

## CONTRACT # Y24-1065

This Contract is made as of the 6<sup>th</sup> day of December, 2024 by and between Orange County, a Political Subdivision of the State of Florida, by and through its Board of County Commissioners, hereinafter referred to as the COUNTY, and HORNE LLP, a partnership authorized to do business in the State of Florida, hereinafter referred to as the CONTRACTOR, whose Federal I.D. number is 201941244. This contract is subject to change based on guidance from the Federal funding source.

In consideration of the mutual promises contained herein, the COUNTY and the CONTRACTOR agree as follows:

### ARTICLE 1 SERVICES

The CONTRACTOR'S responsibility under this Contract is to provide professional/consultation services in the area of Community Development Block Grant Disaster Recovery (CDBG-DR) General Grant Management Services, as more specifically set forth in the Scope of Services detailed in Exhibit "A".

The COUNTY'S representative/liaison during the performance of this Contract shall be Mitchell Glasser, telephone no. (407) 836-5190.

### ARTICLE 2 SCHEDULE

The CONTRACTOR shall commence services on January 6, 2025 and complete all services by January 5, 2028.

Reports and other items shall be delivered or completed in accordance with the detailed schedule set forth in Exhibit "A".

**This contract may be renewed, for one (1) additional three (3) year periods upon mutual written agreement of the parties at the same prices, terms and conditions. Any change in price, terms or conditions shall be accomplished by written amendment to this contract.**

Any order issued during the effective date of this contract, but not completed within that period, shall be completed by the CONTRACTOR within the time specified in the order. The contract shall govern the CONTRACTOR and the COUNTY'S rights and obligations with respect to the extent as if the order were completed during the contract's performance period.

### ARTICLE 3 PAYMENTS TO CONTRACTOR

- A. The total amount to be paid by the COUNTY under this Contract for the base period, shall not exceed Sixty-Two Million Four Hundred and Sixty Six Thousand Four Hundred and Thirty Dollars (\$62,466,430) for the original three (3) year term. This amount is inclusive of a Forty-Eight Million Dollar (\$48,000,000) pass-through of United States Department of Housing and Urban Development (HUD) funds. Fees for the provision of services by HORNE LLP are Fourteen Million Nine Hundred and Ninety-Three Thousand Four Hundred and Thirty Dollars (\$14,993,430). The CONTRACTOR will notify the COUNTY, in writing, when 90% of the estimated contract amount has been reached. The CONTRACTOR will bill the COUNTY on a monthly basis, or as otherwise provided, at the amounts set forth in Exhibit "B" for services rendered toward the completion of the Scope of Services. Where incremental billing for partially completed items is permitted, the total incremental billings shall not exceed the percentage of estimated completion as of the billing date.
- B. Invoices received from the CONTRACTOR pursuant to this Contract will be reviewed and approved by the initiating County Department, indicating that services have been rendered in conformity with the Contract

initiating County Department, indicating that services have been rendered in conformity with the Contract and then will be sent to the Finance Department for payment. Invoices will be paid in accordance with the State of Florida Local Government Prompt Payment Act.

A valid invoice shall include the following:

1. Reference to the Delivery Order/ Purchase Order Number
2. Delivery Dates/ Service Dates
3. Itemization of Goods Delivered/ Services Rendered
4. Unit Prices in accordance with Exhibit "B"

C. Final Invoice: In order for both parties herein to close their books and records, the CONTRACTOR will clearly state "final invoice" on the CONTRACTOR'S final/last billing to the COUNTY. This certifies that all services have been properly performed and all charges and costs have been invoiced to Orange County. Since this account will thereupon be closed, any and other further charges if not properly included on this final invoice are waived by the CONTRACTOR.

D. Phased Renewal Negotiations

The County agrees to pay the CONTRACTOR for services described in Exhibit A, the not to exceed amount mentioned in Item A, above. The County reserves the right to negotiate Tasks 1-6 prices for the three (3) year renewal period and will be added to the contract via amendment. Negotiations shall be dependent on the amount of grant funding awarded by the appropriate state or federal agency.

#### **ARTICLE 4            REQUIREMENTS CONTRACT**

This is a Requirements Contract and the COUNTY shall order from the CONTRACTOR all of the supplies and/or services specified in the contract's price schedule that are required to be purchased by the COUNTY. If the COUNTY urgently requires delivery of goods or services before the earliest date that delivery may be required under this contract, and if the CONTRACTOR will not accept an order providing for accelerated delivery, the COUNTY may acquire the goods or services from another source.

Except as this contract may otherwise provide, if the COUNTY'S requirements do not result in orders in the quantities described as "estimated" in the contract's price schedule, that fact shall not constitute the basis for an equitable adjustment.

#### **ARTICLE 5            INSURANCE REQUIREMENTS**

Vendor/Contractor agrees to maintain on a primary basis and at its sole expense, at all times throughout the duration of this contract the following types of insurance coverage with limits and on forms (including endorsements) as described herein. These requirements, as well as the County's review or acceptance of insurance maintained by Vendor/Contractor is not intended to and shall not in any manner limit or qualify the liabilities assumed by Vendor/Contractor under this contract. Vendor/Contractor is required to maintain any coverage required by federal and state workers' compensation or financial responsibility laws including but not limited to Chapter 324 and 440, Florida Statutes, as may be amended from time to time.

The Vendor/Contractor shall require and ensure that each of its sub-Vendors/sub-Contractors providing services hereunder (if any) procures and maintains until the completion of their respective services, insurance of the types and to the limits specified herein.

Insurance carriers providing coverage required herein must be licensed to conduct business in the State of Florida and must possess a current A.M. Best's Financial Strength Rating of A- Class VIII or better.

(Note: State licenses can be checked via [www.floir.com/companysearch/](http://www.floir.com/companysearch/) and A.M. Best Ratings are available at [www.ambest.com](http://www.ambest.com))

Required Coverage:

- Commercial General Liability - The Vendor/Contractor shall maintain coverage issued on the most recent version of the ISO form as filed for use in Florida or its equivalent, with a limit of liability of not less than \$1,000,000 per occurrence. Vendor/Contractor further agrees coverage shall not contain any endorsement(s) excluding or limiting Product/Completed Operations, Contractual Liability, or Separation of Insureds. The General Aggregate limit shall either apply separately to this contract or shall be at least twice the required occurrence limit.

Required Endorsements:

- Additional Insured- CG 20 26 or CG 20 10/CG 20 37 or their equivalents.  
Note: CG 20 10 must be accompanied by CG 20 37 to include products/completed operations
- Waiver of Transfer of Rights of Recovery- CG 24 04 or its equivalent.  
Note: If blanket endorsements are being submitted please include the entire endorsement and the applicable policy number.
- Business Automobile Liability - The Vendor/Contractor shall maintain coverage for all owned; non-owned and hired vehicles issued on the most recent version of the ISO form as filed for use in Florida or its equivalent, with limits of not less than \$500,000 (five hundred thousand dollars) per accident. In the event the Vendor/Contractor does not own automobiles the Vendor/Contractor shall maintain coverage for hired and non-owned auto liability, which may be satisfied by way of endorsement to the Commercial General Liability policy or separate Business Auto Liability policy.
- Workers' Compensation - The Vendor/Contractor shall maintain coverage for its employees with statutory workers' compensation limits, and no less than \$500,000 each incident of bodily injury or disease for Employers' Liability. Elective exemptions as defined in Florida Statute 440 will be considered on a case-by-case basis. Any Vendor/Contractor using an employee leasing company shall complete the Leased Employee Affidavit.

Required Endorsements:

- Waiver of Subrogation- WC 00 03 13 or its equivalent
- Professional Liability- with a limit of not less than \$1,000,000 per occurrence/claim

When a self-insured retention or deductible exceeds \$100,000 the COUNTY reserves the right to request a copy of Vendor/Contractor most recent annual report or audited financial statement. For policies written on a "Claims-Made" basis the Vendor/Contractor agrees to maintain a retroactive date prior to or equal to the effective date of this contract. In the event the policy is canceled, non-renewed, switched to occurrence form, or any other event which triggers the right to purchase a Supplemental Extended Reporting Period (SERP) during the life of this contract the Vendor/Contractor agrees to purchase the SERP with a minimum reporting period of not less than two years. Purchase of the SERP shall not relieve the Vendor/Contractor of the obligation to provide replacement coverage.

**By entering into this contract Vendor/Contractor agrees to provide a waiver of subrogation or a waiver of transfer of rights of recovery, in favor of the County for the workers' compensation and general liability policies as required herein. When required by the insurer or should a policy condition not permit the Vendor/Contractor to enter into a pre-loss agreement to waive subrogation without an endorsement, then Vendor/Contractor agrees to notify the insurer and request the policy be endorsed with a Waiver of Subrogation or a Waiver of Transfer of Rights of Recovery Against Others endorsement.**

Prior to execution and commencement of any operations/services provided under this contract the Vendor/Contractor shall provide the COUNTY with current certificates of insurance evidencing all required coverage. In addition to the certificate(s) of insurance the Vendor/Contractor shall also provide endorsements for each policy as specified above. All specific policy endorsements shall be in the name of the Orange County Florida.

For continuing service contracts renewal certificates shall be submitted immediately upon request by either the COUNTY or the COUNTY's contracted certificate compliance management firm. The certificates shall clearly indicate that the Vendor/Contractor has obtained insurance of the type, amount and classification as required for strict compliance with this insurance section. Vendor/Contractor shall notify the COUNTY not less than thirty (30) business days (ten business days for non-payment of premium) of any material change in or cancellation/non-renewal of insurance coverage. The Vendor/Contractor shall provide evidence of replacement coverage to maintain compliance with the aforementioned insurance requirements to the COUNTY or its certificate management representative five (5) business days prior to the effective date of the replacement policy (ies).

The certificate holder shall read:

Orange County, Florida  
c/o Risk Management Division  
109 E. Church Street, Suite 200  
Orlando, FL 32801

## **ARTICLE 6            INDEMNIFICATION**

To the fullest extent permitted by law, the CONTRACTOR shall defend, indemnify, and hold harmless the COUNTY, its officials, agents, and employees from and against any and all claims, suits, judgments, demands, liabilities, damages, cost and expenses (including attorney's fees) of any kind or nature whatsoever arising directly or indirectly out of or caused in whole or in part by any act or omission of the CONTRACTOR or its subcontractors (if any), anyone directly or indirectly employed by them, or anyone for whose acts any of them may be liable; excepting those acts or omissions arising out of the sole negligence of the COUNTY.

## **ARTICLE 7            FEDERAL AND STATE TAX**

The COUNTY is exempt from payment of Florida State Sales and Use Taxes. The COUNTY will sign an exemption certificate submitted by the CONTRACTOR. The CONTRACTOR shall not be exempted from paying sales tax to its suppliers for materials used to fulfill contractual obligations with the COUNTY, nor is the CONTRACTOR authorized to use the COUNTY'S Tax Exemption Number in securing such materials.

The CONTRACTOR shall be responsible for payment of its own and its share of its employee FICA and Social Security benefits with respect to this Contract.

## **ARTICLE 8            AVAILABILITY OF FUNDS**

The COUNTY'S performance and obligation to pay under this Contract is contingent upon an annual appropriation for its purpose by the Board of County Commissioners, or other specified funding source for this procurement.

## **ARTICLE 9            CONFLICT OF INTEREST**

The CONTRACTOR represents that it presently has no interest and shall acquire no interest, either direct or indirect, which would conflict in any manner with the performance or services required hereunder, as provided for in Florida Statutes 112.311. The CONTRACTOR further represents that no person having any interest shall be employed for said performance.

The CONTRACTOR shall promptly notify the COUNTY in writing by certified mail of all potential conflicts of interest for any prospective business association, interest or other circumstance which may influence or appear to influence the CONTRACTOR'S judgment or quality of services being provided hereunder. Such written notification shall identify the prospective business association, interest or circumstance, the nature of work that the CONTRACTOR may undertake and request an opinion of the COUNTY as to whether the association, interest or circumstance would, in the opinion of the COUNTY, constitute a conflict of interest if entered into by the CONTRACTOR. The COUNTY agrees to notify the CONTRACTOR of its opinion by certified mail within thirty (30) days of receipt of the notification by the CONTRACTOR. If, in the opinion of the COUNTY, the prospective business association, interest or circumstance would not constitute a conflict of interest by the CONTRACTOR, the COUNTY shall so state in the notification and the CONTRACTOR shall, at its option, enter into said association, interest or circumstance and it shall be deemed not in conflict of interest with respect to services provided to the COUNTY by the CONTRACTOR under the terms of this Contract.

## **ARTICLE 10            TERMINATION**

### **A.    Termination for Default:**

The COUNTY may, by written notice to the CONTRACTOR, terminate this contract for default in whole or in part (delivery orders, if applicable) if the CONTRACTOR fails to:

1.    Provide products or services that comply with the specifications herein or fails to meet the COUNTY'S performance standards
2.    Deliver the supplies or to perform the services within the time specified in this contract or any extension.
3.    Make progress so as to endanger performance of this contract
4.    Perform any of the other provisions of this contract.

Prior to termination for default, the COUNTY will provide adequate written notice to the CONTRACTOR through the Manager, Procurement, affording them the opportunity to cure the deficiencies or to submit a specific plan to resolve the deficiencies within ten (10) days (or the period specified in the notice) after receipt of the notice. Failure to adequately cure the deficiency shall result in termination action. Such termination may also result in suspension or debarment of the CONTRACTOR in accordance with the County's Procurement Ordinance. The CONTRACTOR and its sureties (if any) shall be liable for any damage to the COUNTY resulting from the CONTRACTOR's default of the contract. This liability includes any increased costs incurred by the COUNTY in completing contract performance.

In the event of termination by the COUNTY for any cause, the CONTRACTOR will have, in no event, any claim against the COUNTY for lost profits or compensation for lost opportunities. After a receipt of a Termination Notice and except as otherwise directed by the COUNTY the CONTRACTOR shall:

1. Stop work on the date and to the extent specified.
2. Terminate and settle all orders and subcontracts relating to the performance of the terminated work.
3. Transfer all work in process, completed work, and other materials related to the terminated work as directed by the COUNTY.
4. Continue and complete all parts of that work that have not been terminated.

Neither CONTRACTOR nor COUNTY shall be liable, nor may cancel this contract for default, when delays arise out of causes beyond the control of CONTRACTOR or COUNTY. Such causes may include but are not restricted to acts of God, acts of COUNTY in sovereign capacity, fires, floods, lightning strikes, epidemics, quarantine restrictions, strikes, freight embargoes, wars, civil disturbances, work stoppage, power failures, laws, regulations, ordinances, acts or orders of any governmental agency or official thereof, and unusually severe weather. In every case, the delay must be beyond the control of the claiming party. If CONTRACTOR is delayed in its performance as a result of the above causes, COUNTY, shall upon written request of CONTRACTOR, agree to equitably adjust the provisions of this contract, including price and delivery, as may be affected by such delay. However, this provision shall not be interpreted to limit COUNTY'S right to terminate for convenience.

**B. Termination for Convenience**

The COUNTY, by written notice, may terminate this contract, in whole or in part, when it is in the County's interest. If this contract is terminated, the COUNTY shall be liable only for goods or services delivered and accepted. The COUNTY Notice of Termination shall provide the CONTRACTOR thirty (30) days prior notice before it becomes effective. **A termination for convenience may apply to individual delivery orders, purchase orders or to the contract in its entirety.**

**ARTICLE 11 FORCE MAJEURE**

1. The Contractor shall not be held responsible for any delay and/or failure in performance of any part of this contract to the extent such delay or failure is caused by explosion, war, embargo, government requirement, civil or military authority, act of God, or other similar causes beyond the Contractor's control so long as the Contractor's delay is not caused by the Contractor's own fault or negligence. That notwithstanding, the Contractor shall notify the County in writing within ten (10) business days after the beginning of any such cause that would affect its performance hereunder and the County reserves the right the request additional information that supports the validity of the Contractor's Force Majeure claim. Failure to notify the County in a timely manner of any claim of Force Majeure made pursuant to this section is cause for termination of this contract.
2. If the Contractor's performance is delayed pursuant to this section for a period exceeding two (2) calendar days from the date the County receives the required Force Majeure notice, the County shall have the right to terminate this contract thereafter and shall only be liable to the Contractor for any work performed and validated (if required for payment hereunder) prior to the date of the County's contract termination.
3. If the Contractor's performance is delayed pursuant to this section, the County may, upon written request of the Contractor, agree to equitably adjust the provisions of this contract, including price, performance, and

delivery, as may be affected by such delay. However, this provision shall not be interpreted to limit the County's right to terminate for convenience.

**ARTICLE 12            PERSONNEL**

The CONTRACTOR represents that it has, or will secure at its own expense, all necessary personnel required to perform the services under this Contract. Such personnel shall not be employees of or have any contractual relationship with the COUNTY.

All of the services required hereafter shall be performed by the CONTRACTOR or under its supervision, and all personnel engaged in performing the services shall be fully qualified and, if required, authorized or permitted under state and local law to perform such services.

Any changes or substitutions in the CONTRACTOR'S key personnel, as may be listed in Exhibit "A", must be made known to the COUNTY'S representative and written approval must be granted by the COUNTY before said change or substitution can become effective.

The CONTRACTOR warrants that all services shall be performed by skilled and competent personnel to the highest professional standards in the field. The COUNTY may require, in writing, that the CONTRACTOR remove from this contract any employee the COUNTY deems incompetent, careless, or otherwise objectionable.

**ARTICLE 13            TRUTH IN NEGOTIATION CERTIFICATE**

Signature of this Contract by the CONTRACTOR shall act as the execution of the truth-in-negotiation certificate certifying that the wage rates and costs used to determine the compensation provided for in this Contract are accurate, complete and current as of the date of the Contract and no higher than those charged the CONTRACTOR'S most favored customer for the same or substantially similar service.

The said rates and costs shall be adjusted to exclude any significant sums should the COUNTY determine that the rates and costs were increased due to inaccurate, incomplete or non-current wage rates or due to inaccurate representations of fees paid to outside Contractors. The COUNTY shall exercise its right under this "Certificate" within one (1) year following final payment.

**ARTICLE 14            ARREARS**

The CONTRACTOR shall not pledge the COUNTY'S credit or make it a guarantor of payment or surety for any contract, debt, obligation, judgment, lien, or any form of indebtedness. The CONTRACTOR further warrants and represents that it has no obligation or indebtedness that would impair its ability to fulfill the terms of this Contract.

**ARTICLE 15            DISCLOSURE AND OWNERSHIP OF DOCUMENTS**

The CONTRACTOR shall deliver to the COUNTY for approval and acceptance, and before being eligible for final payment or any amounts due, all documents and materials prepared by and for the COUNTY under this Contract.

All oral and written information not in the public domain or not previously known, and all information and data obtained, developed or supplied by the COUNTY, or at its expense, will be kept confidential by the CONTRACTOR and will not be disclosed to any other party, directly or indirectly, without the COUNTY'S prior written consent unless required by a lawful order. All drawings, maps, sketches, programs, data base,

reports and other data developed, or purchased, under this Contract for or at the COUNTY'S expense shall be and remain the COUNTY'S property and may be reproduced at the discretion of the COUNTY.

The COUNTY and the CONTRACTOR shall comply with the provisions of Chapter 119, Florida Statutes (Public Records Law).

All covenants, agreements, representations and warranties made herein, or otherwise made in writing by any party pursuant hereto, including but not limited to any representations made herein relating to disclosure or ownership of documents, shall survive the execution and delivery of this Contract and the consummation of the transactions contemplated hereby.

**ARTICLE 16            INDEPENDENT CONTRACTOR RELATIONSHIP**

The CONTRACTOR is, and shall be, in the performance of all work services and activities under this Contract, an Independent Contractor, and not an employee, agent or servant of the COUNTY. All persons engaged in any of the work or services performed pursuant to this Contract shall at all times, and in all places, be subject to the CONTRACTOR'S sole direction, supervision, and control. The CONTRACTOR shall exercise control over the means and manner in which it and its employees perform the work, and in all respects the CONTRACTOR'S relationship and the relationship of its employees to the COUNTY shall be that of an Independent Contractor and not as employees or agents of the COUNTY.

The CONTRACTOR does not have the power or authority to bind the COUNTY in any promise, agreement or representation other than as specifically provided for in this Agreement.

**ARTICLE 17            CONTINGENT FEES**

The CONTRACTOR warrants that it has not employed or retrained any company or person, other than a bona fide employee working solely for the CONTRACTOR to solicit or secure this Contract and that it has not paid or agreed to pay any person, company, corporation, individual, or firm, other than a bona fide employee working solely for the CONTRACTOR, any fee, commission, percentage, gift, or any other consideration contingent upon or resulting from the award or making of this Contract.

**ARTICLE 18            ACCESS AND AUDITS**

The CONTRACTOR shall establish and maintain a reasonable accounting system, which enables ready identification of CONTRACTOR'S cost of goods and use of funds. Such accounting system shall also include adequate records and documents to justify all prices for all items invoiced as well as all charges, expenses and costs incurred in providing the goods for at least five (5) years after completion of this contract. The COUNTY or its designee shall have access to such books, records, subcontract(s), financial operations, and documents of the CONTRACTOR or its sub-Contractors as required to comply with this section for the purpose of inspection or audit anytime during normal business hours at the CONTRACTOR'S place of business. This right to audit shall include the CONTRACTOR'S sub-Contractors used to procure goods or services under the contract with the COUNTY. CONTRACTOR shall ensure the COUNTY has these same rights with sub-Contractor(s) and suppliers.

**ARTICLE 19            EQUAL OPPORTUNITY**

It is hereby declared that equal opportunity and nondiscrimination shall be the County's policy intended to assure equal opportunities to every person, regardless of race, religion, sex, sexual orientation and gender expression/identity, color, age, disability or national origin, in securing or holding employment in a field of work or labor for which the person is qualified, as provided by Section 17-314 of the Orange County Code and the County Administrative Regulations.



Further, the CONTRACTOR shall abide by the following provisions:

- A. The CONTRACTOR shall represent that the CONTRACTOR has adopted and maintains a policy of nondiscrimination as defined by applicable County ordinance throughout the term of this contract.
- B. The CONTRACTOR shall allow reasonable access to all business and employment records for the purpose of ascertaining compliance with the non-discrimination provision of the contract.
- C. The provisions of the prime contract shall be incorporate by the CONTRACTOR into the contracts of any applicable subcontractors.

**ARTICLE 20            SCRUTINIZED COMPANIES**

- A. By executing this Agreement, the Contractor certifies that it is eligible to bid on, submit a proposal for, or enter into or renew a contract with the County for goods or services pursuant to Section 287.135, Florida Statutes.
- B. Specifically, by executing this Agreement, the Contractor certifies that it is **not** on the Scrutinized Companies that Boycott Israel List, created pursuant to Section 215.4725, Florida Statutes, or is engaged in a boycott of Israel.
- C. Additionally, if this Agreement is for an amount of one million dollars (\$1,000,000) or more, by executing this Agreement, the Contractor certifies that it is **not**:
  - 1. On the “Scrutinized Companies with Activities in Sudan List” or the “Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List,” created pursuant to Section 215.473, Florida Statutes; and/or
  - 2. Engaged in business operations in Cuba or Syria.
- D. The County reserves the right to terminate this Agreement immediately should the Contractor be found to:
  - 1. Have falsified its certification of eligibility to bid on, submit a proposal for, or enter into or renew a contract with the County for goods or services pursuant to Section 287.135, Florida Statutes; and/or
  - 2. Have become ineligible to bid on, submit a proposal for, or enter into or renew a contract with the County for goods or services pursuant to Section 287.135, Florida Statute subsequent to entering into this Agreement with the County.
- E. If this Agreement is terminated by the County as provided in subparagraph 4(a) above, the County reserves the right to pursue any and all available legal remedies against the Contractor, including but not limited to the remedies as described in Section 287.135, Florida Statutes.
- F. If this Agreement is terminated by the County as provided in subparagraph 4(b) above, the Contractor shall be paid only for the funding-applicable work completed as of the date of the County’s termination.
- G. Unless explicitly stated in this Section, no other damages, fees, and/or costs may be assessed against the County for its termination of the Agreement pursuant to this Section.

**ARTICLE 21            MODIFICATIONS OF WORK**

The COUNTY reserves the right to make changes in the work, including alterations, reductions therein or additions thereto. Upon receipt by the CONTRACTOR of the COUNTY'S notification of a contemplated change, the CONTRACTOR shall (1) if requested by COUNTY, provide an estimate for the increase or decrease in cost due to the contemplated change, (2) notify the COUNTY of any estimated change in the completion date, and (3) advise the COUNTY in writing if the contemplated change shall affect the CONTRACTOR'S ability to meet the completion dates or schedules of this Contract.

If the COUNTY so instructs in writing, the CONTRACTOR shall suspend work on that portion of the work affected by a contemplated change, pending the COUNTY'S decision to proceed with the change.

