) Housing Rehabilitation Program.</p>
1.8	<p>Q. Please confirm that the County seeks a production proven ERAP solution that can be deployed as quickly as possible.</p> <p>A. Yes, Software must be ready and fully implementational upon contract execution</p>
1.9	<p>Q. Please confirm if Cloud or OnPremise Solutions will be considered. Is one preferred?</p> <p>A. Cloud solutions</p>
1.10	<p>Q. Per the proposal in Section H (1) Qualifications, vendors shall provide a copy Certificate of Status from the Maryland Department of Assessments and Taxation, evidencing the vendor is in good standing with the State of Maryland. Please advise of any exceptions to this requirement.</p> <p>A. This will be required by the successful vendor after award.</p>
1.11	<p>Q. How much funding are you planning on receiving for this ERA program?</p> <p>A. Wicomico County was awarded \$7,380,680 for ERAP</p>
1.12	<p>Q. Are you planning to administer the screening of tenants/landlords internally with county staff or do you plan to use a 3rd party?</p> <p>A. County Sub-recipients process and intake files and are sent and reviewed by County staff prior to sub-recipient payment.</p>
1.13	<p>Q. Do you plan to disburse the checks to landlords, etc. via the county or will your third-party handle that?</p> <p>A. County and Sub-Recipients of grant funds will disburse</p>
1.14	<p>Q. Are you planning for just tenants applying or will you have both tenants and landlords apply through the ERAP portal?</p> <p>A. Tenants and Landlords should have the option to apply</p>
1.15	<p>Q. Do you plan to have the landlords and tenants agree to a workout/participation agreement?</p> <p>A. Yes, in the application there is a landlord and tenant agreement form that must be completed and signed by both.</p>
1.16	<p>Q. Are you including Utility and/or Internet Assistance and is your plan to have that in the same application?</p> <p>A. Yes, Maryland requires the same application for Rental, Utility and prospective/future assistance</p>
1.17	<p>Q. Will you provide your expected and requested go-live date for implementation?</p> <p>A. 14 Days after contract execution for county and sub-recipient training and go-live.</p>
1.18	<p>Q. Does the County project to migrate any data into the Software such as to validate property address data of tenant data from previous applications?</p> <p>A. Yes, software should have the ability to manually input applications that have already been received and paid for full reporting and monitoring within software.</p>
1.19	<p>Q. Does the Wicomico project to receive additional funding in the next 12 months for additional ERA 2 Funding and what is the projected amount?</p> <p>A. At this time, no information from the State of Maryland is available for ERAP-2, however this software would be utilized if Wicomico applies and is awarded funding through ERAP-2</p>
1.20	<p>Q. Per the proposal in Section E (3) General Requirements, Wicomico County wishes to have an unlimited number of users of the selected software. What is the projected user count in total that the County plans to utilize?</p> <p>A. A minimum of 10 users between sub-recipients and county staff, however more may be required depending on software.</p>
1.21	<p>Q. Will County agents do the processing/underwriting/approvals of ERA applications?</p> <p>A. County Grantee subrecipients will be processing ERAP Applications which when entered into the software will be reviewed and approved by county staff for subrecipients disbursement and payment.</p>
1.22	<p>Q. Will County agents provide applicant call-center support?</p> <p>A. No. If the company has that availability it should be noted and included as an optional expense.</p>
1.23	<p>Q. Will the County handle back-end payment distribution, reconciliation, and quality assurance?</p> <p>A. Yes, County and sub recipients will be handling all financial disbursements and payment of applications.</p>
1.24	<p>Q. How many applicants for ERA are projected?</p> <p>A. approximately 2,500 between rental and utility assistance cases.</p>

1.25	<p>Q. The RFP states that Vendors can only respond on the provided forms. However, no forms are provided for Vendors to give company qualifications, experience, or details about their solution. Can the County please give details on how and where Vendors should provide this type of information?</p> <p>A. You may submit this information on your own sheets. The section referenced above refers to more boilerplate information.</p>
------	---

**END OF ADDENDUM**