

QUESTION AND ANSWERS
ERAP RFQ ID# 05-22-1100-01

1. How much in ERA 1 funds remain available for expenditure? Please separate out between Commonwealth of PA and US Treasury allocations. **We will discuss at finalist interviews.**
2. How much in ERA 2 funds remain available for expenditure? Please separate out between Commonwealth of PA and US Treasury allocations. **We will discuss at finalist interviews.**
3. Has Lackawanna County submitted to the US Treasury and/or the Commonwealth of PA an ERA Performance Improvement Plan? **Yes**
4. If so, what is the status of approval of such plans? **It has been approved**
5. And what are the terms and conditions of the Performance Improvement Plans? **At the time of submittal, we had been utilizing the State DHS funds as there was a shorter timeline for drawdown. So the PIP was strictly Federal ERA1 and ERA 2- it was determined we satisfy the requirement outlined in the Reallocation Guidance.**
6. What is the status of the pipeline of applicants? **N/A**
7. What factors have led to the change in management approach for Lackawanna County ERAP? **Efficiency**
8. Given that this an RFQ does Lackawanna County want a pricing proposal? **No**
9. Is Lackawanna County open to finalist interviews that provides an opportunity to demonstrate how their ERA management information system platform can be customized for Lackawanna ERAP? **Yes**
10. What is Lackawanna County's preferred start date for deployment? **ASAP**
11. Does the County have a format for bidders to propose pricing? **Will be discussed at finalist interviews**
12. Will the County consider hourly rate per role? **Possibly**
13. Are bidders to propose a pricing structure in this round? No Or is pricing only discussed at finalist interviews? **Yes**
14. And to clarify our question regarding contact center, will the selected vendor provide applicant support to respond to questions regarding the application and/or the ERAP? Or does the county provide the applicant support? If the vendor will provide support, what are your required hours of operation for support? **The vendor will provide the support- we do, at this time, have agency's we contract with locally to do Case Management to help with people that do not have the resources to file electronically or have questions about the application process. We can discuss this vendors relationship with these agencies in the future upon applicant interview.**
15. The scope requires that the vendor "utilize an existing online portal". Does this requirement refer to a portal that the vendor has previously built and used OR an existing County portal? (<https://relief.lackawannacounty.org/>). **Yes, but we are open to considering you utilizing your own portal**

16. How much funding has the County allocated to the ERAP? **Will discuss at finalist interviews**
17. How many applications does the County expect to receive? **We have received over a thousand so far.**
18. How does the County envision the utility arrearage process to flow? **As of now, the County has ACH accounts set up with our local utilities in order to have a promise to pay and quick payment option to assist with keeping shut offs from occurring.**
19. Does the scope include a contact center? If yes, what are the required hours of operation? **I am not sure what your question is.**
20. Does the County have a format for bidders to propose pricing? **Will be discussed at finalist interviews**
21. Will the County consider hourly rate per role? **Possibly**
22. Can you please provide more details regarding this requirement to assist “applicants with limited technology access with uploading documents to their portal.” **we do contract for case management with some of our local CM providers for help with people who do not have the necessary resources to file their applications electronically.**
23. Are there tasks that are required to be performed in person? **Not necessarily, but as the program goes on, if it is necessary, we will discuss then.**
24. Will disbursements be triggered from the County’s financial system? Or the vendor’s financial system? **Vendors**
25. Our business model includes engaging with local organizations (CBOs, nonprofits, etc.). Are you currently working with any organizations in support of Lackawanna households? If so, can you provide the names of these organizations? **Yes, we do contract for case management with some of our local CM providers for help with people who do not have the necessary resources to file their applications electronically. They are Catholic Social Services and United Neighborhood Centers-we also have one agency that is pro-bono, they are Agency for Community Empowerment.**
26. Will the County consider a new technology solution provided by the vendor to replace the existing portal at <https://relief.lackawannacounty.org>? **YES**
27. Can the management of the program be provided remotely, including outreach and tenant/landlord assistance, or does the County require the vendor to be present locally? **We don’t require it, but it is an option to have both or see what is most efficient as you get into it.**
28. What is the total amount of funding to be managed under this solicitation? Is this funding only for ERA2, or does it include funding from ERA1 and/or other grant programs? **It is both- amounts will be discussed at finalist interviews.**
29. For the County Contracts, Form C, does the vendor list other contracts it has with Lackawanna County, or does it list contracts it has with different agencies for which the vendor is performing ERAP-related services (like a list of references)? **Other contracts with Lackawanna County- but if you would like to include that information, you may attach a “reference” page.**

30. What is the willingness of the county to use a system other than Neighborly? **We have no formal arrangement with Neighborly, so we would be more than willing to consider other systems.**

31. Section 4, Pre-Submittal Meetings, on page 2 of the RFQ, states that “Only Submittals from the Submitters that attended the Pre-Submittal Meeting will be accepted.” However, there is no date/time/location listed for this meeting. Can you confirm if there was or will be a Pre-Submittal Meeting? **N/A Means it's Not Applicable-being this is such a short turnaround, we eliminated the requirement of a Pre-Submittal Meeting**

32. Item 1 in Section 8, Responsibilities, indicates that the vendor will utilize an existing online portal. Was this portal internally developed? If not, what vendor is supplying the portal? **We have a Lackawanna County portal, but if you can create your own, that would be preferable.**

33. Have you run rental assistance programs in the past? If yes, what vendor(s) have you used to administer these programs? **Yes we have- they have been managed in house.**

34. What is the total amount of funding expected to be used for this project? **Lackawanna County has received 25 million to date-and has expended approximately 10 million of that thus far.**

35. Do you have any caps or limits on the percentage of funds that can be used for administration? **Yes, they are set percentages by the State and Federal Governments.**

36. Are there any page or size limits for our submission? **No- you can attach any additional pages you may need in order to adequately submit your response.**