If the COUNTY elects to make the change, the COUNTY shall issue a Contract Amendment or Change Order and the CONTRACTOR shall not commence work on any such change until such written amendment or change order has been issued and signed by each of the parties.

**ARTICLE 22            CONTRACT CLAIMS**

“Claim” as used in this provision means a written demand or written assertion by one of the contracting parties seeking as a matter of right, the payment of a certain sum of money, the adjustment or interpretation of contract terms, or other relief arising under or relating to this contract.

Claims made by a Contractor/Contractor against the County relating to a particular contract shall be submitted to the Procurement Manager in writing clearly labeled “Contract Claim” requesting a final decision. The Contractor also shall provide with the claim a certification as follows: “I certify that the claim is made in good faith;

that the supporting data are accurate and complete to the best of my knowledge and belief; that the amount requested accurately reflects the contract adjustment for which the Contractor/Contractor believes the County is liable; and that I am duly authorized to certify the claim on behalf of the Contractor/Contractor.”

**Failure to document a claim in this manner shall render the claim null and void. Moreover, no claim shall be accepted after final payment of the contract.**

The decision of the Procurement Manager shall be issued in writing and shall be furnished to the Contractor/Contractor. The decision shall state the reasons for the decision reached. The Procurement Manager shall render the final decision within sixty (60) days after receipt of Contractor's/Contractor's written request for a final decision. The Procurement Manager's decision shall be final and conclusive.

**The Contractor/Contractor shall proceed diligently with performance of this contract pending final resolution of any request for relief, claim, appeal or action arising under the contract and shall comply with any final decision rendered by the Manager of Procurement.**

**ARTICLE 23            TOBACCO FREE CAMPUS**

All Orange County operations under the Board of County Commissioners shall be tobacco free. This policy shall apply to parking lots, parks, break areas and worksites. It is also applicable to contractors and their personnel during contract performance on county-owned property. Tobacco is defined as tobacco products including, but not limited to, cigars, cigarettes, e-cigarettes, pipes, chewing tobacco and snuff. Failure to abide by this policy may result in civil penalties levied under Chapter 386, Florida Statutes and/or contract enforcement remedies.

**ARTICLE 24            VERIFICATION OF EMPLOYMENT STATUS**

Prior to the employment of any person under this contract, the contractor shall utilize the U.S. Department of Homeland Security’s E-Verify system to verify the employment eligibility of (a) all persons employed during the contract term by the contractor to perform employment duties within Florida and (b) all persons, including subcontractors, assigned by the contractor to perform work pursuant to the contract with Orange County. Please refer to USCIS.gov for more information on this process.

**Only those employees determined eligible to work within the United States shall be employed under the contract.**

Therefore, by submission of a bid or proposal in response to this solicitation, the contractor confirms that all employees in the above categories will undergo e-verification before placement on this contract. The contractor further confirms his commitment to comply with this requirement by completing the E- Verification certification.

**ARTICLE 25            LAWS AND REGULATIONS**

All applicable Federal and State laws, municipal and County ordinances shall apply to the solicitation and Contract.

**ARTICLE 26            PRICE ESCALATION/DE-ESCALATION (CPI)**

The County may allow a price escalation provision within this award. The original contract prices shall be firm for an initial 1-year period. A price escalation/de-escalation will be considered at annual intervals thereafter, provided the Contractor notifies the County, in writing, of the pending price escalation/de-escalation a minimum of sixty (60) days prior to the contract renewal date. Price adjustments shall be based on the latest version of the Consumers Price Index (CPI-U) for All Urban Consumers, All Items, U.S. City Average, non-seasonal, as published by the U.S. Department of Labor, Bureau of Labor Statistics. This information is available at [www.bls.gov](http://www.bls.gov).

Price adjustment shall be calculated by applying the simple percentage model to the CPI data. This method is defined as subtracting the base period index value (at the time of initial award) from the index value at time of calculation (latest version of the CPI published as of the date of request for price adjustment), divided by the base period index value to identify percentage of change, then multiplying the percentage of change by 100 to identify the percentage change. Formula is as follows:

$$\text{Current Index} - \text{Base Index} / \text{Base Index} = \% \text{ of Change}$$

$$\% \text{ of Change} \times 100 = \text{Percentage Change}$$

**CPI-U Calculation Example:**

CPI for current period	232.945
Less CPI for base period	229.815
Equals index point change	3.130
Divided by base period CPI	229.815
Equals	0.0136
Result multiplied by 100	0.0136 x 100
Equals percent change	1.4%

A price increase may be requested only at each time interval specified above, using the methodology outlined in this section. To request a price increase, Contractor shall submit a letter stating the percentage amount of the requested increase and adjusted price to the Orange County Procurement Division. The letter shall include the complete calculation utilizing the formula above, and a copy of the CPI-U index table used in the calculation. The maximum allowable increase shall not exceed 4%, unless authorized by the Manager, Procurement Division. All price adjustments must be accepted by the Manager, Procurement Division and shall be memorialized by written amendment to this contract. No retroactive contract price adjustments will be allowed.

Should the CPI-U for All Urban Consumers, All Items, U.S City Average, as published by the U.S. Department of Labor, Bureau of Labor Statistics decrease during the term of the contract, or any renewals, the Contractor shall notify the Orange County Procurement Division of price decreases in the method outlined above. If approved, the price adjustment shall become effective on the contract renewal date. If the Contractor fails to pass the decrease on to the County, the County reserves the right to place the Contractor in default, cancel the award, and remove the Contractor from the County Vendor List for a period of time deemed suitable by the County. In the event of this occurrence, the County further reserves the right to utilize any options as stated herein.

**ARTICLE 27            DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION**

By executing this contract Respondent affirms that it is in compliance with the requirements of 2 C.F.R. Part 180 and that neither it, its principals, nor its subcontractors are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.

**ARTICLE 28            SUB-CONTRACTING AND COMPLIANCE WITH 2 CFR §200.321 (OR 45 C.F.R. §75.330 FOR HEALTH AND HUMAN SERVICES FUNDS)**

If the CONTRACTOR wishes to engage in sub-contracting, pursuant to this Acknowledgment, the CONTRACTOR understands that it must first: (1) get written permission from the COUNTY'S Procurement Manager or their designee to enter into such a subcontract; and (2) execute an affidavit stating that the CONTRACTOR took the "Five Affirmative Steps" regarding Small and Minority Business Enterprise, Women Business Enterprises, and Labor Surplus Area Firms as required by the Federal Government in the solicitation and selection of such subcontractor. **Engaging in sub-contracting, pursuant to this Acknowledgment without complying with both of these requirements is strictly prohibited.**

**Small and minority-owned, women-owned business enterprises, and labor surplus area firms shall not be exempt from complying with the "affirmative steps" outlined in 2 CFR §200.321 (or 45 C.F.R. §75.330 for Health and Human Services funds) when sub-contracting.**

**ARTICLE 29            FLORIDA CONVICTED/SUSPENDED/DISCRIMINATORY COMPLAINTS**

By executing this contract the Respondent affirms that it is not currently listed in the Florida Department of Management Services Convicted/Suspended/Discriminatory Complaint Vendor List.

**ARTICLE 30**            **CONDITIONS FOR EMERGENCY/HURRICANE OR DISASTER - TERM CONTRACTS**

It is hereby made a part of this contract that before, during and after a public emergency, disaster, hurricane, flood, or other acts of God that Orange County shall require a “first priority” basis for goods and services. It is vital and imperative that the majority of citizens are protected from any emergency situation which threatens public health and safety, as determined by the County. Contractor agrees to rent/sell/lease all goods and services to the County or other governmental entities as opposed to a private citizen, on a first priority basis. The County expects to pay contractual prices for all goods or services required during an emergency situation. Contractor shall furnish a twenty-four (24) hour phone number in the event of such an emergency.

**ARTICLE 31**            **CONTRACTOR EMPLOYEE WHISTLEBLOWER RIGHTS AND REQUIREMENT TO INFORM EMPLOYEES OF WHISTLEBLOWER RIGHTS (APR 2014)**

- A. This Agreement and employees working on this Agreement will be subject to the whistleblower rights and remedies in the pilot program on contractor employee whistleblower protections established at 41 U.S.C. 4712 by section 828 of the National Defense Authorization Act for Fiscal Year 2013 (Pub. L. 112-239) and FAR 3.908.
- B. The Subrecipient shall inform its employees in writing, in the predominant language of the workforce, of employee whistleblower rights and protections under 41 U.S.C. 4712, as described in section 3.908 of the Federal Acquisition Regulation.
- C. The Subrecipient shall insert the substance of this clause, including this paragraph, in all subcontracts that exceed thirty-five thousand dollars (\$35,000) in value.

**ARTICLE 32**            **ENFORCEMENT COSTS**

If any legal action or other proceeding is brought for the enforcement of this Contract, or because of an alleged dispute, breach, default or misrepresentation in connection with any provisions of this Contract, the Parties shall each bear their own costs, expert fees, attorneys’ fees, and other fees incurred in connection with this Agreement and any litigation that arises either directly, or indirectly.

**ARTICLE 33**            **JURY WAIVER**

Each party hereto hereby irrevocably waives, to the fullest extent permitted by applicable law, any right it may have to a trial by jury in any legal proceeding directly or indirectly arising out of or relating to this agreement.

**ARTICLE 34**            **GOVERNING LAW AND VENUE**

Any and all legal actions associated with this contract will be governed by the laws of the State of Florida. Venue for any litigation involving this contract shall be in the Ninth Circuit Court in and for Orange County, Florida. Should any federal claims arise for which the courts of the State of Florida lack jurisdiction, venue for those actions will be in the Orlando Division of the U.S. Middle District of Florida.

**ARTICLE 35**            **NO REPRESENTATIONS**

Each party represents that they have had the opportunity to consult with an attorney, and have carefully read and understand the scope and effect of the provisions of this Agreement. Neither party has relied upon any representations or statements made by the other party hereto which are not specifically set forth in this Agreement.

**ARTICLE 36**            **AUTHORITY TO PRACTICE**

The CONTRACTOR hereby represents and warrants that it has and will continue to maintain all licenses and approvals required to, conduct its business, and that it will at all times conduct its business activities in a reputable manner. Proof of such licenses and approvals shall be submitted to the COUNTY upon request.

**ARTICLE 37**            **SEVERABILITY**

The provisions of this Agreement are declared by the parties to be severable. However, the material provisions of this Agreement are dependent upon one another, and such interdependencies a material inducement for the parties to enter into this Agreement. Therefore, should any material term, provision, covenant or condition of this Agreement be held invalid or unenforceable by a court of competent jurisdiction, the party protected or benefited by such term, provision, covenant, or condition may demand that the parties negotiate such reasonable alternate contract language or provisions as may be necessary either to restore the protected or benefited party to its previous position or otherwise mitigate the loss of protection or benefit resulting from holding.

**ARTICLE 38**            **SUCCESSORS AND ASSIGNS**

The COUNTY and the CONTRACTOR each binds itself and its partners, successors, executors, administrators and assigns to the other party of this Contract and to the partners, successors, executors, administrators and assigns of such other party, in respect to all covenants of this Contract. Except as above, neither the COUNTY nor the CONTRACTOR shall assign, sublet, convey or transfer its interest in this Contract without the written consent of the other. Nothing herein shall be construed as creating any personal liability on the part of any officer or agent of the COUNTY which may be a party hereto, nor shall it be construed as giving any rights or benefits hereunder to anyone other than the COUNTY and the CONTRACTOR.

**ARTICLE 39**            **REMEDIES**

This Contract shall be governed by the laws of the State of Florida. Venue for any litigation involving this contract shall be the Circuit Court in and for Orange County, Florida. No remedy herein conferred upon any party is intended to be exclusive of any other remedy, and each and every such remedy shall be cumulative and shall be in addition to every other remedy given hereunder or now or hereafter existing at law or at equity or by statute or otherwise. No single or partial exercise by any party of any right, power, or remedy hereunder shall preclude any other or further exercise thereof.

**ARTICLE 40**            **ENTIRETY OF CONTRACTUAL AGREEMENT**

The COUNTY and the CONTRACTOR agree that this Contract sets forth the entire agreement between the parties, and that there are no promises or understandings other than those stated herein. None of the provisions, terms and conditions contained in this Contract may be added to, deleted, modified, superseded or otherwise altered, except by written instrument executed by the parties hereto.

**ARTICLE 41**            **NOTICE**

All notices required in this Contract shall be sent by certified mail, return receipt requested, and if sent to the COUNTY shall be mailed to:

Carrie Mathes, Manager  
Procurement Division  
400 E. South Street, 2<sup>nd</sup> Floor  
Orlando, Florida 32801

and if sent to the CONTRACTOR shall be mailed to:

Scott Keller

---

HORNE LLP

---

1215 19th Street NW, 3rd Floor

---

Washington, DC 20036

---

**ARTICLE 42      ATTACHMENTS**

The following attachment(s) is/are attached hereto, and made a part of this Contract in order of precedence:

A.      Attachment A: Orange County Enterprise Computing Standards and Security Standards

**ARTICLE 43      ARTICLE 43 ANTI-HUMAN TRAFFICKING**

As a condition of this contract, Contractor shall attest under penalty of perjury, that Contractor does not use coercion for labor or services as defined in Section 787.06(2), Florida Statutes. Attestations shall be documented using a **Human Trafficking Affidavit** as provided by the County. The latest form is accessible on the County's Forms and Resources website (<https://www.ocfl.net/vfr>) or by emailing [procurement@ocfl.net](mailto:procurement@ocfl.net).

Contractor understands and affirms that **Section 787.06(2), Florida Statutes**, defines “coercion”, “labor”, and “services” as follows:

- “**Coercion**” means: **(1)** using or threatening to use physical force against any person; **(2)** restraining, isolating, or confining or threatening to restrain, isolate, or confine any person without lawful authority and against her or his will; **(3)** using lending or other credit methods to establish a debt by any person when labor or services are pledged as a security for the debt, if the value of the labor or services as reasonably assessed is not applied toward the liquidation of the debt, the length and nature of the labor or services are not respectively limited and defined; **(4)** destroying, concealing, removing, confiscating, withholding, or possessing any actual or purported passport, visa, or other immigration document, or any other actual or purported government identification document, of any person; **(5)** causing or threatening to cause financial harm to any person; **(6)** enticing or luring any person by fraud or deceit; or **(7)** providing a controlled substance as outlined in **Schedule I or Schedule II of Section 893.03, Florida Statutes**, to any person for the purpose of exploitation of that person.
- “**Labor**” means work of economic or financial value.
- “**Services**” means any act committed at the behest of, under the supervision of, or for the benefit of another. The term includes, but is not limited to, forced marriage, servitude, or the removal of organs.

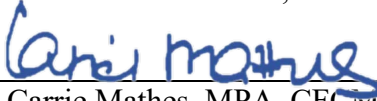
Contractor understands and affirms that **Section 787.06(13), Florida Statutes**, prohibits Orange County from executing, renewing, or extending a contract with an entity that uses coercion for labor or services.

**IN WITNESS WHEREOF**, the Board of County Commissioners of Orange County, Florida has made and executed this Contract on behalf of the COUNTY and CONTRACTOR has hereunto set its hand the day and year above written.

CONTRACTOR:

ORANGE COUNTY, FLORIDA:

HORNE LLP



Company Name

Carrie Mathes, MPA, CFCM, CPPO, C.P.M.,  
Procurement Division Manager



Signature

12.23.2024

Date

Scott Keller

Typed Name

Partner

Title

12/18/2024

Date



**EXHIBIT A**  
**SCOPE OF SERVICES**

**1. PURPOSE: GENERAL MANAGEMENT SERVICES**

The Contractor shall be a highly qualified professional firm/consultant or team of consultants with extensive experience and understanding of the U.S. Department of Housing and Urban Development (HUD) Community Development Block Grant-Disaster Recovery (CDBG-DR) program to provide a broad range of services to include program management, staff augmentation, project implementation, and compliance and monitoring. The Contractor shall be capable of providing full-scale Construction Management Services.

Program and project priorities will be focused on serving low-and moderate-income persons and areas (up to 80% of the Area Median Income (AMI)), vulnerable populations, persons with disabilities, and individuals with special needs. The Contractor is expected to implement multiple and simultaneous Programs identified in the County's CDBG-DR Action Plan and this Contract.

**2. DEFINITIONS**

- A. **ACTION PLAN:** Describes Orange County's unmet long-term recovery needs, the programs that will address those unmet needs, and the method of distribution of funds across those programs.
- B. **ADA (AMERICANS WITH DISABILITIES ACT):** The act that prohibits discrimination against individuals with disabilities in several areas, including employment, transportation, public accommodations, communications and access to state and local government' programs and services.
- C. **AMI (ANNUAL MEDIAN INCOME):** The median family income for the metropolitan statistical area (MSA).
- D. **CDBG-DR (COMMUNITY DEVELOPMENT BLOCK GRANT-DISASTER RECOVERY):** Grant fund issued by HUD for the purpose of recovery, repair, and rebuilding in the affected disaster area. The grant is intended to serve qualified low-income areas and include vulnerable and special needs populations.
- E. **CONTRACTOR:** The entity that enters into an agreement with the County to provide services as described in the Scope of Services.
- F. **COUNTY:** Refers to the Orange County Board of County Commissioners.
- G. **DRGR (DISASTER RECOVERY GRANT REPORTING SYSTEM):** HUD system used to access grant funds and report performance accomplishments for grant-funded activities.
- H. **HQS (HOUSING QUALITY STANDARDS):** Part of the Housing Choice Voucher (HCV) regulations, it defines "standard housing" and establish the minimum criteria for the health and safety of program participants and consists of 13 key aspects of housing quality, performance requirements, and acceptability criteria.
- I. **HUD:** Refers to the United States Department of Housing and Urban Development.

- J. **IMPLEMENTATION PLAN:** Contains policies and procedures outlining how the Programs in the Action Plan and associated activities will be fulfilled.
- K. **LOW- AND- MODERATE INCOME:** Low- to Moderate-Income (LMI): Households whose total annual gross income does not exceed 80% of AMI, adjusted for family size.
- L. **EXTREMELY LOW INCOME:** Very low-income families whose incomes do not exceed the higher of 1) the poverty guidelines updated periodically by the Department of Health and Human Services or 2) 30% of the median family income for the area, as determined by HUD, adjusted for family size.
- M. **VERY LOW:** Low-income families whose incomes do not exceed 50% of the median family income for the area, as determined by HUD, adjusted for family size.
- N. **LOW:** Low-income families whose incomes do not exceed 80% of the median family income for the area, as determined by HUD, adjusted for family size.
- O. **MODERATE INCOME :** Moderate income families incomes range from 81% and do not exceed 120% of the median family income for the area, as determined by HUD, adjusted for family size.
- P. **NFIP (NATIONAL FLOOD INSURANCE PROGRAM):** A program managed by the Federal Emergency Management Agency (FEMA) and is delivered to the public through a network of insurance companies.
- Q. **NOFA (NOTICE OF FUNDING AVAILABILITY):** A notice which is issued and describes the type of funding available on a competitive basis and provides details as to how an application may be submitted.
- R. **NRCS (NATURAL RESOURCES CONSERVATION SERVICE):** A program that works with landowners for conservation planning and assistance to foster healthy ecosystems.
- S. **PII (PERSONAL IDENTIFIABLE INFORMATION):** Any representation of information that permits the identity of an individual to whom the information applies to be reasonably inferred by either direct or indirect means.
- T. **PROGRAM:** The plan or schedule of activities which the Contractor is hired to perform as identified in the Scope of Services and Action Plan, as may be amended.
- U. **PROJECT:** Specific activities to fulfill the goals of the programs identified in the Scope of Services and Action Plan, as may be amended.
- V. **SBA (SMALL BUSINESS ADMINISTRATION):** A program that starts, builds and grows businesses through a network of offices and partnerships.
- W. **SERVICE & ACTIVITIES:** The provision of a technical or intellectual service performed as part of the Scope of Services described in this RFP.
- X. **SOR (SYSTEM OF RECORD):** An information storage and retrieval system(s) that stores valuable data on an organizational system or process.
- Y. **SOW (SCOPE OF WORK):** A document prepared by the Contractor/Subcontractor provided to the County/applicant regarding actions needed to repair or replace damages to

a structure or property caused by Hurricane Ian. A SOW may also be developed and provided to the County/applicant to perform mitigation activities to reduce future storm related impacts to property or for new development of affordable housing units.

Z. **TASK:** Specific activities within a project to fulfill the goals of the Programs identified in the Scope of Services and Action Plan, as may be amended.

AA. **DELIVERY ORDER:** Issued by the County to the Contractor to perform activities outlined in the Scope of Services.

### 3. BACKGROUND

Hurricane Ian made landfall in Orange County on September 28, 2022, as a Category 4 storm causing over \$300 million in damage to residential and commercial structures and stormwater and utility systems. Over 10,500 FEMA and National Flood Insurance Program claims were identified. HUD has awarded Orange County approximately \$219 million in CDBG-DR funds to support disaster relief, long-term recovery, restoration of infrastructure and housing, economic revitalization, and mitigation efforts (see 88 FR 32046) due to impacts from Hurricane Ian.

One of the major requirements for administering the CDBG-DR grant is the development of the Action Plan. The CDBG-DR Action Plan includes an analysis of unmet needs, citizen input and engagement, general program requirements, and a budget indicating the proposed use of funds that is reasonably proportionate to the identified unmet needs. The CDBG-DR Action Plan contains an extensive analysis of the impact and unmet needs of Hurricane Ian on the County's infrastructure, housing, businesses, and social services. Orange County's Housing and Community Development Division (the County) is responsible for the management of the CDBG-DR funding and implementation of projects under the CDBG-DR Action Plan.

The Contractor shall provide general grant management services to support the County's implementation of the Action Plan, as may be amended from time to time. The County's CDBG-DR Action Plan has been approved by HUD and is available at <https://www.orangecountyfl.net/NeighborsHousing/OCDisasterRecovery/ActionPlan.aspx>.

The County's CDBG-DR Action Plan Programs include Housing Programs (Homeowner Housing Rehabilitation and Reconstruction, Rental Housing Rehabilitation, Rental Assistance, and New Affordable Housing Construction), Infrastructure and Public Facilities Programs, Mitigation, and Public Services Programs. The Contractor shall provide expertise in the HUD CDBG-DR program and ensure compliance with applicable Federal and State laws, Executive Orders, directives, policies, regulations, standards, and guidance.

## 4. REQUIREMENTS, COMMUNICATIONS, AND TECHNICAL SPECIFICATIONS

### A. GENERAL OVERVIEW OF PROJECT

- i) The Contractor shall provide program management, staff augmentation, grant compliance and monitoring activities, environmental reviews (Tier 1 and Tier 2), project implementation and support for the County's CDBG-DR programs, to include full scale construction management and grant administration services. Such activities shall be carried out in full compliance with HUD requirements and under the general direction of the County.

- ii) Detailed services to be provided by the Contractor are identified as Tasks in this Scope of Services. Each task shall be assigned to the Contractor by the County through the use of a Delivery Order that will describe the work to be performed and authorize the work. No work is authorized under the contract until execution of a Delivery Order.
- iii) The County anticipates a Delivery order for Tasks 1 and 2 (Public Outreach and Communications Plan, and Program Administration) to be executed at the same time as the contract, or shortly thereafter. The awarded Contractor shall have the ability to mobilize staff in accordance with Tasks 1 and 2 immediately after execution. The Contractor shall provide the services and activities described within Tasks 1 and 2 for each program to include timelines, tasks, and estimated completion of all tasks to the County within sixty (60) calendar days of contract execution.
- iv) In addition to immediate commencement of Tasks 1 and 2, the County's immediate priority is to start the Homeowner Housing Rehabilitation and Reconstruction Program. The Contractor shall be able to mobilize and start application intake processes within sixty (60) calendar days of contract execution.
- v) As part of regular grant and construction management activities and delivery of services under the expectant contract, the Contractor shall:
  - (1) Provide all necessary equipment and supplies for its staff working under this contract.
  - (2) Establish an organizational structure with proper administrative oversight.
  - (3) Submit monthly invoices including individual time sheets and time distributions, if required, and evidence indicating the percentage of work complete for each delivery order.
  - (4) Submit bi-weekly activity reports indicating the status of projects. These reports shall include any areas of concern or needs identified by the Contractor.
  - (5) Meet at least monthly, potentially more frequently, with the County's CDBG-DR Project Manager and cooperate with all County monitoring activities for contract oversight.
- vi) The County will assume the responsibility for compliance monitoring during the affordability period beyond the term of the contract resulting from this solicitation. The County does not expect to contract for these services in the future, and the Contractor shall assist in the comprehensive transfer of data, documentation, and processes from Contractor to County monitoring at the end of the contract term, or Delivery Order term, whichever applies.

## **B. DELIVERABLES**

- i) Within forty-five (45) calendar days of contract execution, the Contractor shall provide the County with Program Management Plans for each of the County CDBG-DR Programs to include project timelines, required services and activities to meet project goals and objectives, and estimated completion for all Program tasks.
- ii) The Contractor shall provide the following deliverables (identified as tasks) to Orange County:

- (1) Administration of the Homeowner Housing Rehabilitation and Reconstruction Program
- (2) Provision of assistance to Orange County CDBG-DR staff in administering the remainder of the programs, including:
  - a. Rental Housing Rehabilitation and New Affordable Housing Development
  - b. Infrastructure and Public Facilities
  - c. Public Services
- (3) Provision of case management for all listed programs
- (4) Grant compliance and monitoring
- (5) Project and program closeout
- (6) Construction management services primarily for Homeowner Housing Rehabilitation and Reconstruction Program, other programs on an as-needed basis
- (7) Drafting Public Outreach and Communications Plan
- (8) Provision of system of record for the CDBG-DR program

### **C. CONTRACTOR AND STAFF QUALIFICATIONS**

- i. The Contractor shall possess and maintain the professional and technical staff necessary to perform the management consulting services required by this Contract, and staff shall have sufficient skill and experience to perform the services assigned to them.
- ii. The Contractor shall have adequate staff availability and flexibility to scale up and down as needed as the workflow needs change and are prioritized through the term of the Contract. For the duration of the Contract, the Contractor shall provide a list which identifies the staff position, hourly rates, and overhead for each type of staff position necessary to complete the scope of services identified in this Contract.
- iii. For the duration of the Contract, the Contractor shall provide, at a minimum, competent and adequately trained personnel with the knowledge, experience, and expertise as outlined below:
  1. Contractor personnel shall have expertise in the HUD CDBG-DR program and ensure compliance with information security requirements by employing defined security controls in accordance with applicable Federal and State laws, Executive Orders, directives, policies, regulations, standards, and guidance.
  2. The Contractor's personnel shall have experience in Disaster Recovery Grant Reporting System (DRGR) and knowledge of and experience with implementing HUD's CDBG-DR activities and programs while meeting CDBG National Objectives.
  3. The Contractor's personnel shall have experience in oversight and management of housing services provided through HUD's CDBG-DR program.
  4. The Contractor's personnel or subcontractor shall have knowledge of and assist with application and customer service processes for CDBG-DR housing rehabilitation/construction services.
  5. The Contractor's personnel shall have expertise in Davis-Bacon Act and Section 3 requirements for any construction or engineering related project.
  6. The Contractor's personnel shall have knowledge and experience in the Uniform Relocation Act (URA) requirements.
  7. The Contractor's personnel shall have knowledge and experience in and/or environmental assessments/reviews related to 24 CFR Part 58.

- iv. For the duration of the Contract, Contractor personnel shall include persons with experience and understanding of CDBG-DR requirements and regulations who are knowledgeable in one or more of the following areas: State laws and regulations, housing and community development, health and human services, educational facilities, transportation, stormwater and utility infrastructure, and supportive services programs.
- v. The key personnel assigned by the Contractor to be responsible for the Contractor's program management responsibilities must possess a complete understanding of all applicable federal CDBG-DR program policies, requirements, and procedures and the County's CDBG-DR Action and Implementation Plans. The Contractor's Program Manager shall provide direct supervision of all other Contractor personnel.
- vi. Key personnel shall include, but are not limited to, personnel who are trained and knowledgeable in the following areas: project management, financial management and audits, property disaster recovery, compliance and monitoring, policy and reporting including data analysis, labor standards compliance, fair housing/equal opportunity compliance, construction management/monitoring, fund recapture and recovery, and environmental review compliance and procedures.
- vii. For the duration of the Contract, key personnel shall possess the following:
  - 1. Subject matter expertise in the federal grants management field.
  - 2. Excellent written and oral communication skills, strong analytical skills, ability to work independently, and effective interpersonal skills.
  - 3. Knowledge, skills, and abilities necessary to track and analyze work data and ensure compliance with established policies and procedures.
- viii. The Contractor shall not substitute key personnel assigned to the performance of this Contract without prior written approval by the County. The Contractor shall notify the County's contract manager of any desired substitution, including the name(s), resume(s), and reference(s) of Contractor's recommended substitute personnel. The County will approve or disapprove the requested substitution within 10 business days.
- ix. All management consulting services to be furnished by the Contractor under the Contract shall meet the professional standards and quality that prevail among management consulting professionals in the same discipline and of similar knowledge and skill engaged in related work throughout Florida under the same or similar circumstances. The Contractor shall provide, at its own expense, training necessary for keeping Contractor personnel abreast of industry advances and for maintaining proficiency in equipment and systems that are available on the commercial market.

#### **D. ESTABLISHED PROTOCOLS FOR SENSITIVE DATA AND BACKGROUND SCREENINGS**

- i. The Contractor shall have established policies and procedures for handling sensitive data and personally identifiable information (PII). The Contractor shall monitor, audit, and train its staff on the sharing of sensitive data and PII.

- ii. The Contract requires certain levels of background screenings for duties and positions that involve handling and/or processing of sensitive or confidential information; therefore, background screenings will be required for positions performing certain tasks contained in this contract. The Contractor or Contractor's employees, agents, or subcontractors, who in the performance of this Contract will be assigned to work in a position determined by the County to be a position of special trust are required to submit to a Level 2 background screening and be approved to work in a special trust position prior to being assigned to this project. Level 2 screenings include Livescan fingerprinting of individuals and submission of the fingerprints through the Florida Department of Law Enforcement (FDLE) for a local, state and National Crime Information Center (NCIC) check of law enforcement records through the Federal Bureau of Investigation (FBI).
- iii. In accordance with section Florida Statute 112.011, Disqualification from licensing and public employment based on criminal conviction, Contractor or Contractor's employees, agents, or subcontractors who have been convicted of Disqualifying Offenses, shall not be assigned to this Contract. Disqualifying Offenses include, but are not limited to, theft, fraud, forgery, embezzlement, crimes of violence or any similar felony or first-degree misdemeanor offenses directly related to the position sought. Screening results indicating convictions of Disqualifying Offenses will result in a contractor, contractor employee, agent, or subcontractor not being allowed to work on this Contract.
- iv. All costs incurred in obtaining background screening shall be the responsibility of the Contractor. The results of the screenings are confidential and will be provided by secure email transmission from FDLE to the County and will be maintained by the County. The County will provide the Contractor with written approval/disapproval of the Contractor's employees, agent, or subcontractor.
- v. Contractor employees, agents, or subcontractors are prohibited from performing any work under this project until written approval of the employee is received from the County.

## **E. COMMUNICATIONS PROTOCOL**

- i. All outreach, communications, and Notices of Funding Availability (NOFA) shall comply with the County's Language Access Plan, as amended, Citizen Participation Plan, as amended, and Fair Housing regulations, and should be provided using a variety of media outlets. Outreach and communications intended for public use or distribution shall be approved by County staff prior to dissemination.
- ii. The Contractor shall provide the System(s) of Record (SOR) and ensure that all online questions, appeals, and complaints are captured in the SOR, and citizens are informed and provided responses to questions, inquiries, and complaints within two (2) working days, which is defined as Monday through Friday, excluding County holidays.
- iii. All communications with the customers must be documented within the SOR. Should the Contractor fail to document such communication, the contractor shall be required to implement a corrective action plan. Failure to do so may result in penalties, up to and including termination.

- iv. The Contractor shall provide notice to the County regarding critical information as soon as possible regarding any of the following instances that may occur during the administration of this program and/or related activities:
  1. Information that an applicant is living in unsafe conditions;
  2. Any injury associated with the program resulting in immediate movement to a hospital or clinic for further treatment;
  3. Any vehicle wreck associated with the program resulting in any program delay;
  4. Evidence that a citizen has perpetrated a fraud against the program;
  5. Any citizen's fraud complaint lodged against either the County, the Contractor, general contractor, or sub-contractors associated with the program;
  6. Any non-routine inspection conducted by any entity regarding the program;
  7. Any complaint by any person regarding harassment or discriminatory conduct regarding any aspect of the program or operation;
  8. Any loss, or potential loss, of citizen Personally Identifiable Information (PII) in any form to include paper or electronic loss, to include the loss of a computer containing PII;
  9. Any allegation that the Contractor, its contractors, or sub-contractors have committed a crime while performing their work;
  10. Any home turned over to a client by a general contractor prior to a required governmental final inspection; and
  11. A highly communicable disease has been detected on any project site, including but not limited to: Cholera; Diphtheria; Infectious Tuberculosis; Plague; Smallpox; Yellow Fever; viral hemorrhagic fevers; communicable severe acute respiratory syndromes; Flu, coronavirus, or respiratory illness that can cause a pandemic.

## **F. DATA ACCESS, RETENTION, AND INFORMATION SYSTEMS**

### **I. DATA OWNERSHIP**

The County is, and shall always remain, the sole owner of all data and documents affiliated with County work contained in the Contractor's electronic data management systems or SOR. The County shall have all rights, title, or other ownership interest in all County documents and work products.

### **II. DATA ACCESS**

The Contractor shall provide the County access to the SOR for authorized County personnel, other Contractors, subcontractors, auditors, subrecipients, and others deemed necessary, as needed. Such access shall remain available throughout the life of the contract, during the closeout period, and for the required post-closeout



Federal retention period. Post-closeout Federal retention period access can be read-only, in a format approved by the County.

The Contractor shall provide any raw data and files that were created, assembled, used, maintained, collected, or stored by the Contractor on behalf of the County, at the closeout, termination, or expiration of the contact in a format mutually agreed upon by both parties at no additional cost to the County.

### **III. REPORTING**

Reports provided by the SOR shall be compliant with the Department of Housing and Urban Development's audit and compliance reporting requirements and must have the ability to be exported into csv files to populate HUD data upload templates for import to HUD's Disaster Recovery Grant Reporting (DRGR) System.

SOR requirements shall include the ability to report on program / project / activity deliverable progress and status on a daily, weekly, and monthly basis that can be used for both management review and as tools for the audit process.

### **IV. PROGRAM HARDWARE AND SOFTWARE**

The Contractor shall provide the SOR for use by the County and its agents. To facilitate timely implementation of programs, the County prefers that the Contractor provide an existing SOR solution that meets CDBG-DR Federal reporting requirements, as described in 88 FR 32046 and as required for reporting in HUD Disaster Recovery Grant Reporting (DRGR) system, that can be configured for the County's Program needs and allows moderate and immediate customizations that may be needed to fulfill the County's needs and to facilitate the closeout the CDBG-DR grant.

The Contractor shall ensure the SOR meets the compatibility needs necessary to interface with the County programs. The County's Enterprise Computing Standards and Security Standards are incorporated as a requirement, see Attachment A. The Contractor shall provide access to any software programs necessary for the SOR and develop the procedures and capability for County access and/or licensure. The Contractor shall ensure that the SOR is a robust, secure, web-based system specifically designed to capture pertinent data and provide comprehensive, flexible, end-to-end grants management functionality required to manage CDBG-DR grant project performance and efficiencies, and act as a central retention system for application, project, and grant management files. The Contractor shall ensure the County will be able to retain use of the full records generated and retained by the SOR as required by Federal law. The Contractor may be required to collaborate and provide system access to the County and other Contractors for the administration of CDBG-DR funded projects.

SOR functionality will include, at minimum:

1. User-friendly customizable application interface for individual applicants and subrecipients;
2. Ability to manage documents to support eligibility determination and case management;

3. Clearly defined processes for acquiring, organizing, storing, retrieving, and reporting information about CDBG-DR funded activities;
4. Ability to track grant funded obligations, budgets, and program income;
5. Reporting capabilities to fulfill County and HUD monitoring and audit requirements;
6. Program, project and task collaboration and sharing;
7. Security and privacy protections for PII;
8. Capability to securely process large volumes of data and document storage with little to no latency;
9. The ability to integrate with other data systems for reporting purposes, at minimum be able to create csv files to populate HUD data upload templates for import into HUD's Disaster Recovery Grant Reporting (DRGR) System;
10. Provide properly trained staff with the responsibility of recordkeeping and reporting tasks, as required by program manager;
11. Provide access to HUD, Office of the Inspector General (OIG), County, and independent auditor staff to complete monitoring and audits;
12. Be configured to a minimum of ADA Web Content Accessibility Guidelines (WCAG) 2.0 level AA standards and shall have public and private user-friendly interface;
13. Complies with the Rehabilitation Act's Sections 504 (Persons with Disabilities) and 508 (Electronic and Information Technology) regarding accessibility compliance requirements;
14. Ability to accommodate mobile and desktop users as well a Microsoft Edge, Google Chrome, Firefox Browsers, Apple Safari and other commonly used browsers; and
15. Provide training to necessary County staff on applications and programs as needed.

The Contractor shall coordinate with the County on the SOR to ensure compatibility with existing County and requisite Federal systems of record.

The Contractor shall designate program personnel, including Contractor staff, who will have access to the SOR, and designate their level of access. The County shall have administrative rights to the SOR.

The SOR shall have the capability to lock access to a project file once the project is closed out, and the file shall not be accessed further without a notification to the County.

The Contractor shall ensure compliance with best management practices related to cybersecurity and protection of government and/or confidential information, to

include but not limiting mitigation of risks to information and hardware/software, unauthorized use or access of a computer or software system, introduction of malicious codes, computer viruses, worms, logic bombs, etc., and theft, damage, unauthorized disclosure, destruction, or corruption of information in all forms.

The County reserves the right to seek a separate contract for an alternative SOR in the event that the Contractor's SOR proves to be insufficient based on the County's needs or volume of applications.

## **V. PROGRAM WEBSITE**

The Contractor must regularly (at minimum, bi-weekly during system implementation and monthly thereafter) submit to the County staff suggested updates for the CDBG-DR website portraying all aspects of the County's CDBG-DR programs including links to programs, applications, forms, and associated processes. A link or tab for each Program must be located on the County's CDBG-DR website. The Contractor shall monitor and respond to appeals and complaints through web-based programs and notify the County of all appeals and complaints within two (2) working days.

The Contractor shall ensure that the website will meet or exceed ADA Web Content Accessibility Guidelines (WCAG) 2.0 level AA standards for both the public and private interface and comply with the Rehabilitation Act's Sections 504 (Persons with Disabilities) and 508 (Electronic and Information Technology) regarding accessibility compliance requirements.

## **VI. COMPUTER EQUIPMENT**

Contractor computers must have endpoint protection software which is updated to effectively identify and prevent malicious code and general malware.

Support for Contractor computers, aside from network connections and County provided devices, is the responsibility of the Contractor.

The Orange County Information Systems and Services Division reserves the right to perform a security scan at the County's expense of any Contractor computer equipment that requires an approved access to the County network.

## **5. SCOPE OF SERVICES (TASKS AND DELIVERABLES)**

### **A. ACTION PLAN PROGRAM SERVICES AND ACTIVITIES**

The Contractor shall provide services and activities for each of the Tasks identified in this Contract for the following County CDBG-DR Action Plan Programs: Housing Programs (Homeowner Housing Rehabilitation and Reconstruction, Rental Housing Rehabilitation, and New Affordable Housing Construction), Infrastructure and Public Facilities Program, Mitigation Program, and Public Services Program. Development and implementation of both a Public Outreach and Communication Plan and an Appeals Process are interlinked to multiple Programs and Tasks and are identified as deliverables.

The Contractor, at minimum, shall provide the associated services and activities for each of the County Programs identified in the Action Plan. Construction Management services will be required for Homeowner Housing Rehabilitation and Reconstruction, Rental

Housing Rehabilitation and New Affordable Housing Development, and Infrastructure and Public Facilities Programs. Services, activities, and tasks specific to Construction Management are identified in Task 6. Should the County's Action Plan require an amendment to adjust to changing circumstances, the Contractor shall draft the proposed amendment(s), on an as needed basis.

### **Task 1 - PUBLIC OUTREACH AND COMMUNICATIONS PLAN**

The Contractor shall develop and implement a Public Outreach and Communications Plan (Plan) to maximize awareness of available CDBG-DR funding and assistance for those impacted by Hurricane Ian. The Plan shall include alternative outreach methods to engage low-income households that may not have access to, or follow, traditional media or social media outlets. The Plan shall include on-going public outreach, diverse forms of communication materials, press releases, variety of social media public service announcements, initial introductory community meetings, and recurring quarterly community meetings. The Plan shall be consistent with the County's Language Access Plan, as amended. The Plan shall include mobile sites for program(s) application intake such as grocery stores, places of worship, and community centers. The Plan shall also include policies and procedures to address both internal and external communications (e.g., Contractor, County and Subcontractor etc.). The Plan shall address the relevant Americans with Disabilities Act (ADA) regulations and all of the required publications, actions, events, and activities needed for the life of the contract.

### **Task 2 - PROGRAM ADMINISTRATION**

The Contractor shall provide adequate staff to develop and administer regulating policies and procedures for each of the County's CDBG-DR Action Plan Programs and Activities. The Contractor shall ensure that the policies and procedures meet all applicable County and CDBG-DR standards and ensure sufficient qualified staff to provide comprehensive and efficient services and/or technical support for each Program. The policies and procedures shall support reasonable budgets, reasonable project cost estimates, propose efficient project implementation timelines, and optimize cash flow. The Contractor shall also develop policies and procedures for an appeals process for homeowners/Project Managers that had project(s) that were denied CDBG-DR grant funding.

Program Administration services and activities shall include, but not be limited to, the following for each Program.

#### **Homeowner Housing Rehabilitation and Reconstruction**

1. Developing program standards and policies,
2. Workflows,
3. Applications and forms,
4. Intake and review processes,
5. Eligibility criteria,
6. Verification and ensure no no duplication of benefits process, and

7. Priority of needs and appeal criteria and process

### **Rental Housing Rehabilitation and New Affordable Housing Development**

1. Developing program standards and policies,
2. Workflows,
3. Developing Request for Applications process,
4. Applications and forms,
5. Intake and review processes,
6. Eligibility criteria,
7. Verification and ensuring no duplication of benefits process
8. Scoring and ranking structure for projects, and
9. Appeal criteria and process

### **Infrastructure and Public Facilities**

1. Developing program standards and policies,
2. Workflows,
3. Developing Request for Applications,
4. Applications and forms,
5. Intake and review processes,
6. Eligibility criteria,
7. Verification and ensure not duplication of benefits process
8. Scoring and ranking structure for projects, and
9. Appeal criteria and process

### **Public Services**

1. Developing program standards and policies,
2. Workflows,
3. Developing Request for Applications,
4. Applications and forms,
5. Intake and review processes,
6. Eligibility criteria,
7. Verification process, and

## 8. Scoring and ranking structure for projects

### **Task 3 - CASE MANAGEMENT**

The Contractor shall provide adequate staff to provide Case Management services and activities to manage projects effectively and efficiently for each of the County's CDBG-DR Action Plan Programs. The Contractor shall comply with all applicable County and CDBG-DR standards. The Contractor shall provide adequate staff to administer the appeals process for homeowners/Project Managers that had project(s) that were denied CDBG-DR grant funding. All relevant project-related data (including appeals) shall be input into the requisite SOR.

Examples of Case Management services and activities for homeowners/ applicants shall include but are not limited to, the following activities and shall be implemented for each of the County Action Plan Programs.

- Provide a variety of intake approaches to ensure all those that are eligible have an opportunity apply for repairs/replacement (e.g., website, telephone, and face-to-face interviews).
- Develop informational materials and recommendations to ensure that applicants receive the most favorable benefit available.
- Provide accurate information about the Programs and answer applicant questions.
- Verify the ownership of each property subject to the application. Ensure that the owner has the right title/interest for the property subject to the application.
- Verify sources of funds that were paid to applicant as compensation or other settlements/write-offs in connection with the applicant's disaster related property losses (e.g., FEMA, SBA, NFIP and NRCS). The compensation must be deducted from the amount of the County's CDBG-DR assistance (i.e., property and hazard insurance payments; flood insurance payments; SBA loans; NRCS buyout assistance; and the portion of any FEMA Individual (household) Assistance Payments) received by applicant to compensate for real property losses.
- Calculate the amount of assistance available, prepare documents, and ensure program files are thoroughly documented to demonstrate eligibility and award determination and entered in the SOR.
- Advise homeowners/applicants on the Program guidelines and policies, procedures, application status, and award explanation and breakdown.
- Document all communications with the applicants regarding the status of their application and subsequent related processes, requests for additional information, or problems that may arise in conjunction with the application in the SOR.

- The Contractor shall be able to mobilize staff and provide application intake within 45 days of contract execution for the Housing Repair and Replacement Program.

### **Homeowner Housing Rehabilitation and Reconstruction**

1. Application intake and review,
2. Technical assistance for applicants,
3. Evaluating eligibility criteria,
4. Ensuring there are no duplication of benefits,
5. Rank project according to the priority of need,
6. Assistance with project procurement processes,
7. Affirmative marketing for contracting opportunities
8. Project tracking and monitor project progress, and
9. Administer appeals

### **Rental Housing Rehabilitation and New Affordable Housing Development**

1. Application intake and review,
2. Technical assistance for applicants,
3. Evaluating eligibility criteria,
4. Ensuring there are no duplication of benefits,
5. Score and rank projects,
6. Assistance with project procurement processes,
7. Technical assistance for subrecipients and County staff,
8. Project tracking and monitor project progress, and
9. Administer appeals

### **Infrastructure and Public Facilities**

1. Application intake and review,
2. Technical assistance for applicants,
3. Evaluating eligibility criteria,
4. Ensuring there are no duplication of benefits,
5. Score and rank projects,

6. Assistance with project procurement processes,
7. Technical assistance for subrecipients and County staff,
8. Project tracking and monitor project progress, and
9. Administer appeals

**Public Services**

1. Application intake and review,
2. Technical assistance for applicants,
3. Evaluating eligibility criteria,
4. Ensuring there are no duplication of benefits,
5. Technical assistance for subrecipients and County staff,
6. Score and rank projects, and
7. Project tracking and monitor project progress

**Task 4 - GRANT COMPLIANCE AND MONITORING**

Provide adequate staff to monitor and ensure compliance in an effective and efficient manner for each of the County's CDBG-DR Action Plan Programs and comply with all applicable County and CDBG-DR standards. Staff assigned to this task by the Contractor shall have experience in successful CDBG-DR grant compliance and monitoring and/or CDBG-DR financial management, and experience working in the DRGR system. Grant compliance and monitoring staff members shall have in-depth knowledge of 2 CFR Part 200 and all HUD and federal cross-cutting regulations required and ensure compliance of the applicable regulations to all County projects and programs identified in the Action Plan and this RFP.

During the term of the Contract, the Contractor shall be responsible for ensuring its employees, agents, and subcontractors obey and comply with all rules, policies, and any other standards and procedures which must be adhered to by County employees and vendors.

The Contractor must comply with Davis-Bacon labor standards and ensure all subcontractors comply when required. The Contractor must comply with Section 3 of the Housing and Urban Development Act of 1968 (12 U.S.C. 1701u) (Section 3) in order to ensure that employment and other economic opportunities generated by certain HUD financial assistance shall, to the greatest extent feasible, and consistent with existing Federal, State and local laws and regulations, be directed to low and very low income persons, particularly those who are recipients of government assistance for housing, and to nonprofit organizations which provide services to low and very low income persons.

Grant compliance and monitoring services and activities include but are not limited to, the following:



- Providing technical assistance and training to County staff on the use of the system of record software.
- Generating Quarterly Progress Reports (QPRs) for County review and approval.
- Conducting regular, on-site monitoring of subrecipients to ensure compliance with federal regulations and County policies and procedures. The frequency of this monitoring will be determined by the County's policies and procedures and may be more frequent if there is a concern that the subrecipient is out of compliance or is found to be at risk for noncompliance.
- Developing best practices and process flow charts for reimbursement packet review, draw request review, and check processing and disbursement that ensure proper quality control, meet HUD's requirements for documentation, and meet County-directed ongoing timelines for draw request review and payment.
- Reviewing the County's policies and procedures for reimbursement request with respect to HUD guidelines and providing guidance for potential revision of existing draw procedures.
- Providing technical assistance to County staff and subrecipients on compliance with 2 CFR Part 200 and all HUD and federal cross-cutting regulations required for projects and programs within the Action Plan. This includes, but is not limited to, ensuring compliance with procurement, record-keeping regulations and common monitoring issues.
- At the request of the County, and on an as-needed basis, conducting training for County staff and subrecipients on compliance with 2 CFR Part 200 and all HUD and federal cross-cutting regulations required, and how to establish systems and process flow charts that will meet HUD compliance.
- Conduct risk assessment process for all subrecipients and develop monitoring plans.
- Conducting regular, on-site monitoring of implementation contractors to ensure compliance with federal regulations and County policies and procedures. The frequency of this monitoring will be determined by the County's policies and procedures and may be more frequent if there is a concern that the subrecipient is out of compliance or is found to be at risk for noncompliance.
- Produce monitoring checklists and reports to track progress, follow-ups and deficiencies as required by the policies and procedures of the Project or Program activities.
- Supporting the County during any audits, monitoring or compliance reviews by HUD or any other auditor or regulatory agency.
- Assisting with other County needs related to management of CDBG-DR programs, if requested.

The grant compliance and monitoring services might include provision of training to the County staff and subrecipients of funds on the following topics, as needed:

- Fair Housing regulations and compliance,
- Environmental regulations and compliance,
- Uniform Relocation Act (URA) regulations and compliance,
- Section 3 requirements and compliance, and
- Monitoring and oversight of subrecipients (for County staff).

The grant Compliance and Monitoring services and activities listed above are applicable to each of the County Action Plan Programs listed below.

- Homeowner Housing Rehabilitation and Reconstruction,
- Rental Housing Rehabilitation and New Affordable Housing Development,
- Infrastructure and Public Facilities, and
- Public Services

### **Task 5 - PROJECT AND PROGRAM CLOSEOUT**

The Contractor shall provide adequate staff for effective and efficient closeout of the County's Action Plan Programs and associated projects and activities. The Contractor shall ensure that the closeout services and activities meet all applicable County, CDBG-DR, HUD and Fair Housing standards. Services and activities include but are not limited to, the following:

- Ensure complete and accurate closeout of project activities for each of the County's CDBG-DR Action Plan Programs,
- Provide the County with all related data and documentation in the format determined by the County, and
- Assist subrecipients and clients with any project completion activities for which they are responsible in an orderly, uniform records retention system.

The Project and Program Closeout services and activities listed above are applicable to each of the County Action Plan Programs listed below.

- Homeowner Housing Rehabilitation and Reconstruction,
- Rental Housing Rehabilitation and New Affordable Housing Development,
- Infrastructure and Public Facilities, and
- Public Services

## **Task 6 - CONSTRUCTION MANAGEMENT SERVICES**

**Construction Management Services are applicable to the Homeowner Housing Rehabilitation and Reconstruction, Rental Housing Rehabilitation and New Affordable Housing Development, and Infrastructure and Public Facilities Programs.**

1. The Contractor shall provide comprehensive, quality, and timely construction management services for impacted and damaged housing, affordable rental housing rehabilitation, infrastructure and public facilities and the development of new affordable housing units. This shall include, but is not limited to, all aspects of initial inspection and damage assessments, Tier 1 and Tier 2 environmental reviews and compliance, scope of work, cost estimates, progress inspections, payments, final inspections, and project closeout.

### **2. Contractor/ Subcontractor Requirements**

- a. In accordance with 2 C.F.R. Part 200, the Contractor must procure and manage licensed Florida contractors to conduct the repair, replacement, reconstruction of damaged homes, and/or development of new affordable housing units. The Contractor shall ensure that all staff and subcontractors must have appropriate certifications and licenses. Contractor selection should include, but not be limited to, competitive bids, Davis-Bacon, Section 3, and BABA requirements when applicable. In addition, publicly solicited bids with advertisements in newspapers and trade journals should be used when applicable.
- b. The Contractor must ensure all licensed contractors, subcontractors, and any other qualified professionals who assist in completing services, activities, and tasks under the expectant Contract know and enforce housing quality standards and housing policies, including mobile home installation standards, mold remediation, lead-based paint, asbestos, and floodplain elevation standards.
- c. The Contractor shall ensure that general contractors working on any CDBG-DR project/activity must have qualified field superintendent(s) to ensure Florida building code compliance, local codes, and program Housing Quality Standards (HQS) compliance.

### **3. Contractor/ Sub-contractor Bond Requirement**

As part of the Construction Management Services, the Contractor will be required to ensure that a performance and payment bond is obtained on all individual projects where the cost of the project is \$100,000.00 or more. The general contractor performing the individual projects will be required to provide a performance and payment bond in the amount of the project that complies with the requirements listed below and lists the County as a dual obligee.

Bond Requirements:

To be **ACCEPTABLE** to the County, the Surety company issuing **the Bid Bond, the Performance Bond and the Payment Bond**, as called for in this Request for Proposal, shall meet and comply with the following minimum standards:

- a. Surety must be authorized to do business in the State of Florida and shall comply with the provisions of Florida Statute 255.05.
- b. Surety must be listed on the U.S. Department of Treasury Fiscal Service, Bureau of Government Financial Operations, Federal Register, Part V, latest revision, entitled: "Companies Holding Certificates of Authority as Acceptable Sureties on Federal Bonds and as Acceptable Reinsuring Companies".
- c. All bonds shall be originals and issued or countersigned by a producing agent with satisfactory evidence of the authority of the person or persons executing such bond shall be submitted with the bond.

Attorneys-in-fact who sign bonds or other Surety instruments must attach with each bond or Surety instrument a signed, certified and effectively dated copy of their power of attorney. Agents of Surety companies must list their name, address and telephone number on all bonds.

- d. The life of the bonds shall extend twelve (12) months beyond the date of Final Completion and shall contain a waiver of alteration to the terms of the Contract, extensions of time and/or forbearance on the part of the County.
- e. **Surety must have financial standing having a rating from A.M. Best Company (or other equivalent rating company) equal to or better than A-Class VI.**
- f. Should the Bid, Payment and Performance Bonds be issued by co-sureties, each surety listed on the bond shall meet the requirements in paragraphs a. – e. above. In addition, each surety shall submit a power of attorney and all signatures of the co-sureties representatives shall be notarized. The “lead” surety shall be identified for the purposes of underwriting and claims management.

The Contractor will ensure that the performance and payment bonds are recorded in the Public Records of Orange County, Florida and a copy of the recorded bond is provided to the County prior to commencement of any work on the individual project.

4. The Contractor must comply with all construction standards, housing quality standards, and green and resilient building standards and minimum energy efficiency standards set forth in Federal statutes, regulations governing CDBG-DR and all Federal Notices, ADA requirements, as applicable, and any subsequent notices provided by HUD.

5. The Contractor must coordinate with any applicant required to move out/in of homes which are undergoing major renovations, being reconstructed, or replaced. The Contractor shall minimize the disruption to the applicant and minimize the amount of time the applicant is out of the home.
6. For Projects that require total or partial displacement of homeowner(s), the Contractor may provide on-site storage units for the storage of an applicant's possessions during the time the applicant is displaced. The County has limited funds which may be used for eligible homeowners that meet a certain criterion who may need to be displaced during major repair or replacement of their home. Funding for activities for displaced homeowners will be allocated based on the established priority of need and limited to available CDBG-DR grant funding as provided for in the Action Plan.
7. The County's Residential Anti-Displacement Relocation Assistance Plan (RARAP) will specify the level of the assistance for those required to relocate. Assistance for homeowners required to relocate as a result of the scope of the rehabilitation, who would not otherwise be eligible for URA relocation assistance, will be specified in an Optional Relocation Policy that Orange County will develop and adopt prior to the start of the program implementation or as part of the program policies and procedures.
8. The Contractor must maintain all construction records documenting compliance from start up to project file closeout.

## **9. Mobilization / Implementation**

The Contractor shall provide adequate qualified staff to provide construction management services and activities for the relevant County's CDBG-DR Action Plan Programs. The Contractor shall evaluate each project to determine if any mitigation measures are necessary. Mitigation projects are subject to funding availability and shall be consistent with the County's Action Plan. The Contractor shall implement all the requisite policies, procedures, processes and comply with all applicable the County, CDBG-DR, and HUD standards.

The Contractor shall have adequate staff to mobilize and begin the Homeowner Rehabilitation and Reconstruction Program application intake within 45 day of contact execution days.

The following services and activities include but are not limited to tasks and activities described below:

### **1. Initial Inspection and Damage Assessment Requirements**

The inspection and analysis for each home/project and shall establish the relative value to determine if it should be repaired or replaced in accordance with established policies. Replacement is only relevant to projects in the Homeowner Rehabilitation and Reconstruction Program.

The Contractor shall explain to the homeowner/project manager what damages are Program eligible and shall obtain all necessary documentation which may include current pictures, pre-construction pictures demonstrating the storm-related damages and the pre-construction condition of elements identified for inclusion in the proposed project SOW.

The Contractor shall explain the homeowner's/project manager's options regarding the available solutions, so that they may make an informed decision as to which solution to pursue.

The Contractor shall provide a complete and accurate damage assessment and cost of repair estimate based on the initial inspection and damage assessment and an analysis of each home/project within 30 calendar days of an applicant/project being deemed CDBG-DR eligible.

The Contractor must conduct a feasibility of repair analysis on all Program eligible properties/structures. Properties with repair and/or elevation cost estimates that meet or exceed 60% of the market value of the property shall be limited to a reconstruction or replacement option.

The Contractor must assess the cost effectiveness of each proposed project undertaken, including criteria for determining when the cost of the repair or reconstruction of the unit shall not be cost-effective relative to other means of assisting the property-owner, or the construction of area-wide protective infrastructure, rather than individual building mitigation solutions designed to protect individual structures.

## **2. Scope of Work (SOW)**

The Contractor shall prepare the SOW and cost estimates for the repair/replacement based on the results of the initial inspection and damage assessment. Estimates shall be developed using the Xactimate software cost estimating tool, which will provide the maximum SOW calculation.

The SOW shall be developed based on the initial inspection and damage assessment of the property and damage to the structure and/or property. At a minimum, the SOW shall be itemized and include project timelines, workflows, metrics, estimated costs for each project. The Contractor shall ensure that the SOW for the project will meet all HUD and CDBG-DR requirements. Amendments to the SOW, if necessary, shall be provided to the applicant for each project and shall include the same information.

The Contractor shall monitor construction efforts and certify that the work that was done was within the approved parameters of the SOW and meets all relevant HUD and CDBG-DR requirements.

The Contractor shall be responsible for acquiring all elevation certificates in Special Flood Hazard Areas, as required, necessary to complete all repair, replacement, reconstruction, and new housing unit development projects. The Contractor shall conduct interim progress inspections for home repair and/or replacement projects and affordable rental rehabilitation projects.

### **3. Environmental Reviews (Tier 1 and Tier 2)**

Environmental Review Specialists assigned to this task shall have subject matter expertise and related experience to inform the County of best practices and make policy and programmatic recommendations. Contractor staff assigned to this work must be familiar with the HUD Environmental Review Online System (HEROS) and use it for the environmental review process.

The Contractor shall provide qualified CDBG-DR Environmental Review Specialists to conduct all environmental reviews and associated on-site inspections, and to provide monitoring of compliance for any identified mitigation measures. The Contractor shall ensure that all reviews are HUD compliant environmental reviews and comply with all relevant Federal, State, and Local regulations.

The Contractor shall prepare responses to all requests for information, observations, and findings by federal environmental reviewers. This information shall be logged into the case file for each project and entered into the SOR.

The number of CDBG-DR Environmental Review Specialists assigned to this task may increase or decrease as workloads fluctuate throughout the life of the grant.

At the request of the County, and on an as-needed basis, the Contractor shall offer training for County staff and sub-recipients related to HUD requirements for the 24 CFR Part 58 environmental review process.

### **4. Lead-based Paint Assessment**

The Contractor shall perform lead-based paint inspections, testing, reporting and assessment on all homes/structures constructed prior to 1978. The Contractor shall conduct internal quality assurance and controls necessary to ensure the lead-based paint inspection is accurately and comprehensively performed in line with Program guidelines, limitations and specifications. When necessary, the Contractor should ensure that lead abatement is included as part of the final cost estimate.

### **5. Communication**

The Contractor shall provide ongoing, effective, and timely communications with each homeowner/project manager regarding all aspects of the applicant's case, repairs, replacement, and/or reconstruction, and keep the applicant fully aware of all expectations and construction timelines. At a minimum, the contractor/subcontractor shall keep the homeowner/project manager informed of the status of the project for each inspection phase.

The Contractor must provide timely, professional, and responsive customer service.

## **6. Interim Inspections**

The Contractor must implement an interim inspection plan to include milestone inspections at 30% and 60% repair and project/ construction completion. The inspection shall ensure compliance with all requisite Florida Building Codes, Florida Green Building Standards and HUD regulations.

After the interim inspections, the contractor shall provide status updates to the homeowner/project manager. The update shall indicate whether the project is meeting or exceeding the estimated timeline, if delays are anticipated, identify reason for any delays, resolution options for the delays or outstanding issue, provide amendments to the SOW and estimated costs (if necessary) and provide an updated project schedule, if necessary. The updates and any associated documents must be provided to the Contractor, County, homeowner/project manager within five (5) working days of the date of the interim inspection. Inspection information shall be logged into the case file for each project and entered into the SOR.

## **7. Final Inspection**

The Contractor must be responsible for conducting a final inspection to ensure compliance with all applicable Florida Building Codes, Florida Green Building Standards, CDGB-DR, Fair Housing and HUD requirements. All inspections are required to be completed within three (3) business days of request.

The Contractor shall provide the results of the final inspection to the Contractor, County, homeowner/project manager. If necessary, the inspector must provide a punch list itemizing each item in need of repair/replacement/cure and identify/cite the need for correction (e.g., building code violation, HUD requirement, etc.), detail the estimated cure, and timeline to address each item on the punch list. The comprehensive punch list must be provided to the Contractor, County, homeowner/project manager within five (5) business days of the final inspection. All items on the punch list must be repaired within 30 days of the final inspection. Inspection information shall be logged into the case file for each project and entered into the SOR.

### **TASK 7 - REQUIREMENTS FOR THE SYSTEM OF RECORD (SOR):**

The system requirements are broken into several sections and subsections for each section as noted below.

- System Requirements include the following subcategories: General Requirements, Accessibility, Communication, Notification, Record Retention, and User Help.



- Applicant Portal General Requirements include the following subcategories: Accessibility, Documents, Applications, Communications, Integrations, Data Integrity / Validations and Records Retention.
- Case Management Requirements include the following subcategories: General, Security, Workflow, Communications, Notifications, Intake, DOB/VOB, Eligibility, Documents, Awards, Appeals, Case Details, Inspection, Closeout, and Auditing.
- Contractor Requirements include the following subcategories: General Requirements, Registration, Eligibility, Workflow, Compliance, and Payments.
- Finance Requirements include the following subcategories: General Requirements, Awards, Compliance, and Payments.
- Programs Requirements include the following subcategories: Compliance and General.
- Reporting Requirements include the following subcategory: General Requirements.
- Technical Requirements include the following subcategories: Data Integrity / Validations, General, Security, Integrations, Security, Performance, and User Interface.

Development and deployment of the SOR will involve, at a minimum, the steps listed below (1-9).

1. Kick-off meeting. This meeting will include, but not be limited to defining the goals, roles and responsibilities, expectations and finalize project timelines.
2. Deployment of SOR. The County anticipates deployment (substantial completion/operation) of the SOR within sixty (60) days of execution of the contract. This is to occur simultaneously with the commencement of Tasks 1 and 2.
3. Project Management. This includes, but is not limited to, planning, executing, communicating, monitoring and closing project activities.
4. System Requirements Gathering. This includes, but is not limited to, determining the needs and requirements for; data management, functional requirements, reporting requirements, user interfaces and integration needs.
5. Review, Validation and Prioritization. This includes, but is not limited to, presentation to County staff and stakeholders the documents requirements for review, validation, and prioritization.
6. System Requirements Gathering. This includes, but is not limited to, several meetings with key staff to determine the following system/staff needs related to the functional system, data management, reporting requirements, user interface, and integration.
7. Design and Development: System Architecture, User Interface and Development. This includes, but is not limited to, defining and establishing the system architecture to include the components and relationship between components, creating and ensuring the visual interactive items are intuitive and efficient to use, and programing and implementation of the system architecture and framework within the system.

8. Testing: Functional, Regression and User Acceptance (UAT). This includes, but is not limited to, testing prior to development, conducting functional tests to verify that all enhancements function as intend based on requirements, regression testing to ensure all enhancements do not adversely affect existing functionality and conduct end-user testing to validate it meets the requirements.
9. Training and Documentation. This includes, but is not limited to, the provision of training and documentation for internal users to ensure functionality and ensure that staff/stakeholders are able use the system effectively and efficiently.
10. Deployment. This includes, but is not limited to, rolling out the system based on the established timelines.

**Please see attached table detailing the System of Record Requirements.**

<b>System of Record Requirements</b> <b>Rev. per Addendum No. 5</b>	
<b>General</b>	
1.1.1	System shall be configured according to the HUD CDBG-DR requirements and steps including application intake, eligibility, duplication and verification of benefits, inspections and environmental review, award determination, contracting and bid work, construction, and closeout
1.1.2	System shall be able to use a multi-threaded process for handling all steps after the intake and eligibility steps
1.1.3	System shall be able to perform the following: CDBG-DR tracking, disbursements, audits, compliance, and reporting. More specific requirements surrounding these processes are included in this exhibit, where relevant
1.1.4	System shall be able to update tracking and reporting based on HUD reporting requirements including data needed for DRGR. System shall support the addition of program areas, including new applications and new workflows.
1.1.5	System shall conform and be branded with Orange County CDBG-DR logos.
1.1.6	The application shall contain an advanced search feature, to enable County DR users the ability to search for contacts, vendors, applications, or any data collection field, etc.
1.1.7	System shall allow for changes and flexibility for future improvements, as program requirements and grant funding needs change.
1.1.8	System shall use predictive analytics to provide insight to County DR staff on potential new customers, contact groupings, segments, units, etc.
1.1.9	System shall be able to manage the following users and processes: -applicants and application management -contractors and construction projects from initiation through closeout -vendors and construction management and oversight -subrecipients and subrecipient awards
1.1.10	System shall have the option to apply rounding rules based on financial amounts, with the choice to calculate grants to the whole dollar or decimals.
1.1.11	System shall track the date and time of data field changes, via a timestamp, and have a history tab available for users to verify data changes.
1.1.12	System shall track the IP Addresses of data field changes, via a timestamp, and have a history tab available for users to verify data changes.
1.1.13	System shall support bulk data import and validation of data. System shall support bulk data exports.
1.1.14	The system shall be able to import historical data from a previous system of record through CSV, Excel, or comma-delimited input. The vendor shall include services to perform the one-time load of historical data from the previous system. The file format and fields are not yet specified and will be provided to the Contractor at time of import.
1.1.15	<i>System should allow for random selection of specified percentage of subgrouping of records for marking and inclusion in audits.</i>
<b>Accessibility</b>	
1.2.1	System shall be implemented and configured to a minimum of ADA WCAG 2.0 Level AA standards and shall be user-friendly to navigate.
1.2.2	System shall meet 504 and 508 compliance requirements
1.2.3	System shall be able to accommodate mobile and desktop users as well as Microsoft Edge, Google Chrome, Firefox browsers, Apple Safari, and other commonly used browsers.
<b>Communications</b>	
1.3.1	System shall import names and contact information ("contacts") from excel workbooks and csv file types.
<b>Notifications</b>	
1.4.1	System shall be able to send outgoing emails and SMS messages to potential applicants using targeted, custom messaging. These potential applicants could be based on previous customers, customers found within a targeted geographic area, customers in a particular market segment, etc.
1.4.2	System shall keep a record of returned or "kicked back" emails that were unsuccessful in sending
1.4.3	System shall keep historical records of all notifications sent out at a customer level
1.4.4	System shall generate notifications for upcoming deadlines, overdue notices, application status changes, revision & extension status changes, site monitoring due dates, Request for Payment status changes, and any other item Resilient SRQ deems critical
1.4.5	System shall allow communications to be edited before sent, saving any edits to a final version on the record.
<b>Record Retention</b>	
1.5.1	All customer, survivor contact records, contractor details, audit logs, as well as customer service cases, relating to the case record will be held indefinitely and will relate to a site level or partition relating to the grant number and an emergency code designation. County DR staff may define more specific timeframes at a later date.
1.5.2	System shall archive all document and field records as they are removed, to ensure that tracking and auditability of all fields is retained. No modifications to audit records shall be permitted within the system.
1.5.3	System shall contain a lock feature on the applicant file, where based on security rights, only elevated permissions can modify the application post-lock (e.g. when applicant submits incorrect document).
1.5.4	System shall allow exporting the entire applicant file, including application data and all scanned documents, at any stage of the application process, in a PDF format.
1.5.5	System shall have configurable retention periods for data and saved files
<b>User Help</b>	
1.6.1	System shall have online help functionality accessible by users, and shall be updateable with common issues and FAQ results.
<b>Applicant Portal</b>	
<b>General</b>	
2.1.1	The external application portal shall be able to be deactivated, or reactivated, by approved County DR staff
2.1.2	Portal shall have ability to be branded with County DR branding
2.1.3	<i>Both internal and external users should have a dashboard upon logging in that shows customized views of assigned grants and any outstanding action items</i>
<b>Accessibility</b>	
2.2.1	System shall present the application portal in multiple user languages (2) that the applicant can select for accessibility
2.2.2	System shall allow a filtering of cases and exporting of case list and other attributes, with filtered details, to Microsoft Excel and other flat files.

<b>Documents</b>	
2.3.1	The portal shall save documents and attachments (PDF, .docx, .xlsx, jpeg, and any other commonly used file types) uploaded by both external customers, Resilient SRQ staff, and vendor users to the case application record. The system will use AI components to verify the validity of regulated forms of identification.
<b>Applications</b>	
2.4.1	Portal shall have an external-facing landing page for end users and perform three key functions: initiate a new request for assistance (application form), alter previous submissions for assistance when prompted, and provide a means for the applicant to view application status.
2.4.2	Portal shall be able to allow an applicant to initiate but not finish an application by saving, and creating a password, then verifying their applicant email address before logging in again. The applicant will use this created login, username and password, to login to the application portal and view their application status and respond to questions posed by case managers.
2.4.3	The application shall be available for contract service center workers to intake and complete forms on applicants' behalf, if they call the contract customer service center or visit a service center in person. System shall allow editing of applications and uploading of attachments on applicants' behalf.
2.4.4	System shall allow for record changes, record deletion, assignment of case applications, approval or denial of cases, lock records populate data from importing data, and allow for applications to be saved and completed at a later point in time.
2.4.5	System shall collect a variety of data attributes, including but not limited to: Legal name, date of birth, primary address (location of damaged property), mailing address, primary email address, secondary email address, mobile phone number, secondary phone number, proof of identification (various, dependent on team requirement but shall allow for document attachments), race and ethnicity, limited English proficiency (LEP), accessibility needs, proof of residency including lease, title, third party verified source document, utility bill, etc., property damage verification including photographic evidence, private inspection document, third party source documentation, or insurance proceed or claim, income verification including W-9, pay stubs, wage statements, tax returns, etc., various other fields for program requirements, additional non-required fields that can be left blank and the application will still be deemed complete
2.4.6	The portal shall be customizable for data fields, as needed by County DR staff and case managers. Certain fields will not be visible to external applicants, and instead only show some fields to internal staff based on security rights.
2.4.7	The application shall create unique records and use unique keys for both customer and application. System shall include a cross-checking function to flag potential duplicate applications when the same applicant applies more than once or different members of the same household submit different applications
2.4.8	Applicants shall have the option to view a list of all open grant opportunities for which they might be eligible upon logging into the system via a dashboard or home screen
2.4.9	Application form fields shall be adjustable, as they vary from program to program and may require changes from year to year.
2.4.10	Application form fields shall contain word processing features and shall be compatible with copying and pasting narrative from Microsoft Word or other, similar word processing programs
2.4.11	Portal shall have auto-save feature in which applicants can ensure that their work is being saved after a pre-determined number of minutes.
2.4.12	The application shall provide an attestation of truth statement, to be customized by County DR staff, with a place for the applicant to e-sign and date.
2.4.13	System shall have the ability to identify applicants who are ineligible at any step in the process if new information is received that impacts eligibility
<b>Communications</b>	
2.5.1	System shall have the following methods of communication available for case managers and County DR staff to use: (1) email messages and (2) outgoing text messages (with an applicant opting-in) and ability to track other communication methods if County DR staff determines necessary such as in-person contact and phone call
2.5.2	System shall allow all outgoing email, SMS/texts, and other written communication to be simultaneously sent to multiple recipients. A static, configurable default recipient should be included as a cc in all text messages so that we can ensure these messages are sent to our own email archive and text archives for records retention purposes.
<b>Notifications</b>	
2.6.1	System shall send automated messages out to the Applicant via SMS text messages and email messages notifying all application progress and status changes.
2.6.2	System shall allow users to send manual messages out to Applicants with custom language, differing from application configured language. These messages shall be have the option of attachments.
<b>Integrations</b>	
2.7.1	System shall be able to ingest large datasets and apply the data to the corresponding and correct applicant record. This data will be used to help calculate benefits, and the system shall allow for the generation of awards taking into account all the data ingested from other sources. Some or all of this may be automated depending on business requirements.
2.7.2	System shall integrate with DocuSign capabilities to capture applicant signatures, when prompted by a case manager or any supervisory staff.
<b>Data Integrity / Validations</b>	
2.8.1	The application shall perform automated quality checks and data validation on required fields (e.g. dates, email addresses, etc.) and documents and verify that no duplication of case applications be allowed. System shall prompt for data re-entry when data does not match required format or data type.
2.8.2	Each form page shall have data integrity in all fields via use of data types and include referential comparisons to pre-existing cases submitted to ensure that no duplication or fraud occurs; this will include verification checks found in other requirements
2.8.3	System shall automatically detect any non-required fields (e.g. blank) and unsubmitted documents and attachments as well as scan for corrupted attachments, and prompt the applicant for follow-up via email and place a notification for them in their portal home screen

2.8.4	System shall verify the fields found in the new application form using the following methods (quality check): - Flag potential duplicate applications, either when the same applicant applies more than once or different members of the same household submit different applications - Email Address -- shall verify that email is in existence and that it is presented in correct exchange format including @domain.com - Name and date of birth combination and physical location -- shall verify that no other applicant -DOB - address combination exists - Primary damaged property address shall be verified for existence using reliable data source (e.g. Bing Map or comparable SOR using a workflow connector)
2.8.5	The system shall have the ability to require mandatory fields and provide warnings & hard stops when attempts are made to submit the application without all mandatory fields completed. If any data integrity issues occur, the system shall flag the error for applicant to retry entry while they are still in the application
2.8.6	If duplication or fraud is found during a logical quality check of the application a workflow shall route case to a duplicate queue and mark the application status of 'inactive' and routed to a 'Duplicate' case management queue.
2.8.7	If no fraud or duplication is found in via a quality check, the application shall be assigned a unique identifier ('App ID'), identifiable with the grant funding program ID in it, and routed to the 'Unassigned' Queue.
2.8.8	If partial information is collected on the form, and the application is less than complete, system shall route application based on remaining fields to 'Intake' queue and assign an application status of 'Eligibility Review'.
<b>Record Retention</b>	
2.9.1	System shall retain all historical records from: (1) email messages and (2) outgoing text messages (with an applicant opting-in) and any other communication method County DR determines necessary
<b>Case Management</b>	
<b>Integrations</b>	
3.1.1	System shall be able to receive uploads from other data sources into applicant record - tied into record with some automation. (Csv, manual).
<b>General</b>	
3.2.1	Applicant portal shall contain dynamic forms that adjust in real-time as they are filled out, based on criteria defined by agency. All policy thresholds and questions shall be updatable if grant requirements change.
3.2.2	System shall allow data entry in later case steps and respective queues (multi-threaded data entry), in the following steps: - DOB/VOB (Duplication and Verification of Benefits) - Inspections & Environmental Review - Award - Contracting & Bid Work - Construction - Closeout
<b>Security</b>	
3.3.1	System shall have the option to assign different roles and responsibilities including specific staff to certain awards
<b>Workflow</b>	
3.4.1	System shall include a case manager checklist and action item views for questions to ask and data to confirm, if needed.
3.4.2	System shall provide automation to process applications , workflows (completed application leads to next process),etc.
3.4.3	Case managers shall have ability to manually review all applications for eligibility and compare against program requirements that are visible in the application. The contract case manager shall complete a manual review of the application before the application can change statuses and mark checklist items complete.
3.4.4	System shall integrate with financial tracking component to provide a view into grant funding availability and allow case managers to soft allocate funding limits against the overall funding amount for each program. Whilst in the application review phases, the system shall show remaining program funding amounts and alert users when approaching limits.
3.4.5	System shall provide an appeals workflow during eligibility phase and award phase of process. The appeal workflow will provide a mechanism to appeal decisions within a period of days defined by County DR staff, and reject or approve changed decisions
<b>Communicators</b>	
3.5.1	System shall provide a tracking methodology for County DR staff to record all communications with customers and contractors regarding their application and grant funding status (case application status).
3.5.2	The application portal shall allow Case Managers to request actions of the applicant and allow applicants to send messages to their case managers, and otherwise perform collaborative work with the case manager to advance the application.
<b>Notifications</b>	
3.6.1	System shall send the assigned case manager notifications of any change made to the case by any account that is not the case manager.
3.6.2	System shall send automated messages out to the Applicant via SMS text messages and email messages notifying all application progress and status changes.
3.6.3	System shall allow staff to subscribe for notification of changes to any records in the solution.
<b>Intake</b>	
3.7.1	While the application is in the intake phase, the system shall perform a quality check to gather information from applicants regarding any County or other benefits applied for, received, or that are in progress.
<b>DOB / VOB</b>	
3.8.1	System shall collect details for the following items in this case stage: - Assistance Received Indicators (FEMA, private insurance, Small Business Administration funds, etc.) - Individual Assistance Program status (FEMA, HUD, etc.) using property address for verification - Duplication of Benefits using a calculation utility factoring in temporary and permanent repairs. County DR expects additional details including fields or examples to be shared during design phase.
3.8.2	System should provide a utility to verify private insurance data, where case managers can automatically check for award amounts.
<b>Eligibility</b>	

3.9.1	System shall have the ability to calculate income eligibility based on information provided by applicant. For example, if applicant provides recent monthly income, annual household income can be calculated and compared against income requirements (percentage of area median income) for a county. All income-based calculations shall be based off the HUD standard calculation model and compare threshold limits to HUD's regulations. All variables, including county and AMI, are subject to change based on future program requirements. The system shall provide a method for calculating potential award amounts ("Award Generator"). The Award Generator shall be based on the total financial need, minus any amount met by other sources (i.e., FEMA Individual assistance, private insurance, Small Business Administration home loans), and shall also take into account any limitations set by the program policy (such as price per square foot limit).
3.9.2	System shall contain verification checks, including verification logic using another system of record that has a reputable GIS dataset (Esri, Google Maps, OpenStreetMap, etc.), for confirmation of damage and property verification in relation to where catastrophe occurred.
3.9.3	For homeowner rehab/reconstruction applications, case records shall be reviewed for eligibility using the following criteria: -ownership status of the property, using attachments to the case record (property records, from tax office, deed, loan documents, etc.) -status of residency at time of disaster, using attachments to the case record (utility bill, statements, etc.) -temporary relocation assistance, if triggered, including receipts for all relevant expenses
3.9.4	<i>System should allow for integration with a third-party address verifier (USPS, etc.)</i>
3.9.5	<i>System should allow for entering of latitude/longitude of locations</i>
<b>Documents</b>	
3.10.1	System shall allow the tracking of inspection (of existing property) forms and environmental review forms and attach all responses to the application. System shall include a case manager checklist and action item view and include a signoff for quality check review.
3.10.2	System shall contain the ability to create, automatically generate, and send a formal eligibility letter to the applicant once all verifications have been completed by the case manager and system criterion have been met.
3.10.3	System shall create and automatically generate and send documents via email including but not limited to: formal progress letters, inspection notices, and event changes, to the applicant once all verifications have been completed by the case manager. These documents shall be formatted both as an editable Word document and as a PDF and include County DR logo and branding.
<b>Awards</b>	
3.11.1	System shall contain an approval process that is automated with actions for applicants to accept, appeal, or refuse. The process shall contain notifications to the applicant to prompt action within a certain period of days, as defined by County DR. If no action is taken by applicants, the system shall route the application to an inactive queue and add a field for justification notes.
<b>Appeals</b>	
3.12.1	The system shall contain an appeal process for all determination stages (eligibility, award, etc.) if the applicant would like to appeal a case determination. The appeal process shall contain notifications to the applicant to prompt action within a certain period of days, as defined by County DR.
<b>Case Details</b>	
3.13.1	System shall allow for categorization and prioritization of cases based on identifying fields in the case record including urgency as defined by agency policy
3.13.2	Once an application is complete, the application record will become a case, that shall be assigned to internal County DR staff, contract service center members, external vendors and contractors as a method of work allocation.
3.13.3	The case record based on applicant forms shall be managed via 'queues' indicating the application status and tasks for each stage of the business process. The titles and logic of the workflow routing is subject to change based on design session results.
3.13.4	Case records shall be editable and have case notes and tasks added along with additional information, which will be used only for internal use (external parties will not view).
3.13.5	System shall contain multiple case management queues used by County DR case managers where case application records can be routed and notated within, by both external and internal users. Each case will be managed by County DR staff- internal or contract, and there will be two eligibility review stages, a funding process, management of construction/repair work tasks, assignment of grant funding to certified contractor, and closure of the case. As a case progresses through stages, the system shall move the application throughout different case management queues.
3.13.6	System shall have the following statuses available, and the ability to add more in the future: Duplicate, Inactive, Admin Hold, Ineligible, Unassigned, Intake, Eligibility Review, Inspections and Environmental Review, Award, Contracting, Construction, and Closeout.
3.13.7	The case management queues will be titled 'Intake', 'Under Review', and 'Archive'; the system shall allow additional case management queues to be created in the future.
3.13.8	Each case application record will have an assignment feature, where a single case manager shall be assigned to its management
3.13.9	System shall use user lists populated by County DR staff for assignment and permissions as well as management of personnel records that can be assigned case application records.
<b>Inspections</b>	
3.14.1	System shall allow for inspection record data entry and document uploads from external systems for site-specific inspections. The inspection phase shall have workflow logic to review for completeness and remediation plan.
<b>Closeout</b>	
3.15.1	System shall force a complete review of the entire case or applicant record before changing status to closeout.
<b>Auditing</b>	
3.16.1	Applications shall have complete audit trails in which all documents and field records are maintained including use of version control; nothing can be removed but can be archived according to rules specified by County DR
<b>Contractor</b>	
<b>General</b>	
4.1.1	System shall be able to track and manage contractor progress from initiation through close-out of construction
4.1.2	System shall allow uploading of award and contract documents
<b>Registration</b>	
4.2.1	System shall provide grant management and payment registration, where each contractor providing services under this system will register themselves and provide their account information for payment.
4.2.2	System shall allow construction managers to upload documents and enter in specific procurement information via data fields. Construction managers shall register all general contract work via contractor records and include W-9, expense, and identification information.

4.2.3	System shall provide a contractor registration form and accept documents (W-9, estimates from external software, identification information, etc.) from County DR staff interacting with the system. This registration will be interacted with by system users, not external contractors, and all contractor records shall tie back to the application the work will be completed against. All construction plans, documents, and expenses shall be uploaded to the application record, and be accessed by system reports and finance modules.
4.2.4	System shall have ability to collect, track, and make viewable all licensing and bonding information for contractors including submitted documents, attachments, and files that track permitting.
4.2.5	System shall have ability to track lien waivers
<b>Eligibility</b>	
4.3.1	System shall allow for and include approval, assignment, edits to, eligibility criteria, and cancellation of construction awards, and track all details relating to the contractor record.
<b>Workflow</b>	
4.4.1	Following approval of funding, system shall assign cases to contractors for work completion and manage all contract fulfillment components
<b>Compliance</b>	
4.5.1	System shall track warranties on construction items and provide the ability construction oversight including addressing stalled or non-compliant projects.
<b>Payments</b>	
4.6.1	For distributions, system shall allow electronic submission of invoices by contractor against a case and award, progress billings electronically, and attaching backup documentation and itemizing expenditures. System shall have batch payment process with various payment statuses (Requested, In Process, Disbursed, Committed Not Requested field for reporting obligations) and shall have at least the following payment fields: expenditure service date, payment requested date, payment paid date, and commitments through date. System shall have a process for reviewing and approving contractor progress billing that includes a contract admin reviewing and approving invoices for payment.
4.6.2	<i>System shall allow integration with <b>CGI Advantage</b> for the printing of checks from that system through an exported file of a county-approved specification.</i>
<b>Finance</b>	
<b>General</b>	
5.1.1	System shall contain comprehensive General Ledger (GL) coding, and the coding shall scale depending on additional projects and programs that County DR needs to track in the system in the future
5.1.2	System shall provide a method for County DR staff to complete long-term strategic and annual budget planning for grants management. All grant money transactions shall be displayed as debit and credit entries to maintain financial records. Resilient SRQ staff will create, maintain, deploy, and generate financial statements and batch files for reporting needs and disbursement releases.
5.1.3	System shall aggregate amount of committed dollars to track against each program's budget
5.1.4	System shall project spenddown by quarter or other timeframes specified by County DR for subgrantees to show where they're at against the spenddown target, and allow the management of many grantees with multiple funding sources. System shall also manage reallocation of funds when needed and ensure funds are all spent within the allowability period.
5.1.5	For distributions, system shall allow electronic submission of invoices by contractor against a case and award, progress billings electronically, and attaching backup documentation and itemizing expenditures. System shall have batch payment process with various payment statuses (Requested, In Process, Disbursed, Committed Not Requested field for reporting obligations) and shall have at least the following payment fields: expenditure service date, payment requested date, payment paid date, and commitments through date. System shall have a process for reviewing and approving contractor progress billing that includes a contract admin reviewing and approving invoices for payment.
5.1.6	System shall contain comprehensive General Ledger coding, and the coding shall scale depending on additional projects and programs that County DR needs to track in the system in the future
5.1.7	System shall provide a method for DRR staff to complete long-term strategic and annual budget planning for grants management. All grant money transactions shall be displayed as debit and credit entries to maintain financial records. DRR staff will create, maintain, deploy, and generate financial statements and batch files for reporting needs and disbursement releases.
<b>Awards</b>	
5.2.1	System shall have structure to allow for various award components with different budget limitations including setting up of budget categories with budget limitations to the detail level with drop down menus
<b>Compliance</b>	
5.3.1	System shall act as a grant management system and confirm that all contract and grant requirements are fulfilled based on HUD and contractor contract requirements
<b>Payments</b>	
5.4.1	System shall accept and store invoices from contractors, when work is completed, that will be approved by case managers (quality checking the work) and sent to finance for release of funds (payment will occur outside the System, but payment information will be stored and sent from the System).
5.4.3	There will be allotments while contractors are rebuilding and repairing applicant property, and the System shall perform as such so that all allotments are soft allocated to the GL code and project type
5.4.4	All financial reporting will be tracked at the GL code level, filter by program title, by contractor, and generate an exportable batch report that pulls in all approved invoices for payment
5.4.5	System shall import the batch report back into the System when it was paid and update the status of the records to prevent any duplication of payments
5.4.6	The payment records and entries shall contain statuses such as submitted, reviewed, approved, paid, and contain the ability to create more statuses as needed.
5.4.7	There will be allotments while contractors are rebuilding and repairing applicant property, and the System shall perform as such so that all allotments are soft allocated to the GL code and project type
<b>Programs</b>	
<b>Compliance</b>	
6.1.1	System shall have a compliance mechanism including tracking for each program to ensure award requirements are met. Detailed requirements will be available for each program at a later date.

6.1.2	System shall have manual and automated quality control processes and allow inspections to ensure compliance with construction standards set by County DR and HUD
6.1.3	System shall be able to allow for multiple different programs as outlined in the Action Plan including but not limited to: homeowner, renters, multi-family, infrastructure, mitigation, planning, economic revitalization, and any other programs in the Action Plan
6.1.4	System shall be able to capture requirements for affordable rents with compliance oversight for at least 20-30 years or for whatever timeframe County DR determines the program needs
6.1.5	System shall be able to administer grant programs and loan programs including but not limited to: grant awards, loan generation, loan tracking, payments, payment disbursements, interest, payoffs, statements, loan agreements, promissory notes, lien filings and tracking, reconveyances, tracking and recording of forgiveness, all dates of related to payments, all amounts, including Approved, Disbursed, Pending, Repaid, Recycled, and Forgiven types. The system shall accept file uploads and attach files to the application and loan records.
6.1.6	System shall be able to manage and track penalties for construction contractors who are out of compliance with deliverable timelines
6.1.7	System shall be able to manage and track penalties for subrecipients who are out of compliance with grant agreements
<b>General</b>	
6.2.1	System shall limit eligibility to applicants that were owner-occupants of a verifiably damaged property during the disaster AND meets the following criteria: -The damaged property shall have been the applicant's primary residence at the time of the disaster -The damaged property shall have sustained damages as a result of Hurricane Ian -The damaged property shall be an eligible structure as defined in the program guidelines, including, but not limited to, single-family residences, manufactured homes, and pre-fabricated homes
6.2.2	System shall be able to phase in program by different household incomes using different percentages of the AMI
6.2.3	System shall allow for entries of expenses from applicants relating to rehabilitation, reconstruction, elevation, public facilities, infrastructure and mitigation. All entries shall be classified via categories such as eligible, ineligible, and to be determined and each entry shall contain a notes field, amount, payee, payor, and picklists for expense type, home type, with the ability to add more by Resilient SRQ staff. Additionally, the system shall calculate subtotals by expense categories for tracking.
6.2.4	System shall provide a grant agreement for applicants to attest to, stating compliance, execution, timeline, payback, and more to be defined by Resilient SRQ, that shall be signed before moving on to the next phase in the business process.
6.2.5	System shall be able to phase in program by different household incomes using different percentages of the AMI
6.2.6	System shall allow for the forgivable portion of the loan to be subject to recapture in accordance with the receding percentages as specified by Resilient SRQ in the program guidelines and the recorded loan.
<b>Reporting</b>	
<b>General</b>	
7.1.1	System shall use categorization and case details to generate dashboards and views, based on security permission levels. All reporting dashboards and views will aggregate reporting on the population of files in the system and drilldown to specific reporting needs including total cases, files by step, average income, demographic breakdowns, average benefits, min/max benefits, etc.
7.1.2	System shall be extremely adaptable to reporting needs, allowing for ad hoc generation of any report to lift up and analyze a specific data reporting need. The known reporting needs currently includes aging reports, for how long an application takes at specific stages, and award calculations, averaging by type. Additional requirements will be defined later in the project.
7.1.3	System shall allow for customized forms among grant programs, which may include, but is not limited to, grant applications, monitoring reports, progress reports, financial reports, and training requests.
7.1.4	System shall have the ability to populate a report which includes the information required for staff to easily complete Federal Financial Accountability & Transparency Act (FFATA) Reports.
7.1.5	System shall comply with HUD reporting requirements for CDBG-DR including but not limited to: number of households, obligated funding, race and ethnicity data, female head of household, Limited English Proficiency (LEP), and Low and Moderate Income (LMI) data, etc.
7.1.6	System shall generate a batch payment report file according to County DR-specified frequencies
7.1.7	System shall generate HUD general notice or notice of rights for when an applicant is displaced
7.1.8	System shall generate small rental notice
7.1.9	System shall generate stop work notice so that an environmental review can be completed
7.1.10	System shall create response, reminder, and notification to an appeal within 15 days
7.1.11	System shall have ability to report at both an aggregate level and at a detailed, drilled down level
7.1.13	System shall allow printing and exporting of reports in a variety of formats including Excel, CSV, and PDF so the data can be shared.
7.1.14	<i>In-system budgeting processes should include: Clear year-to-date balances for all budget categories and subcategories as well as grant budget total for viewing by subgrantees and staff</i>
7.1.15	<i>System should allow for YTD expenditures to be tracked by categories, grant types, counties served, demographics, and any other information Resilient SRQ deems as necessary</i>
<b>Technical</b>	
<b>Data Integrity / Validations</b>	
8.1.1	The system shall contain a unique identifier that is consistent with identifiers found in the state financial system. All records from the application, contact, contractor, and payment details shall tie back to the system unique identifier.
8.1.2	System shall contain a modern technology-backend containing a normalized database, where when data is updated, it is located in a central location that will populate related tables when necessary.
<b>General</b>	
8.2.1	System shall be fully vendor supported and contain a modern technology stack, maintained with current IT technologies
8.2.2	System shall have a separate test environment for users to test system and changes prior to going live. The test environment shall remain consistent with the production environment.
8.2.4	System shall have ability to print all individual letters, notices, files, and documents in user-friendly, editable Word, Excel, CSV, and PDF formats
8.2.6	System shall allow for advanced configurations to be made by authorized users, including label changes, template alterations, workflow updates, report format (including color scheme, labels, and data formatting), error message phrasing, etc.
8.2.7	System shall have auto-save feature in which users can ensure that their work is being saved after a pre-determined number of minutes.



8.2.8	System shall perform automated quality checks and data validation on required fields (e.g. dates, email addresses, etc.) and documents and verify that all formats are consistent. System shall prompt for data re-entry when data does not match required format or data type.
8.2.9	System shall support a disaster recovery plan, where a recovery point objective of 15 minutes and a recovery time objective of 2 hours can be achieved.
8.2.3	<i>System's back-end database nomenclature shall have consistent names with the application front-end and shall contain referential logic that is well-named and easy to understand</i>
8.2.5	<i>System should either provide or support web analytics for monitoring external portal/web services including traffic and error reporting.</i>
<b>Security</b>	
8.3.1	System shall contain a complex password structure, including special characters, and enforce a mandatory password change every quarter and comply with County requirements
8.3.2	System shall: 1.) contain a timeout feature to lock out inactive sessions, forcing users to re-authenticate. 2.) System shall provide a warning notification that the system is about to timeout so that users do not lose unsaved work. 3.) The system shall not allow for more than 15 minutes of inactivity, and force logout after 30 minutes.
8.3.3	<i>System has the capability to tie into Azure AD</i>
<b>Integrations</b>	
8.4.1	System shall verify all mailing and physical addresses against the external sources (e.g., Esri, USPS, Bing Maps)
8.4.2	System shall integrate with DocuSign or other signature capture software. System shall send documents requiring e-signatures when prompted, and when signed, shall allow for the saving of all completed documents to the application record.
8.4.3	System shall be able to accept files from multiple sources to develop an initial survivor dataset and de-duplicate it with the ability to use the dataset to allow applicants who register to apply for assistance
8.4.4	System shall have ability to generate batch files for printing letters and documents in a format required by County DR Publishing & Distribution
8.4.5	System shall generate editable Word, Excel, CSV, and PDF documents when prompted, PDFs shall use of Adobe PDF Generator or comparable County DR compatible system.
8.4.6	System shall act as document storage for all required documentation, generated letters, notices, added attachments, and electronically signed documents.
8.4.7	System shall scan all uploaded documents for viruses or malicious structures.
<b>Security</b>	
8.5.1	System shall be hosted by vendor
8.5.2	All system data shall be stored in the cloud.
8.5.3	System application shall be accessed via https URLs with TLS 1.2 or later.
8.5.4	System shall have an uptime of 99.5% at all times.
8.5.5	System shall have a geographically redundant environment with rapid recovery and no downtime (100% uptime) during supported business hours specified by County DR. System shall comply with DAS backup and recovery policies.
8.5.6	System shall perform and handle at least 3,000 concurrent users and sessions at a time with the ability to adjust this volume as County DR identifies the need.
8.5.7	System shall provide multi-factor authentication ability for all licensed or continuous users of the system (not external applicants, customers).
8.5.8	System shall provide self-service password recovery options for internal and external users.
8.5.9	System shall use modern authentication (such as OAuth or SAML) protocols and practices.
8.5.10	System shall have a comprehensive security model, with each entity, sub entity, and data field as different permissions to provision granular access. Granular access shall be provisioned to both internal and external individuals and groups at the application page level and when reporting and viewing data. Access will be provisioned via security roles or groups; permissions and security levels will be finalized closer to the testing phase, in accordance with CIO guidance, but the system shall provide defined access levels for: admins, developer, subject matter expert, supervisor, case manager, and any other role Resilient SRQ deems necessary.
8.5.11	System shall securely transmit, store, and process confidential data including personally identifiable information. Data shall be encrypted during transmission and storage, following compliance of AES 256 and TLS 1.2 or newer.
8.5.12	System shall meet or exceed the County's cybersecurity standards, which are based on the latest version of the NIST Cybersecurity Framework and supplemented with additional controls to account for County-specific requirements and compliance with state statutes. The respondent shall be prepared to demonstrate how their security controls map to the applicable NIST Cybersecurity Framework categories, subcategories, and constructs if requested during proposal evaluation and throughout the term of a contract.
8.5.13	System shall comply with SOC 2 Type II and FedRAMP requirements. An annual assessment shall validate that all of the following criteria are met and achieved continually, under SOC2 Type II and FedRAMP, including but not limited to: 1. Security, 2. Availability, 3. Processing Integrity, 4. Confidentiality, and 5. Privacy. This assessment must be made available to the County.
8.5.14	System shall mask sensitive data (e.g. SSNs) and only show fields to authorized users.
8.5.15	System shall keep all data, including backups and log files stored in the United States.
8.5.16	System shall allow for creating new security roles based off copying other roles, via copying permissions.
8.5.17	System shall display warning banner with language developed by Resilient SRQ when users are accessing confidential data that indicates activities may be tracked.
8.5.18	System shall have a geographically redundant environment with rapid recovery and no downtime (100% uptime) during supported business hours specified by DRR. System shall comply with County backup and recovery policies.
<b>Performance</b>	
8.6.1	System shall support report execution that does not negatively impact other system functionality
8.6.2	System shall support a growing database which does not negatively impact system performance. Negative system performance includes: 1.) lagging page loads, of no more than five seconds or 2.) slow saving of updated data, requiring more than 10 seconds to save successfully or 3.) reports, attachments, and notifications, requiring more than thirty seconds to load, compile, and send. System shall not place limit on data storage or growth.
8.6.3	<i>System should send automated system performance notifications to one or more specified email addresses</i>
<b>User Interface</b>	
8.7.1	<i>System should minimize the number of unique screens, clicks, and keystrokes</i>

**EXHIBIT B  
FEE SCHEDULE FORM**

The Contractor shall provide all labor, equipment, manpower and other resources necessary to provide the goods or services in strict accordance with the scope of services, specifications defined in this solicitation for the amounts specified in this Fee Schedule Form.

Instructions:

The Contractor shall complete the Fee Schedule Form as follows:

- i. For Tasks 1-5, the Contractor shall provide the staff position number, estimated hours, and total cost estimate for each of the tasks and subtasks listed below. Tasks 1-5 shall be completed for Years 1, 2 and 3 of the contract.
- ii. For Task 6, the Contractor shall provide unit pricing for the services listed, the estimated quantities provided span a period of three (3) years. The Contractor shall include in their total for Task 6 the estimated pass-through funding.
- iii. For Task 7 the Proposer shall provide the estimated timeframe to complete, start-up costs, and on-going costs for Year 1 and the on-going costs for Years 2 and 3. The Proposer shall complete the additional table for Task 7 for on-going costs for the second 3-year contact term (Years 4-6) to capture the entire estimated costs for the SOR for the length of the CDBG-DR grant.

The Proposer shall list all staff members associated with the anticipated tasks listed in the RFP and list their billable hourly rate. Tasks 1-5 shall only include position titles and billable rates listed under Table 1.

Table 1.

Staff Number	Staff Position	Total Billable Rate (Hourly)
1	Lead Project Manager	\$225.00
2	Program Lead	\$205.00
3	Case Manager	\$95.00
4	Construction Director	\$205.00
5	Outreach Manager	\$205.00
6	Outreach Coordinator	\$100.00
7	Subject Matter Expert (SME)	\$225.00
8	QA/QC Analyst	\$140.00
9	Administrative Assistant	\$65.00
10	Grant Manager	\$165.00
11	Deputy Project Manager	\$215.00
12	Compliance Lead	\$165.00
13	Monitoring Analyst	\$150.00

**YEAR 1 FEE SCHEDULE (TASKS 1-5 and 7)**

**TASK 1 – OUTREACH AND COMMUNICATIONS PLAN - Develop and implement a Public Outreach and Communications Plan for each of the programs and activities identified in the Action Plan to include policies, and procedures.**

		Staff Number(s) Assigned to Task	Hourly Rate, per Staff Number	Estimated Hours for Task/Subtask	Total Estimated Price, per Task
1	Develop and implement a Public Outreach and Communications Plan for each of the programs and activities identified in the Action Plan to include policies, and procedures.	6- Outreach Coordinator	\$100.00	1,764	\$176,400.00
		5- Outreach Manager	\$205.00	756	\$154,980.00
<b>TOTAL ESTIMATED PRICE FOR TASK 1</b>					<b>\$331,380.00</b>

**Task 2 - Program Administration - Develop and administer regulating policies and procedures for each of the County Programs.**

A. Housing Repair and Replacement Program		Staff Number(s) Assigned to Task	Hourly Rate, per Staff Number	Estimated Hours for Task/Subtask	Total Estimated Price, per Task
1	Developing program standards and polices	2 - Program Lead	\$205.00	151	\$30,955.00
		4 - Construction Director	\$205.00	151	\$30,955.00
		7 - Subject Matter Expert (SME)	\$225.00	76	\$17,100.00
2	Workflows	2 - Program Lead	\$205.00	13	\$2,665.00
		4 - Construction Director	\$205.00	13	\$2,665.00
		7 - Subject Matter Expert (SME)	\$225.00	6	\$1,350.00
3	Applications and forms	2 - Program Lead	\$205.00	50	\$10,250.00
		4 - Construction Director	\$205.00	50	\$10,250.00
		7 - Subject Matter Expert (SME)	\$225.00	25	\$5,625.00
		2 - Program Lead	\$205.00	6	\$1,230.00

4	Intake and review process	4 - Construction Director	\$205.00	6	\$1,230.00
		7 - Subject Matter Expert (SME)	\$225.00	3	\$675.00
5	Eligibility criteria	2 - Program Lead	\$205.00	13	\$2,665.00
		4 - Construction Director	\$205.00	13	\$2,665.00
		7 - Subject Matter Expert (SME)	\$225.00	6	\$1,350.00
6	Verification and ensure no duplication of benefits process	2 - Program Lead	\$205.00	13	\$2,665.00
		4 - Construction Director	\$205.00	13	\$2,665.00
		7 - Subject Matter Expert (SME)	\$225.00	6	\$1,350.00
7	Priority of needs and appeals process	2 - Program Lead	\$205.00	6	\$1,230.00
		4 - Construction Director	\$205.00	6	\$1,230.00
		7 - Subject Matter Expert (SME)	\$225.00	4	\$900.00

**Total Estimated Price (Task 2, Sub-Task A) \$131,670.00**

<b>B. Rental Rehabilitation and New Affordable Housing Development</b>		<b>Staff Number(s) Assigned to Task</b>	<b>Hourly Rate, per Staff Number</b>	<b>Estimated Hours for Task/Subtask</b>	<b>Total Estimated Price, Per Task</b>
1	Developing program standards and policies	2 - Program Lead	\$205.00	63	\$12,915.00
		4 - Construction Director	\$205.00	63	\$12,915.00
		7 - Subject Matter Expert (SME)	\$225.00	63	\$14,175.00
2	Workflows	2 - Program Lead	\$205.00	6	\$1,230.00
		4 - Construction Director	\$205.00	6	\$1,230.00
		7 - Subject Matter Expert (SME)	\$225.00	6	\$1,350.00
3	Developing Request for Applications	2 - Program Lead	\$205.00	13	\$2,665.00
		4 - Construction Director	\$205.00	13	\$2,665.00
		7 - Subject Matter Expert (SME)	\$225.00	13	\$2,925.00
		2 - Program Lead	\$205.00	13	\$2,665.00

4	Applications and forms	4 - Construction Director	\$205.00	13	\$2,665.00
		7 - Subject Matter Expert (SME)	\$225.00	13	\$2,925.00
5	Intake and review processes	2 - Program Lead	\$205.00	3	\$615.00
		4 - Construction Director	\$205.00	3	\$615.00
		7 - Subject Matter Expert (SME)	\$225.00	3	\$675.00
6	Eligibility criteria	2 - Program Lead	\$205.00	6	\$1,230.00
		4 - Construction Director	\$205.00	6	\$1,230.00
		7 - Subject Matter Expert (SME)	\$225.00	6	\$1,350.00
7	Verification and ensure no duplication of benefits process	2 - Program Lead	\$205.00	6	\$1,230.00
		4 - Construction Director	\$205.00	6	\$1,230.00
		7 - Subject Matter Expert (SME)	\$225.00	6	\$1,350.00
8	Scoring and ranking structure for projects	2 - Program Lead	\$205.00	13	\$2,665.00
		4 - Construction Director	\$205.00	13	\$2,665.00
		7 - Subject Matter Expert (SME)	\$225.00	13	\$2,925.00
9	Appeal criteria and process	2 - Program Lead	\$205.00	3	\$615.00
		4 - Construction Director	\$205.00	3	\$615.00
		7 - Subject Matter Expert (SME)	\$225.00	3	\$675.00
<b>Total Estimated Price (Task 2, Sub-Task B)</b>					<b>\$80,010.00</b>
<b>C. Infrastructure and Public Facilities Program</b>		<b>Staff Number(s) Assigned to Task</b>	<b>Hourly Rate, per Staff Number</b>	<b>Estimated Hours for Task/Subtask</b>	<b>Total Estimated Price, per Task</b>
1	Developing program standards and policies	2 - Program Lead	\$205.00	40	\$8,200.00
		10 - Grant Manager	\$165.00	40	\$6,600.00
		11 - Deputy Project Manager	\$215.00	10	\$2,150.00
		7 - Subject Matter Expert (SME)	\$225.00	5	\$1,125.00

2	Workflows	2 - Program Lead	\$205.00	40	\$8,200.00
		10 - Grant Manager	\$165.00	40	\$6,600.00
		11 - Deputy Project Manager	\$215.00	40	\$8,600.00
		7 - Subject Matter Expert (SME)	\$225.00	5	\$1,125.00
3	Developing Request for Applications	2 - Program Lead	\$205.00	40	\$8,200.00
		10 - Grant Manager	\$165.00	40	\$6,600.00
		11 - Deputy Project Manager	\$215.00	40	\$8,600.00
		7 - Subject Matter Expert (SME)	\$225.00	5	\$1,125.00
4	Applications and forms	2 - Program Lead	\$205.00	30	\$6,150.00
		10 - Grant Manager	\$165.00	30	\$4,950.00
		11 - Deputy Project Manager	\$215.00	30	\$6,450.00
		7 - Subject Matter Expert (SME)	\$225.00	10	\$2,250.00
5	Intake and review processes	2 - Program Lead	\$205.00	40	\$8,200.00
		10 - Grant Manager	\$165.00	40	\$6,600.00
		11 - Deputy Project Manager	\$215.00	40	\$8,600.00
		7 - Subject Matter Expert (SME)	\$225.00	5	\$1,125.00
6	Eligibility criteria	2 - Program Lead	\$205.00	40	\$8,200.00
		10 - Grant Manager	\$165.00	40	\$6,600.00
		11 - Deputy Project Manager	\$215.00	20	\$4,300.00
		7 - Subject Matter Expert (SME)	\$225.00	5	\$1,125.00
7	Verification and ensure no duplication of benefits process	2 - Program Lead	\$205.00	35	\$7,175.00
		10 - Grant Manager	\$165.00	35	\$5,775.00
		11 - Deputy Project Manager	\$215.00	35	\$7,525.00
		7 - Subject Matter Expert (SME)	\$225.00	5	\$1,125.00
8	Scoring and ranking structure for projects	2 - Program Lead	\$205.00	52	\$10,660.00
		10 - Grant Manager	\$165.00	53	\$8,745.00

8	Scoring and ranking structure for projects	11 - Deputy Project Manager	\$215.00	15	\$3,225.00
		7 - Subject Matter Expert (SME)	\$225.00	11	\$2,475.00
9	Appeal criteria and process	2 - Program Lead	\$205.00	15	\$3,075.00
		10 - Grant Manager	\$165.00	15	\$2,475.00
		11 - Deputy Project Manager	\$215.00	12	\$2,580.00
		7 - Subject Matter Expert (SME)	\$225.00	20	\$4,500.00
<b>TOTAL ESTIMATED PRICE (TASK 2, SUB-TASK C)</b>					<b>\$191,010.00</b>
<b>D. Public Services Program</b>					
		<b>Staff Number(s) Assigned to Task</b>	<b>Hourly Rate, per Staff Number</b>	<b>Estimated Hours for Task/Subtask</b>	<b>Total Estimated Price, per Task</b>
1	Application intake and review	2 - Program Lead	\$205.00	32	\$6,560.00
		7 - Subject Matter Expert (SME)	\$225.00	19	\$4,275.00
2	Technical assistance for applicants	2 - Program Lead	\$205.00	32	\$6,560.00
		7 - Subject Matter Expert (SME)	\$225.00	19	\$4,275.00
3	Evaluating eligibility criteria	2 - Program Lead	\$205.00	32	\$6,560.00
		7 - Subject Matter Expert (SME)	\$225.00	19	\$4,275.00
4	Ensuring there are no duplication of benefits	2 - Program Lead	\$205.00	32	\$6,560.00
		7 - Subject Matter Expert (SME)	\$225.00	19	\$4,275.00
5	Technical assistance for subrecipients and County staff	2 - Program Lead	\$205.00	32	\$6,560.00
		7 - Subject Matter Expert (SME)	\$225.00	19	\$4,275.00
6	Score and rank projects	2 - Program Lead	\$205.00	32	\$6,560.00
		7 - Subject Matter Expert (SME)	\$225.00	19	\$4,275.00
7	Project tracking and monitor project progress	2 - Program Lead	\$205.00	32	\$6,560.00
		7 - Subject Matter Expert (SME)	\$225.00	19	\$4,275.00
8	Scoring and ranking structure for projects	2 - Program Lead	\$205.00	32	\$6,560.00

o Scoring and ranking structure for projects	7 - Subject Matter Expert (SME)	\$225.00	19	\$4,275.00
<b>TOTAL ESTIMATED PRICE (TASK 2, SUB-TASK D)</b>				<b>\$86,680.00</b>
<b>TOTAL ESTIMATED PRICE (TASK 2, SUB-TASKS A-D)</b>				<b>\$489,370.00</b>

**Task 3 - CASE MANAGEMENT – Provide adequate staff for efficient and effective processing for each of the County Programs.**

<b>A. Housing Repair and Replacement Program</b>		<b>Staff Number(s) Assigned to Task</b>	<b>Hourly Rate, per Staff Number</b>	<b>Estimated Hours for Task/Subtask</b>	<b>Total Estimated Price, Per Task</b>
1	Application intake and review	1 - Lead Project Manager	\$225.00	26	\$5,850.00
		2 - Program Lead	\$205.00	308	\$63,140.00
		8 - QA/QC Analyst	\$140.00	589	\$82,460.00
		3 -Case Manager	\$95.00	1,764	\$167,580.00
		9 - Administrative Assistant	\$65.00	588	\$38,220.00
		4 - Construction Director	\$205.00	0	\$0.00
		7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00
2	Technical assistance for applicants	1 - Lead Project Manager	\$225.00	8	\$1,800.00
		2 - Program Lead	\$205.00	88	\$18,040.00
		8 - QA/QC Analyst	\$140.00	168	\$23,520.00
		3 -Case Manager	\$95.00	504	\$47,880.00
		9 - Administrative Assistant	\$65.00	168	\$10,920.00
		4 - Construction Director	\$205.00	0	\$0.00
		7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00
3	Evaluating eligibility criteria	1 - Lead Project Manager	\$225.00	15	\$3,375.00
		2 - Program Lead	\$205.00	177	\$36,285.00
		8 - QA/QC Analyst	\$140.00	336	\$47,040.00
		3 -Case Manager	\$95.00	1,008	\$95,760.00



		9 - Administrative Assistant	\$65.00	336	\$21,840.00
		4 - Construction Director	\$205.00	0	\$0.00
		7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00
4	Ensuring there are no duplication of benefits	1 - Lead Project Manager	\$225.00	11	\$2,475.00
		2 - Program Lead	\$205.00	132	\$27,060.00
		8 - QA/QC Analyst	\$140.00	252	\$35,280.00
		3 -Case Manager	\$95.00	756	\$71,820.00
		9 - Administrative Assistant	\$65.00	252	\$16,380.00
		4 - Construction Director	\$205.00	0	\$0.00
		7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00
5	Rank project according to the priority of need	1 - Lead Project Manager	\$225.00	4	\$900.00
		2 - Program Lead	\$205.00	44	\$9,020.00
		8 - QA/QC Analyst	\$140.00	84	\$11,760.00
		3 -Case Manager	\$95.00	252	\$23,940.00
		9 - Administrative Assistant	\$65.00	84	\$5,460.00
		4 - Construction Director	\$205.00	0	\$0.00
		7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00
6	Assistance with project procurement processes	1 - Lead Project Manager	\$225.00	0	\$0.00
		2 - Program Lead	\$205.00	0	\$0.00
		8 - QA/QC Analyst	\$140.00	0	\$0.00
		3 -Case Manager	\$95.00	0	\$0.00
		9 - Administrative Assistant	\$65.00	0	\$0.00
		4 - Construction Director	\$205.00	150	\$30,750.00
		7 - Subject Matter Expert (SME)	\$225.00	168	\$37,800.00
		1 - Lead Project Manager	\$225.00	0	\$0.00
		2 - Program Lead	\$205.00	0	\$0.00

7	Affirmative marketing for contracting opportunities	8 - QA/QC Analyst	\$140.00	0	\$0.00
		3 -Case Manager	\$95.00	0	\$0.00
		9 - Administrative Assistant	\$65.00	0	\$0.00
		4 - Construction Director	\$205.00	18	\$3,690.00
		7 - Subject Matter Expert (SME)	\$225.00	5	\$1,125.00
8	Project tracking and monitoring project progress	1 - Lead Project Manager	\$225.00	8	\$1,800.00
		2 - Program Lead	\$205.00	88	\$18,040.00
		8 - QA/QC Analyst	\$140.00	168	\$23,520.00
		3 -Case Manager	\$95.00	504	\$47,880.00
		9 - Administrative Assistant	\$65.00	168	\$10,920.00
		4 - Construction Director	\$205.00	0	\$0.00
		7 - Subject Matter Expert (SME)	\$225.00	62	\$13,950.00
9	Administer appeals	1 - Lead Project Manager	\$225.00	4	\$900.00
		2 - Program Lead	\$205.00	44	\$9,020.00
		8 - QA/QC Analyst	\$140.00	84	\$11,760.00
		3 -Case Manager	\$95.00	252	\$23,940.00
		9 - Administrative Assistant	\$65.00	84	\$5,460.00
		4 - Construction Director	\$205.00	0	\$0.00
		7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00

**Total Estimated Price (Task 3, Sub-Task A) \$1,108,360.00**

<b>B. Rental Rehabilitation and New Affordable Housing Development</b>		<b>Staff Number(s) Assigned to Task</b>	<b>Hourly Rate, per Staff Number</b>	<b>Estimated Hours for Task/Subtask</b>	<b>Total Estimated Price, Per Task</b>
1	Application intake and review	1 - Lead Project Manager	\$225.00	23	\$5,175.00
		2 - Program Lead	\$205.00	109	\$22,345.00

1	Application intake and review	10 - Grant Manager	\$165.00	176	\$29,040.00
		7 - Subject Matter Expert (SME)	\$225.00	43	\$9,675.00
2	Technical assistance for applicants	1 - Lead Project Manager	\$225.00	45	\$10,125.00
		2 - Program Lead	\$205.00	218	\$44,690.00
		10 - Grant Manager	\$165.00	353	\$58,245.00
		7 - Subject Matter Expert (SME)	\$225.00	86	\$19,350.00
3	Evaluating eligibility criteria	1 - Lead Project Manager	\$225.00	11	\$2,475.00
		2 - Program Lead	\$205.00	55	\$11,275.00
		10 - Grant Manager	\$165.00	88	\$14,520.00
		7 - Subject Matter Expert (SME)	\$225.00	23	\$5,175.00
4	Ensuring there are no duplication of benefits	1 - Lead Project Manager	\$225.00	23	\$5,175.00
		2 - Program Lead	\$205.00	109	\$22,345.00
		10 - Grant Manager	\$165.00	176	\$29,040.00
		7 - Subject Matter Expert (SME)	\$225.00	43	\$9,675.00
5	Score and rank projects	1 - Lead Project Manager	\$225.00	45	\$10,125.00
		2 - Program Lead	\$205.00	218	\$44,690.00
		10 - Grant Manager	\$165.00	353	\$58,245.00
		7 - Subject Matter Expert (SME)	\$225.00	86	\$19,350.00
6	Assistance with project procurement processes	1 - Lead Project Manager	\$225.00	11	\$2,475.00
		2 - Program Lead	\$205.00	55	\$11,275.00
		10 - Grant Manager	\$165.00	88	\$14,520.00
		7 - Subject Matter Expert (SME)	\$225.00	21	\$4,725.00
7	Technical assistance for subrecipients and County staff	1 - Lead Project Manager	\$225.00	46	\$10,350.00
		2 - Program Lead	\$205.00	218	\$44,690.00
		10 - Grant Manager	\$165.00	353	\$58,245.00
		7 - Subject Matter Expert (SME)	\$225.00	85	\$19,125.00

8	Project tracking and monitor project progress	1 - Lead Project Manager	\$225.00	11	\$2,475.00
		2 - Program Lead	\$205.00	55	\$11,275.00
		10 - Grant Manager	\$165.00	88	\$14,520.00
		7 - Subject Matter Expert (SME)	\$225.00	21	\$4,725.00
9	Administer appeals	1 - Lead Project Manager	\$225.00	11	\$2,475.00
		2 - Program Lead	\$205.00	56	\$11,480.00
		10 - Grant Manager	\$165.00	88	\$14,520.00
		7 - Subject Matter Expert (SME)	\$225.00	21	\$4,725.00
<b>Total Estimated Price (Task 3, Sub-Task B)</b>					<b>\$662,335.00</b>
<b>C. Infrastructure and Public Facilities Program</b>					
<b>C. Infrastructure and Public Facilities Program</b>		<b>Staff Number(s) Assigned to Task</b>	<b>Hourly Rate, per Staff Number</b>	<b>Estimated Hours for Task/Subtask</b>	<b>Total Estimated Price, per Task</b>
1	Application intake and review	1 - Lead Project Manager	\$225.00	50	\$11,250.00
		10 - Grant Manager	\$165.00	140	\$23,100.00
		2 - Program Lead	\$205.00	190	\$38,950.00
		11 - Deputy Project Manager	\$215.00	125	\$26,875.00
		7 - Subject Matter Expert (SME)	\$225.00	30	\$6,750.00
2	Technical assistance for applicants	1 - Lead Project Manager	\$225.00	75	\$16,875.00
		10 - Grant Manager	\$165.00	175	\$28,875.00
		2 - Program Lead	\$205.00	175	\$35,875.00
		11 - Deputy Project Manager	\$215.00	201	\$43,215.00
		7 - Subject Matter Expert (SME)	\$225.00	30	\$6,750.00
3	Evaluating eligibility criteria	1 - Lead Project Manager	\$225.00	25	\$5,625.00
		10 - Grant Manager	\$165.00	115	\$18,975.00
		2 - Program Lead	\$205.00	115	\$23,575.00

		11 - Deputy Project Manager	\$215.00	110	\$23,650.00
		7 - Subject Matter Expert (SME)	\$225.00	30	\$6,750.00
4	Ensuring there are no duplication of benefits	1 - Lead Project Manager	\$225.00	25	\$5,625.00
		10 - Grant Manager	\$165.00	125	\$20,625.00
		2 - Program Lead	\$205.00	125	\$25,625.00
		11 - Deputy Project Manager	\$215.00	105	\$22,575.00
		7 - Subject Matter Expert (SME)	\$225.00	30	\$6,750.00
5	Score and rank projects	1 - Lead Project Manager	\$225.00	25	\$5,625.00
		10 - Grant Manager	\$165.00	135	\$22,275.00
		2 - Program Lead	\$205.00	135	\$27,675.00
		11 - Deputy Project Manager	\$215.00	130	\$27,950.00
		7 - Subject Matter Expert (SME)	\$225.00	64	\$14,400.00
6	Assistance with project procurement processes	1 - Lead Project Manager	\$225.00	75	\$16,875.00
		10 - Grant Manager	\$165.00	225	\$37,125.00
		2 - Program Lead	\$205.00	225	\$46,125.00
		11 - Deputy Project Manager	\$215.00	220	\$47,300.00
		7 - Subject Matter Expert (SME)	\$225.00	350	\$78,750.00
7	Technical assistance for subrecipients and County staff	1 - Lead Project Manager	\$225.00	200	\$45,000.00
		10 - Grant Manager	\$165.00	200	\$33,000.00
		2 - Program Lead	\$205.00	200	\$41,000.00
		11 - Deputy Project Manager	\$215.00	200	\$43,000.00
		7 - Subject Matter Expert (SME)	\$225.00	200	\$45,000.00
8	Project tracking and monitor project progress	1 - Lead Project Manager	\$225.00	0	\$0.00
		10 - Grant Manager	\$165.00	0	\$0.00
		2 - Program Lead	\$205.00	0	\$0.00
		11 - Deputy Project Manager	\$215.00	0	\$0.00

		7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00
9	Administer appeals	1 - Lead Project Manager	\$225.00	10	\$2,250.00
		10 - Grant Manager	\$165.00	10	\$1,650.00
		2 - Program Lead	\$205.00	10	\$2,050.00
		11 - Deputy Project Manager	\$215.00	10	\$2,150.00
		7 - Subject Matter Expert (SME)	\$225.00	10	\$2,250.00
<b>TOTAL ESTIMATED PRICE (TASK 3, SUB-TASK C)</b>					<b>\$939,740.00</b>
<b>D. Public Services Program</b>					
		<b>Staff Number(s) Assigned to Task</b>	<b>Hourly Rate, per Staff Number</b>	<b>Estimated Hours for Task/Subtask</b>	<b>Total Estimated Price, per Task</b>
1	Application intake and review	11 - Deputy Project Manager	\$215.00	8	\$1,720.00
		2 - Program Lead	\$205.00	43	\$8,815.00
		10 - Grant Manager	\$165.00	43	\$7,095.00
		7 - Subject Matter Expert (SME)	\$225.00	11	\$2,475.00
2	Technical assistance for applicants	11 - Deputy Project Manager	\$215.00	8	\$1,720.00
		2 - Program Lead	\$205.00	43	\$8,815.00
		10 - Grant Manager	\$165.00	43	\$7,095.00
		7 - Subject Matter Expert (SME)	\$225.00	11	\$2,475.00
3	Evaluating eligibility criteria	11 - Deputy Project Manager	\$215.00	8	\$1,720.00
		2 - Program Lead	\$205.00	43	\$8,815.00
		10 - Grant Manager	\$165.00	43	\$7,095.00
		7 - Subject Matter Expert (SME)	\$225.00	11	\$2,475.00
4	Ensuring there are no duplication of benefits	11 - Deputy Project Manager	\$215.00	8	\$1,720.00
		2 - Program Lead	\$205.00	43	\$8,815.00
		10 - Grant Manager	\$165.00	43	\$7,095.00

		7 - Subject Matter Expert (SME)	\$225.00	11	\$2,475.00
5	Technical assistance for subrecipients and County staff	11 - Deputy Project Manager	\$215.00	8	\$1,720.00
		2 - Program Lead	\$205.00	43	\$8,815.00
		10 - Grant Manager	\$165.00	43	\$7,095.00
		7 - Subject Matter Expert (SME)	\$225.00	11	\$2,475.00
		11 - Deputy Project Manager	\$215.00	8	\$1,720.00
		2 - Program Lead	\$205.00	43	\$8,815.00
6	Score and rank projects	10 - Grant Manager	\$165.00	43	\$7,095.00
		7 - Subject Matter Expert (SME)	\$225.00	11	\$2,475.00
		11 - Deputy Project Manager	\$215.00	8	\$1,720.00
7	Project tracking and monitor project progress	11 - Deputy Project Manager	\$215.00	8	\$1,720.00
		2 - Program Lead	\$205.00	43	\$8,815.00
		10 - Grant Manager	\$165.00	43	\$7,095.00
		7 - Subject Matter Expert (SME)	\$225.00	11	\$2,475.00
<b>TOTAL ESTIMATED PRICE (TASK 3, SUB-TASK D)</b>					<b>\$140,735.00</b>
<b>TOTAL ESTIMATED PRICE (TASK 3, SUB-TASK A-D)</b>					<b>\$2,851,170.00</b>

**TASK 4 – GRANT COMPLIANCE AND MONITORING – Provide adequate staff to ensure compliance in an effective and efficient manner for each of the County Programs, to also include federal labor requirements to include Davis-Bacon and Related Acts, BABA, Section 3, and any other cross-cutting regulations.**

Program	Staff Number(s) Assigned to Task	Hourly Rate, per Staff Number	Estimated Hours for Task/Subtask	Total Estimated Price, per Task
A	12 - Compliance Lead	\$165.00	12	\$1,980.00
	13 - Monitoring Analyst	\$150.00	11	\$1,650.00
	8 - QA/QC Analyst	\$140.00	13	\$1,820.00
	1 - Lead Project Manager	\$225.00	7	\$1,575.00
	11 - Deputy Project Manager	\$215.00	12	\$2,580.00

B	Rental Rehabilitation and New Affordable Housing Development	12 - Compliance Lead	\$165.00	8	\$1,320.00
		13 - Monitoring Analyst	\$150.00	8	\$1,200.00
		8 - QA/QC Analyst	\$140.00	9	\$1,260.00
		1 - Lead Project Manager	\$225.00	7	\$1,575.00
		11 - Deputy Project Manager	\$215.00	5	\$1,075.00
C	Infrastructure and Public Facilities	12 - Compliance Lead	\$165.00	9	\$1,485.00
		13 - Monitoring Analyst	\$150.00	9	\$1,350.00
		8 - QA/QC Analyst	\$140.00	9	\$1,260.00
		1 - Lead Project Manager	\$225.00	9	\$2,025.00
		11 - Deputy Project Manager	\$215.00	6	\$1,290.00
D	Public Services	12 - Compliance Lead	\$165.00	4	\$660.00
		13 - Monitoring Analyst	\$150.00	4	\$600.00
		8 - QA/QC Analyst	\$140.00	5	\$700.00
		1 - Lead Project Manager	\$225.00	9	\$2,025.00
		11 - Deputy Project Manager	\$215.00	5	\$1,075.00

**TOTAL ESTIMATED PRICE (TASK 4) \$28,505.00**

**TASK 5 – PROJECT AND PROGRAM CLOSEOUT – Assist subrecipients and clients in project completion activities and ensure complete and accurate closeout of project activities and for each of the County Programs.**

Program	Staff Number(s) Assigned to Task	Hourly Rate, per Staff Number	Estimated Hours for Task/Subtask	Total Estimated Price, per Task
A Housing Repair and Replacement	2 - Program Lead	\$205.00	0	\$0.00
	10 - Grant Manager	\$165.00	0	\$0.00
	7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00
	5 - Case Manager	\$95.00	0	\$0.00



		8 - QA/QC Analyst	\$140.00	0	\$0.00
B	Rental Rehabilitation and New Affordable Housing Development	2 - Program Lead	\$205.00	0	\$0.00
		10 - Grant Manager	\$165.00	0	\$0.00
		7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00
		5 - Case Manager	\$95.00	0	\$0.00
		8 - QA/QC Analyst	\$140.00	0	\$0.00
C	Infrastructure and Public Facilities	2 - Program Lead	\$205.00	0	\$0.00
		10 - Grant Manager	\$165.00	0	\$0.00
		7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00
		5 - Case Manager	\$95.00	0	\$0.00
		8 - QA/QC Analyst	\$140.00	0	\$0.00
D	Public Services	2 - Program Lead	\$205.00	0	\$0.00
		10 - Grant Manager	\$165.00	0	\$0.00
		7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00
		5 - Case Manager	\$95.00	0	\$0.00
		8 - QA/QC Analyst	\$140.00	0	\$0.00
<b>TOTAL ESTIMATED PRICE (TASK 5)</b>					<b>\$0.00</b>

**TASK 7 - YEAR 1 - SYSTEM OF RECORD (SOR) (Start-up Task and On-going Costs)**

<b>A. Start-up Tasks/Costs</b>		<b>Estimated Time (Weeks)</b>	<b>Total Start-Up Costs</b>
1	Kick-off meeting	0.50	\$4,000.00
2	Project Management	8.00	\$25,000.00
3	Review, Validation, and Prioritization	2.00	\$25,000.00
4	System Requirements Gathering	2.00	\$25,000.00

5	Design and Development: System Architecture	4.00	\$40,000.00
6	Design and Development: User Interface	4.00	\$40,000.00
7	Design and Development: Development	8.00	\$600,000.00
8	Testing: Functional Testing	2.00	\$20,000.00
9	Testing: Regression Testing	2.00	\$20,000.00
10	Testing: User Acceptance Testing (UAT)	1.00	\$15,000.00
11	Training and Documentation	1.00	\$15,000.00
12	Deployment	1.00	\$75,000.00
<b>TOTAL START-UP COSTS:</b>			<b>\$904,000.00</b>
<b>B. Ongoing Costs</b>			<b>Costs</b>
1	Software Setup and Deployment		\$650,000.00
2	Software Licenses		\$75,000.00
3	Per Seat Fee (up to 50 seats)		\$1,500.00
4	Data Storage		\$25,000.00
5	Maintenance		\$50,000.00
<b>TOTAL ANNUAL COST</b>			<b>\$801,500.00</b>
<b>YEAR 1 - Total Start-up Costs/On-going + Total Annual Costs</b>			<b>\$1,705,500.00</b>
<b>YEAR 1 TOTAL ESTIMATED COSTS – TASKS 1-5 + 7</b>			<b>\$5,405,925.00</b>

**YEAR 2 FEE SCHEDULE (TASKS 1-5 and 7)**

<b>TASK 1 – OUTREACH AND COMMUNICATIONS PLAN - Develop and implement a Public Outreach and Communications Plan for each of the programs and activities identified in the Action Plan to include policies, and procedures.</b>					
		<b>Staff Number(s) Assigned to Task</b>	<b>Hourly Rate, per Staff Number</b>	<b>Estimated Hours for Task/Subtask</b>	<b>Total Estimated Price, per Task</b>

1	Develop and implement a Public Outreach and Communications Plan for each of the programs and activities identified in the Action Plan to include policies, and procedures.	6- Outreach Coordinator	\$100.00	0	\$0.00
		5- Outreach Manager	\$205.00	0	\$0.00
<b>TOTAL ESTIMATED PRICE FOR TASK 1</b>					<b>\$0.00</b>

**TASK 2 – PROGRAM ADMINISTRATION – Develop and administer regulating policies and procedures for each of the County Programs.**

A. Housing Repair and Replacement Program		Staff Number(s) Assigned to Task	Hourly Rate, per Staff Number	Estimated Hours for Task/Subtask	Total Estimated Price, per Task
1	Developing program standards and polices	2 - Program Lead	\$205.00	101	\$20,705.00
2	Workflows		\$0.00	0	\$0.00
3	Applications and forms		\$0.00	0	\$0.00
4	Intake and review process		\$0.00	0	\$0.00
5	Eligibility criteria		\$0.00	0	\$0.00
6	Verification and ensure no duplication of benefits process		\$0.00	0	\$0.00
7	Priority of needs and appeals process		\$0.00	0	\$0.00
<b>TOTAL ESTIMATED PRICE (TASK 2, SUB-TASK A)</b>					<b>\$20,705.00</b>

B. Rental Rehabilitation and New Affordable Housing Development		Staff Number(s) Assigned to Task	Hourly Rate, per Staff Number	Estimated Hours for Task/Subtask	Total Estimated Price, per Task
1	Developing program standards and policies	2 - Program Lead	\$205.00	101	\$20,705.00
2	Workflows		\$0.00	0	\$0.00
3	Developing Request for Applications		\$0.00	0	\$0.00
4	Applications and forms		\$0.00	0	\$0.00
5	Intake and review processes		\$0.00	0	\$0.00

6	Eligibility criteria		\$0.00	0	\$0.00
7	Verification and ensure no duplication of benefits process		\$0.00	0	\$0.00
8	Scoring and ranking structure for projects		\$0.00	0	\$0.00
9	Appeal criteria and process		\$0.00	0	\$0.00
<b>TOTAL ESTIMATED PRICE (TASK 2, SUB-TASK B)</b>					<b>\$20,705.00</b>
<b>C. Infrastructure and Public Facilities Program</b>		<b>Staff Number(s) Assigned to Task</b>	<b>Hourly Rate, per Staff Number</b>	<b>Estimated Hours for Task/Subtask</b>	<b>Total Estimated Price, per Task</b>
1	Developing program standards and policies	2 - Program Lead	\$205.00	0	\$0.00
		10 - Grant Manager	\$165.00	0	\$0.00
		11 - Deputy Project Manager	\$215.00	0	\$0.00
		7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00
2	Workflows	2 - Program Lead	\$205.00	0	\$0.00
		10 - Grant Manager	\$165.00	0	\$0.00
		11 - Deputy Project Manager	\$215.00	0	\$0.00
		7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00
3	Developing Request for Applications	2 - Program Lead	\$205.00	0	\$0.00
		10 - Grant Manager	\$165.00	0	\$0.00
		11 - Deputy Project Manager	\$215.00	0	\$0.00
		7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00
4	Applications and forms	2 - Program Lead	\$205.00	0	\$0.00
		10 - Grant Manager	\$165.00	0	\$0.00
		11 - Deputy Project Manager	\$215.00	0	\$0.00
		7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00
		2 - Program Lead	\$205.00	0	\$0.00

5	Intake and review processes	10 - Grant Manager	\$165.00	0	\$0.00
		11 - Deputy Project Manager	\$215.00	0	\$0.00
		7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00
6	Eligibility criteria	2 - Program Lead	\$205.00	0	\$0.00
		10 - Grant Manager	\$165.00	0	\$0.00
		11 - Deputy Project Manager	\$215.00	0	\$0.00
		7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00
7	Verification and ensure no duplication of benefits process	2 - Program Lead	\$205.00	10	\$2,050.00
		10 - Grant Manager	\$165.00	10	\$1,650.00
		11 - Deputy Project Manager	\$215.00	10	\$2,150.00
		7 - Subject Matter Expert (SME)	\$225.00	10	\$2,250.00
8	Scoring and ranking structure for projects	2 - Program Lead	\$205.00	0	\$0.00
		10 - Grant Manager	\$165.00	0	\$0.00
		11 - Deputy Project Manager	\$215.00	0	\$0.00
		7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00
9	Appeal criteria and process	2 - Program Lead	\$205.00	5	\$1,025.00
		10 - Grant Manager	\$165.00	5	\$825.00
		11 - Deputy Project Manager	\$215.00	5	\$1,075.00
		7 - Subject Matter Expert (SME)	\$225.00	5	\$1,125.00
<b>TOTAL ESTIMATED PRICE (TASK 2, SUB-TASK C)</b>					<b>\$12,150.00</b>
<b>D. Public Services Program</b>		<b>Staff Number(s) Assigned to Task</b>	<b>Hourly Rate, per Staff Number</b>	<b>Estimated Hours for Task/Subtask</b>	<b>Total Estimated Price, per Task</b>
1	Developing program standards and policies		\$0.00	0	\$0.00
2	Workflows		\$0.00	0	\$0.00

3	Developing Request for Applications		\$0.00	0	\$0.00
4	Applications and forms		\$0.00	0	\$0.00
5	Intake and review processes		\$0.00	0	\$0.00
6	Eligibility criteria		\$0.00	0	\$0.00
7	Verification process		\$0.00	0	\$0.00
8	Scoring and ranking structure for projects		\$0.00	0	\$0.00
<b>TOTAL ESTIMATED PRICE (TASK 2, SUB-TASK D)</b>					\$0.00
<b>TOTAL ESTIMATED PRICE (TASK 2, SUB-TASKS A-D)</b>					<b>\$53,560.00</b>

**Task 3 - CASE MANAGEMENT – Provide adequate staff for efficient and effective processing for each of the County Programs.**

<b>A. Housing Repair and Replacement Program</b>		<b>Staff Number(s) Assigned to Task</b>	<b>Hourly Rate, per Staff Number</b>	<b>Estimated Hours for Task/Subtask</b>	<b>Total Estimated Price, Per Task</b>
1	Application intake and review	1 - Lead Project Manager	\$225.00	0	\$0.00
		2 - Program Lead	\$205.00	0	\$0.00
		8 - QA/QC Analyst	\$140.00	202	\$28,280.00
		3 -Case Manager	\$95.00	269	\$25,555.00
		9 - Administrative Assistant	\$65.00	0	\$0.00
		4 - Construction Director	\$205.00	0	\$0.00
		7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00
2	Technical assistance for applicants	1 - Lead Project Manager	\$225.00	0	\$0.00
		2 - Program Lead	\$205.00	0	\$0.00
		8 - QA/QC Analyst	\$140.00	202	\$28,280.00
		3 -Case Manager	\$95.00	1,075	\$102,125.00
		9 - Administrative Assistant	\$65.00	336	\$21,840.00
		4 - Construction Director	\$205.00	0	\$0.00

		7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00
3	Evaluating eligibility criteria	1 - Lead Project Manager	\$225.00	0	\$0.00
		2 - Program Lead	\$205.00	0	\$0.00
		8 - QA/QC Analyst	\$140.00	202	\$28,280.00
		3 -Case Manager	\$95.00	269	\$25,555.00
		9 - Administrative Assistant	\$65.00	0	\$0.00
		4 - Construction Director	\$205.00	0	\$0.00
		7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00
4	Ensuring there are no duplication of benefits	1 - Lead Project Manager	\$225.00	0	\$0.00
		2 - Program Lead	\$205.00	0	\$0.00
		8 - QA/QC Analyst	\$140.00	202	\$28,280.00
		3 -Case Manager	\$95.00	269	\$25,555.00
		9 - Administrative Assistant	\$65.00	0	\$0.00
		4 - Construction Director	\$205.00	0	\$0.00
		7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00
5	Rank project according to the priority of need	1 - Lead Project Manager	\$225.00	0	\$0.00
		2 - Program Lead	\$205.00	0	\$0.00
		8 - QA/QC Analyst	\$140.00	202	\$28,280.00
		3 -Case Manager	\$95.00	269	\$25,555.00
		9 - Administrative Assistant	\$65.00	0	\$0.00
		4 - Construction Director	\$205.00	0	\$0.00
		7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00
6	Assistance with project procurement processes	1 - Lead Project Manager	\$225.00	0	\$0.00
		2 - Program Lead	\$205.00	0	\$0.00
		8 - QA/QC Analyst	\$140.00	0	\$0.00
		3 -Case Manager	\$95.00	0	\$0.00

		9 - Administrative Assistant	\$65.00	0	\$0.00
		4 - Construction Director	\$205.00	0	\$0.00
		7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00
7	Affirmative marketing for contracting opportunities	1 - Lead Project Manager	\$225.00	0	\$0.00
		2 - Program Lead	\$205.00	0	\$0.00
		8 - QA/QC Analyst	\$140.00	0	\$0.00
		3 -Case Manager	\$95.00	0	\$0.00
		9 - Administrative Assistant	\$65.00	0	\$0.00
		4 - Construction Director	\$205.00	0	\$0.00
		7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00
8	Project tracking and monitoring project progress	1 - Lead Project Manager	\$225.00	101	\$22,725.00
		2 - Program Lead	\$205.00	1,008	\$206,640.00
		8 - QA/QC Analyst	\$140.00	504	\$70,560.00
		3 -Case Manager	\$95.00	269	\$25,555.00
		9 - Administrative Assistant	\$65.00	0	\$0.00
		4 - Construction Director	\$205.00	0	\$0.00
		7 - Subject Matter Expert (SME)	\$225.00	101	\$22,725.00
9	Administer appeals	1 - Lead Project Manager	\$225.00	0	\$0.00
		2 - Program Lead	\$205.00	0	\$0.00
		8 - QA/QC Analyst	\$140.00	504	\$70,560.00
		3 -Case Manager	\$95.00	269	\$25,555.00
		9 - Administrative Assistant	\$65.00	0	\$0.00
		4 - Construction Director	\$205.00	0	\$0.00
		7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00
<b>Total Estimated Price (Task 3, Sub-Task A)</b>					<b>\$811,905.00</b>



<b>B. Rental Rehabilitation and New Affordable Housing Development</b>		<b>Staff Number(s) Assigned to Task</b>	<b>Hourly Rate, per Staff Number</b>	<b>Estimated Hours for Task/Subtask</b>	<b>Total Estimated Price, Per Task</b>
1	Application intake and review	1 - Lead Project Manager	\$225.00	0	\$0.00
		2 - Program Lead	\$205.00	0	\$0.00
		10 - Grant Manager	\$165.00	252	\$41,580.00
		7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00
2	Technical assistance for applicants	1 - Lead Project Manager	\$225.00	0	\$0.00
		2 - Program Lead	\$205.00	0	\$0.00
		10 - Grant Manager	\$165.00	504	\$83,160.00
		7 - Subject Matter Expert (SME)	\$225.00	81	\$18,225.00
3	Evaluating eligibility criteria	1 - Lead Project Manager	\$225.00	0	\$0.00
		2 - Program Lead	\$205.00	0	\$0.00
		10 - Grant Manager	\$165.00	378	\$62,370.00
		7 - Subject Matter Expert (SME)	\$225.00	81	\$18,225.00
4	Ensuring there are no duplication of benefits	1 - Lead Project Manager	\$225.00	0	\$0.00
		2 - Program Lead	\$205.00	0	\$0.00
		10 - Grant Manager	\$165.00	252	\$41,580.00
		7 - Subject Matter Expert (SME)	\$225.00	81	\$18,225.00
5	Score and rank projects	1 - Lead Project Manager	\$225.00	0	\$0.00
		2 - Program Lead	\$205.00	0	\$0.00
		10 - Grant Manager	\$165.00	252	\$41,580.00
		7 - Subject Matter Expert (SME)	\$225.00	81	\$18,225.00
6	Assistance with project procurement processes	1 - Lead Project Manager	\$225.00	0	\$0.00
		2 - Program Lead	\$205.00	0	\$0.00
		10 - Grant Manager	\$165.00	252	\$41,580.00

		7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00
7	Technical assistance for subrecipients and County staff	1 - Lead Project Manager	\$225.00	0	\$0.00
		2 - Program Lead	\$205.00	0	\$0.00
		10 - Grant Manager	\$165.00	378	\$62,370.00
		7 - Subject Matter Expert (SME)	\$225.00	81	\$18,225.00
8	Project tracking and monitor project progress	1 - Lead Project Manager	\$225.00	269	\$60,525.00
		2 - Program Lead	\$205.00	1,865	\$382,325.00
		10 - Grant Manager	\$165.00	0	\$0.00
		7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00
9	Administer appeals	1 - Lead Project Manager	\$225.00	0	\$0.00
		2 - Program Lead	\$205.00	0	\$0.00
		10 - Grant Manager	\$165.00	252	\$41,580.00
		7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00
<b>Total Estimated Price (Task 3, Sub-Task B)</b>					<b>\$949,775.00</b>
<b>C. Infrastructure and Public Facilities Program</b>					
		<b>Staff Number(s) Assigned to Task</b>	<b>Hourly Rate, per Staff Number</b>	<b>Estimated Hours for Task/Subtask</b>	<b>Total Estimated Price, per Task</b>
1	Developing program standards and policies	1 - Lead Project Manager	\$225.00	0	\$0.00
		10 - Grant Manager	\$165.00	0	\$0.00
		2 - Program Lead	\$205.00	0	\$0.00
		11 - Deputy Project Manager	\$215.00	0	\$0.00
		7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00
2	Workflows	1 - Lead Project Manager	\$225.00	50	\$11,250.00
		10 - Grant Manager	\$165.00	50	\$8,250.00
		2 - Program Lead	\$205.00	50	\$10,250.00

		11 - Deputy Project Manager	\$215.00	50	\$10,750.00
		7 - Subject Matter Expert (SME)	\$225.00	50	\$11,250.00
3	Developing Request for Applications	1 - Lead Project Manager	\$225.00	25	\$5,625.00
		10 - Grant Manager	\$165.00	25	\$4,125.00
		2 - Program Lead	\$205.00	25	\$5,125.00
		11 - Deputy Project Manager	\$215.00	25	\$5,375.00
		7 - Subject Matter Expert (SME)	\$225.00	25	\$5,625.00
4	Applications and forms	1 - Lead Project Manager	\$225.00	25	\$5,625.00
		10 - Grant Manager	\$165.00	25	\$4,125.00
		2 - Program Lead	\$205.00	25	\$5,125.00
		11 - Deputy Project Manager	\$215.00	25	\$5,375.00
		7 - Subject Matter Expert (SME)	\$225.00	25	\$5,625.00
5	Intake and review processes	1 - Lead Project Manager	\$225.00	25	\$5,625.00
		10 - Grant Manager	\$165.00	25	\$4,125.00
		2 - Program Lead	\$205.00	25	\$5,125.00
		11 - Deputy Project Manager	\$215.00	25	\$5,375.00
		7 - Subject Matter Expert (SME)	\$225.00	25	\$5,625.00
6	Eligibility criteria	1 - Lead Project Manager	\$225.00	100	\$22,500.00
		10 - Grant Manager	\$165.00	100	\$16,500.00
		2 - Program Lead	\$205.00	100	\$20,500.00
		11 - Deputy Project Manager	\$215.00	100	\$21,500.00
		7 - Subject Matter Expert (SME)	\$225.00	100	\$22,500.00
7	Verification and ensure no duplication of benefits process	1 - Lead Project Manager	\$225.00	450	\$101,250.00
		10 - Grant Manager	\$165.00	450	\$74,250.00
		2 - Program Lead	\$205.00	450	\$92,250.00
		11 - Deputy Project Manager	\$215.00	450	\$96,750.00

		7 - Subject Matter Expert (SME)	\$225.00	300	\$67,500.00
8	Scoring and ranking structure for projects	1 - Lead Project Manager	\$225.00	75	\$16,875.00
		10 - Grant Manager	\$165.00	140	\$23,100.00
		2 - Program Lead	\$205.00	140	\$28,700.00
		11 - Deputy Project Manager	\$215.00	130	\$27,950.00
		7 - Subject Matter Expert (SME)	\$225.00	50	\$11,250.00
9	Appeal criteria and process	1 - Lead Project Manager	\$225.00	26	\$5,850.00
		10 - Grant Manager	\$165.00	87	\$14,355.00
		2 - Program Lead	\$205.00	87	\$17,835.00
		11 - Deputy Project Manager	\$215.00	15	\$3,225.00
		7 - Subject Matter Expert (SME)	\$225.00	10	\$2,250.00

**TOTAL ESTIMATED PRICE (TASK 3, SUB-TASK C) \$816,265.00**

<b>D. Public Services Program</b>		<b>Staff Number(s) Assigned to Task</b>	<b>Hourly Rate, per Staff Number</b>	<b>Estimated Hours for Task/Subtask</b>	<b>Total Estimated Price, per Task</b>
1	Application intake and review	11 - Deputy Project Manager	\$215.00	12	\$2,580.00
		2 - Program Lead	\$205.00	53	\$10,865.00
		10 - Grant Manager	\$165.00	58	\$9,570.00
		7 - Subject Matter Expert (SME)	\$225.00	14	\$3,150.00
2	Technical assistance for applicants	11 - Deputy Project Manager	\$215.00	12	\$2,580.00
		2 - Program Lead	\$205.00	53	\$10,865.00
		10 - Grant Manager	\$165.00	58	\$9,570.00
		7 - Subject Matter Expert (SME)	\$225.00	14	\$3,150.00
3	Evaluating eligibility criteria	11 - Deputy Project Manager	\$215.00	12	\$2,580.00
		2 - Program Lead	\$205.00	53	\$10,865.00
		10 - Grant Manager	\$165.00	58	\$9,570.00

		7 - Subject Matter Expert (SME)	\$225.00	14	\$3,150.00
4	Ensuring there are no duplication of benefits	11 - Deputy Project Manager	\$215.00	12	\$2,580.00
		2 - Program Lead	\$205.00	53	\$10,865.00
		10 - Grant Manager	\$165.00	58	\$9,570.00
		7 - Subject Matter Expert (SME)	\$225.00	14	\$3,150.00
5	Technical assistance for subrecipients and County staff	11 - Deputy Project Manager	\$215.00	12	\$2,580.00
		2 - Program Lead	\$205.00	53	\$10,865.00
		10 - Grant Manager	\$165.00	58	\$9,570.00
		7 - Subject Matter Expert (SME)	\$225.00	15	\$3,375.00
6	Score and rank projects	11 - Deputy Project Manager	\$215.00	12	\$2,580.00
		2 - Program Lead	\$205.00	53	\$10,865.00
		10 - Grant Manager	\$165.00	58	\$9,570.00
		7 - Subject Matter Expert (SME)	\$225.00	15	\$3,375.00
7	Project tracking and monitor project progress	11 - Deputy Project Manager	\$215.00	9	\$1,935.00
		2 - Program Lead	\$205.00	53	\$10,865.00
		10 - Grant Manager	\$165.00	58	\$9,570.00
		7 - Subject Matter Expert (SME)	\$225.00	15	\$3,375.00

**TOTAL ESTIMATED PRICE (TASK 3, SUB-TASK D) \$183,185.00**

**TOTAL ESTIMATED PRICE (TASK 3, SUB-TASK A-D) \$2,761,130.00**

**TASK 4 – GRANT COMPLIANCE AND MONITORING – Provide adequate staff to ensure compliance in an effective and efficient manner for each of the County Programs, to also include federal labor requirements to include Davis-Bacon and Related Acts, BABA, Section 3, and any other cross-cutting regulations.**

Program	Staff Number(s) Assigned to Task	Hourly Rate, per Staff Number	Estimated Hours for Task/Subtask	Total Estimated Price, per Task
	12 - Compliance Lead	\$165.00	337	\$55,605.00

A	Housing Repair and Replacement	13 - Monitoring Analyst	\$150.00	271	\$40,650.00
		8 - QA/QC Analyst	\$140.00	284	\$39,760.00
		1 - Lead Project Manager	\$225.00	42	\$9,450.00
		11 - Deputy Project Manager	\$215.00	43	\$9,245.00
B	Rental Rehabilitation and New Affordable Housing Development	12 - Compliance Lead	\$165.00	225	\$37,125.00
		13 - Monitoring Analyst	\$150.00	197	\$29,550.00
		8 - QA/QC Analyst	\$140.00	196	\$27,440.00
		1 - Lead Project Manager	\$225.00	42	\$9,450.00
		11 - Deputy Project Manager	\$215.00	18	\$3,870.00
C	Infrastructure and Public Facilities	12 - Compliance Lead	\$165.00	253	\$41,745.00
		13 - Monitoring Analyst	\$150.00	221	\$33,150.00
		8 - QA/QC Analyst	\$140.00	196	\$27,440.00
		1 - Lead Project Manager	\$225.00	54	\$12,150.00
		11 - Deputy Project Manager	\$215.00	22	\$4,730.00
D	Public Services	12 - Compliance Lead	\$165.00	112	\$18,480.00
		13 - Monitoring Analyst	\$150.00	98	\$14,700.00
		8 - QA/QC Analyst	\$140.00	109	\$15,260.00
		1 - Lead Project Manager	\$225.00	54	\$12,150.00
		11 - Deputy Project Manager	\$215.00	18	\$3,870.00
<b>TOTAL ESTIMATED PRICE (TASK 4)</b>					<b>\$445,820.00</b>

**TASK 5 – PROJECT AND PROGRAM CLOSEOUT – Assist subrecipients and clients in project completion activities and ensure complete and accurate closeout of project activities and for each of the County Programs.**

Program	Staff Number(s) Assigned to Task	Hourly Rate, per Staff Number	Estimated Hours for Task/Subtask	Total Estimated Price, per Task
---------	----------------------------------	-------------------------------	----------------------------------	---------------------------------

A	Housing Repair and Replacement	2 - Program Lead	\$205.00	0	\$0.00
		10 - Grant Manager	\$165.00	0	\$0.00
		7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00
		5 - Case Manager	\$95.00	51	\$4,845.00
		8 - QA/QC Analyst	\$140.00	51	\$7,140.00
B	Rental Rehabilitation and New Affordable Housing Development	2 - Program Lead	\$205.00	0	\$0.00
		10 - Grant Manager	\$165.00	0	\$0.00
		7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00
		5 - Case Manager	\$95.00	51	\$4,845.00
		8 - QA/QC Analyst	\$140.00	51	\$7,140.00
C	Infrastructure and Public Facilities	2 - Program Lead	\$205.00	0	\$0.00
		10 - Grant Manager	\$165.00	0	\$0.00
		7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00
		5 - Case Manager	\$95.00	50	\$4,750.00
		8 - QA/QC Analyst	\$140.00	50	\$7,000.00
D	Public Services	2 - Program Lead	\$205.00	0	\$0.00
		10 - Grant Manager	\$165.00	0	\$0.00
		7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00
		5 - Case Manager	\$95.00	50	\$4,750.00
		8 - QA/QC Analyst	\$140.00	50	\$7,000.00
<b>TOTAL ESTIMATED PRICE (TASK 5)</b>					<b>\$47,470.00</b>
<b>TASK 7 – YEAR 2 - SYSTEM OF RECORD (SOR) ON-GOING COSTS</b>					
<b>B. Ongoing Costs</b>					<b>Costs</b>
1	Software Licenses				\$75,000.00
2	Per Seat Fee (up to 50 seats)				\$1,500.00

3	Data Storage	\$25,000.00
4	Maintenance	\$50,000.00
5	Customization	\$50,000.00
<b>TOTAL ANNUAL COST</b>		\$201,500.00
<b>YEAR 2 TOTAL ESTIMATED COSTS – TASKS 1-5 + 7</b>		<b>\$3,509,480.00</b>

**YEAR 3 FEE SCHEDULE (TASKS 1-5 and 7)**

**TASK 1 – OUTREACH AND COMMUNICATIONS PLAN - Develop and implement a Public Outreach and Communications Plan for each of the programs and activities identified in the Action Plan to include policies, and procedures.**

		Staff Number(s) Assigned to Task	Hourly Rate, per Staff Number	Estimated Hours for Task/Subtask	Total Estimated Price, per Task
1	Develop and implement a Public Outreach and Communications Plan for each of the programs and activities identified in the Action Plan to include policies, and procedures.	6- Outreach Coordinator	\$100.00	0	\$0.00
		5- Outreach Manager	\$205.00	0	\$0.00
<b>TOTAL ESTIMATED PRICE FOR TASK 1</b>					<b>\$0.00</b>

**TASK 2 – PROGRAM ADMINISTRATION – Develop and administer regulating policies and procedures for each of the County Programs.**

A. Housing Repair and Replacement Program		Staff Number(s) Assigned to Task	Hourly Rate, per Staff Number	Estimated Hours for Task/Subtask	Total Estimated Price, per Task
1	Developing program standards and polices	2 - Program Lead	\$205.00	101	\$20,705.00
2	Workflows		\$0.00	0	\$0.00
3	Applications and forms		\$0.00	0	\$0.00
4	Intake and review process		\$0.00	0	\$0.00
5	Eligibility criteria		\$0.00	0	\$0.00



6	Verification and ensure no duplication of		\$0.00	0	\$0.00
7	Priority of needs and appeals process		\$0.00	0	\$0.00
<b>TOTAL ESTIMATED PRICE (TASK 2, SUB-TASK A)</b>					<b>\$20,705.00</b>
<b>B. Rental Rehabilitation and New Affordable Housing Development</b>					
		<b>Staff Number(s) Assigned to Task</b>	<b>Hourly Rate, per Staff Number</b>	<b>Estimated Hours for Task/Subtask</b>	<b>Total Estimated Price, per Task</b>
1	Developing program standards and policies	2 - Program Lead	\$205.00	101	\$20,705.00
2	Workflows		\$0.00	0	\$0.00
3	Developing Request for Applications		\$0.00	0	\$0.00
4	Applications and forms		\$0.00	0	\$0.00
5	Intake and review processes		\$0.00	0	\$0.00
6	Eligibility criteria		\$0.00	0	\$0.00
7	Verification and ensure no duplication of		\$0.00	0	\$0.00
8	Scoring and ranking structure for projects		\$0.00	0	\$0.00
9	Appeal criteria and process		\$0.00	0	\$0.00
<b>TOTAL ESTIMATED PRICE (TASK 2, SUB-TASK B)</b>					<b>\$20,705.00</b>
<b>C. Infrastructure and Public Facilities Program</b>					
		<b>Staff Number(s) Assigned to Task</b>	<b>Hourly Rate, per Staff Number</b>	<b>Estimated Hours for Task/Subtask</b>	<b>Total Estimated Price, per Task</b>
1	Developing program standards and policies		\$0.00	0	\$0.00
2	Workflows		\$0.00	0	\$0.00
3	Developing Request for Applications		\$0.00	0	\$0.00
4	Applications and forms		\$0.00	0	\$0.00
5	Intake and review processes		\$0.00	0	\$0.00
6	Eligibility criteria		\$0.00	0	\$0.00

7	Verification and ensure no duplication of		\$0.00	0	\$0.00
8	Scoring and ranking structure for projects		\$0.00	0	\$0.00
9	Appeal criteria and process		\$0.00	0	\$0.00
<b>TOTAL ESTIMATED PRICE (TASK 2, SUB-TASK C)</b>					\$0.00

<b>D. Public Services Program</b>		<b>Staff Number(s) Assigned to Task</b>	<b>Hourly Rate, per Staff Number</b>	<b>Estimated Hours for Task/Subtask</b>	<b>Total Estimated Price, per Task</b>
1	Developing program standards and policies		\$0.00	0	\$0.00
2	Workflows		\$0.00	0	\$0.00
3	Developing Request for Applications		\$0.00	0	\$0.00
4	Applications and forms		\$0.00	0	\$0.00
5	Intake and review processes		\$0.00	0	\$0.00
6	Eligibility criteria		\$0.00	0	\$0.00
7	Verification process		\$0.00	0	\$0.00
8	Scoring and ranking structure for projects		\$0.00	0	\$0.00
<b>TOTAL ESTIMATED PRICE (TASK 2, SUB-TASK D)</b>					\$0.00
<b>TOTAL ESTIMATED PRICE (TASK 2, SUB-TASKS A-D)</b>					<b>\$41,410.00</b>

**Task 3 - CASE MANAGEMENT – Provide adequate staff for efficient and effective processing for each of the County Programs.**

<b>A. Housing Repair and Replacement Program</b>		<b>Staff Number(s) Assigned to Task</b>	<b>Hourly Rate, per Staff Number</b>	<b>Estimated Hours for Task/Subtask</b>	<b>Total Estimated Price, Per Task</b>
		1 - Lead Project Manager	\$225.00	0	\$0.00
		2 - Program Lead	\$205.00	0	\$0.00
		8 - QA/QC Analyst	\$140.00	0	\$0.00

1	Application intake and review	3 -Case Manager	\$95.00	0	\$0.00
		9 - Administrative Assistant	\$65.00	0	\$0.00
		4 - Construction Director	\$205.00	0	\$0.00
		7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00
2	Technical assistance for applicants	1 - Lead Project Manager	\$225.00	0	\$0.00
		2 - Program Lead	\$205.00	0	\$0.00
		8 - QA/QC Analyst	\$140.00	1,512	\$211,680.00
		3 -Case Manager	\$95.00	1,714	\$162,830.00
		9 - Administrative Assistant	\$65.00	0	\$0.00
		4 - Construction Director	\$205.00	0	\$0.00
		7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00
3	Evaluating eligibility criteria	1 - Lead Project Manager	\$225.00	0	\$0.00
		2 - Program Lead	\$205.00	0	\$0.00
		8 - QA/QC Analyst	\$140.00	0	\$0.00
		3 -Case Manager	\$95.00	0	\$0.00
		9 - Administrative Assistant	\$65.00	0	\$0.00
		4 - Construction Director	\$205.00	0	\$0.00
		7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00
4	Ensuring there are no duplication of benefits	1 - Lead Project Manager	\$225.00	0	\$0.00
		2 - Program Lead	\$205.00	0	\$0.00
		8 - QA/QC Analyst	\$140.00	0	\$0.00
		3 -Case Manager	\$95.00	0	\$0.00
		9 - Administrative Assistant	\$65.00	0	\$0.00
		4 - Construction Director	\$205.00	0	\$0.00
		7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00
		1 - Lead Project Manager	\$225.00	0	\$0.00

5	Rank project according to the priority of need	2 - Program Lead	\$205.00	0	\$0.00
		8 - QA/QC Analyst	\$140.00	0	\$0.00
		3 -Case Manager	\$95.00	0	\$0.00
		9 - Administrative Assistant	\$65.00	0	\$0.00
		4 - Construction Director	\$205.00	0	\$0.00
		7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00
6	Assistance with project procurement processes	1 - Lead Project Manager	\$225.00	0	\$0.00
		2 - Program Lead	\$205.00	0	\$0.00
		8 - QA/QC Analyst	\$140.00	0	\$0.00
		3 -Case Manager	\$95.00	0	\$0.00
		9 - Administrative Assistant	\$65.00	0	\$0.00
		4 - Construction Director	\$205.00	0	\$0.00
7	Affirmative marketing for contracting opportunities	1 - Lead Project Manager	\$225.00	0	\$0.00
		2 - Program Lead	\$205.00	0	\$0.00
		8 - QA/QC Analyst	\$140.00	0	\$0.00
		3 -Case Manager	\$95.00	0	\$0.00
		9 - Administrative Assistant	\$65.00	0	\$0.00
		4 - Construction Director	\$205.00	0	\$0.00
8	Project tracking and monitoring project progress	1 - Lead Project Manager	\$225.00	101	\$22,725.00
		2 - Program Lead	\$205.00	1,008	\$206,640.00
		8 - QA/QC Analyst	\$140.00	0	\$0.00
		3 -Case Manager	\$95.00	0	\$0.00
		9 - Administrative Assistant	\$65.00	0	\$0.00
		4 - Construction Director	\$205.00	0	\$0.00

		7 - Subject Matter Expert (SME)	\$225.00	91	\$20,475.00
9	Administer appeals	1 - Lead Project Manager	\$225.00	0	\$0.00
		2 - Program Lead	\$205.00	0	\$0.00
		8 - QA/QC Analyst	\$140.00	504	\$70,560.00
		3 -Case Manager	\$95.00	302	\$28,690.00
		9 - Administrative Assistant	\$65.00	0	\$0.00
		4 - Construction Director	\$205.00	0	\$0.00
		7 - Subject Matter Expert (SME)	\$225.00	10	\$2,250.00
<b>Total Estimated Price (Task 3, Sub-Task A)</b>					<b>\$725,850.00</b>
<b>B. Rental Rehabilitation and New Affordable Housing Development</b>					
		<b>Staff Number(s) Assigned to Task</b>	<b>Hourly Rate, per Staff Number</b>	<b>Estimated Hours for Task/Subtask</b>	<b>Total Estimated Price, Per Task</b>
1	Application intake and review	1 - Lead Project Manager	\$225.00	0	\$0.00
		2 - Program Lead	\$205.00	0	\$0.00
		10 - Grant Manager	\$165.00	0	\$0.00
		7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00
2	Technical assistance for applicants	1 - Lead Project Manager	\$225.00	0	\$0.00
		2 - Program Lead	\$205.00	60	\$12,300.00
		10 - Grant Manager	\$165.00	1,613	\$266,145.00
		7 - Subject Matter Expert (SME)	\$225.00	202	\$45,450.00
3	Evaluating eligibility criteria	1 - Lead Project Manager	\$225.00	0	\$0.00
		2 - Program Lead	\$205.00	0	\$0.00
		10 - Grant Manager	\$165.00	0	\$0.00
		7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00
		1 - Lead Project Manager	\$225.00	0	\$0.00

4	Ensuring there are no duplication of benefits	2 - Program Lead	\$205.00	0	\$0.00
		10 - Grant Manager	\$165.00	0	\$0.00
		7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00
5	Score and rank projects	1 - Lead Project Manager	\$225.00	0	\$0.00
		2 - Program Lead	\$205.00	0	\$0.00
		10 - Grant Manager	\$165.00	0	\$0.00
		7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00
6	Assistance with project procurement processes	1 - Lead Project Manager	\$225.00	0	\$0.00
		2 - Program Lead	\$205.00	0	\$0.00
		10 - Grant Manager	\$165.00	0	\$0.00
		7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00
7	Technical assistance for subrecipients and County staff	1 - Lead Project Manager	\$225.00	0	\$0.00
		2 - Program Lead	\$205.00	60	\$12,300.00
		10 - Grant Manager	\$165.00	202	\$33,330.00
		7 - Subject Matter Expert (SME)	\$225.00	101	\$22,725.00
8	Project tracking and monitor project progress	1 - Lead Project Manager	\$225.00	202	\$45,450.00
		2 - Program Lead	\$205.00	417	\$85,485.00
		10 - Grant Manager	\$165.00	0	\$0.00
		7 - Subject Matter Expert (SME)	\$225.00	101	\$22,725.00
9	Administer appeals	1 - Lead Project Manager	\$225.00	0	\$0.00
		2 - Program Lead	\$205.00	60	\$12,300.00
		10 - Grant Manager	\$165.00	202	\$33,330.00
		7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00
<b>Total Estimated Price (Task 3, Sub-Task B)</b>					<b>\$591,540.00</b>

C. Infrastructure and Public Facilities Program		Staff Number(s) Assigned to Task	Hourly Rate, per Staff Number	Estimated Hours for Task/Subtask	Total Estimated Price, per Task
1	Application intake and review	1 - Lead Project Manager	\$225.00	0	\$0.00
		10 - Grant Manager	\$165.00	0	\$0.00
		2 - Program Lead	\$205.00	0	\$0.00
		11 - Deputy Project Manager	\$215.00	0	\$0.00
		7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00
2	Technical assistance for applicants	1 - Lead Project Manager	\$225.00	0	\$0.00
		10 - Grant Manager	\$165.00	0	\$0.00
		2 - Program Lead	\$205.00	0	\$0.00
		11 - Deputy Project Manager	\$215.00	0	\$0.00
		7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00
3	Evaluating eligibility criteria	1 - Lead Project Manager	\$225.00	0	\$0.00
		10 - Grant Manager	\$165.00	0	\$0.00
		2 - Program Lead	\$205.00	0	\$0.00
		11 - Deputy Project Manager	\$215.00	0	\$0.00
		7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00
4	Ensuring there are no duplication of benefits	1 - Lead Project Manager	\$225.00	0	\$0.00
		10 - Grant Manager	\$165.00	0	\$0.00
		2 - Program Lead	\$205.00	0	\$0.00
		11 - Deputy Project Manager	\$215.00	0	\$0.00
		7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00
5	Score and rank projects	1 - Lead Project Manager	\$225.00	0	\$0.00
		10 - Grant Manager	\$165.00	0	\$0.00
		2 - Program Lead	\$205.00	0	\$0.00
		11 - Deputy Project Manager	\$215.00	0	\$0.00
		7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00
6	Assistance with project procurement processes	1 - Lead Project Manager	\$225.00	0	\$0.00
		10 - Grant Manager	\$165.00	0	\$0.00
		2 - Program Lead	\$205.00	0	\$0.00

		11 - Deputy Project Manager	\$215.00	0	\$0.00
		7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00
7	Technical assistance for subrecipients and County staff	1 - Lead Project Manager	\$225.00	450	\$101,250.00
		10 - Grant Manager	\$165.00	450	\$74,250.00
		2 - Program Lead	\$205.00	450	\$92,250.00
		11 - Deputy Project Manager	\$215.00	304	\$65,360.00
		7 - Subject Matter Expert (SME)	\$225.00	25	\$5,625.00
8	Project tracking and monitor project progress	1 - Lead Project Manager	\$225.00	75	\$16,875.00
		10 - Grant Manager	\$165.00	140	\$23,100.00
		2 - Program Lead	\$205.00	140	\$28,700.00
		11 - Deputy Project Manager	\$215.00	130	\$27,950.00
		7 - Subject Matter Expert (SME)	\$225.00	50	\$11,250.00
9	Administer appeals	1 - Lead Project Manager	\$225.00	0	\$0.00
		10 - Grant Manager	\$165.00	0	\$0.00
		2 - Program Lead	\$205.00	0	\$0.00
		11 - Deputy Project Manager	\$215.00	0	\$0.00
		7 - Subject Matter Expert (SME)	\$225.00	0	\$0.00

**TOTAL ESTIMATED PRICE (TASK 3, SUB-TASK C) \$446,610.00**

<b>D. Public Services Program</b>		<b>Staff Number(s) Assigned to Task</b>	<b>Hourly Rate, per Staff Number</b>	<b>Estimated Hours for Task/Subtask</b>	<b>Total Estimated Price, per Task</b>
1	Application intake and review	11 - Deputy Project Manager	\$215.00	12	\$2,580.00
		2 - Program Lead	\$205.00	29	\$5,945.00
		10 - Grant Manager	\$165.00	14	\$2,310.00
		7 - Subject Matter Expert (SME)	\$225.00	14	\$3,150.00
2	Technical assistance for applicants	11 - Deputy Project Manager	\$215.00	12	\$2,580.00
		2 - Program Lead	\$205.00	29	\$5,945.00
		10 - Grant Manager	\$165.00	14	\$2,310.00
		7 - Subject Matter Expert (SME)	\$225.00	14	\$3,150.00
3	Evaluating eligibility criteria	11 - Deputy Project Manager	\$215.00	12	\$2,580.00
		2 - Program Lead	\$205.00	29	\$5,945.00



3		10 - Grant Manager	\$165.00	14	\$2,310.00
		7 - Subject Matter Expert (SME)	\$225.00	14	\$3,150.00
4	Ensuring there are no duplication of benefits	11 - Deputy Project Manager	\$215.00	12	\$2,580.00
		2 - Program Lead	\$205.00	29	\$5,945.00
		10 - Grant Manager	\$165.00	14	\$2,310.00
		7 - Subject Matter Expert (SME)	\$225.00	14	\$3,150.00
5	Technical assistance for subrecipients and County staff	11 - Deputy Project Manager	\$215.00	12	\$2,580.00
		2 - Program Lead	\$205.00	29	\$5,945.00
		10 - Grant Manager	\$165.00	14	\$2,310.00
		7 - Subject Matter Expert (SME)	\$225.00	15	\$3,375.00
6	Score and rank projects	11 - Deputy Project Manager	\$215.00	12	\$2,580.00
		2 - Program Lead	\$205.00	29	\$5,945.00
		10 - Grant Manager	\$165.00	14	\$2,310.00
		7 - Subject Matter Expert (SME)	\$225.00	15	\$3,375.00
7	Project tracking and monitor project progress	11 - Deputy Project Manager	\$215.00	9	\$1,935.00
		2 - Program Lead	\$205.00	29	\$5,945.00
		10 - Grant Manager	\$165.00	14	\$2,310.00
		7 - Subject Matter Expert (SME)	\$225.00	15	\$3,375.00

**TOTAL ESTIMATED PRICE (TASK 3, SUB-TASK D) \$97,925.00**

**TOTAL ESTIMATED PRICE (TASK 3, SUB-TASK A-D) \$1,861,925.00**

**TASK 4 – GRANT COMPLIANCE AND MONITORING – Provide adequate staff to ensure compliance in an effective and efficient manner for each of the County Programs, to also include federal labor requirements to include Davis-Bacon and Related Acts, BABA, Section 3, and any other cross-cutting regulations.**

Program	Staff Number(s) Assigned to Task	Hourly Rate, per Staff Number	Estimated Hours for Task/Subtask	Total Estimated Price, per Task
A	12 - Compliance Lead	\$165.00	337	\$55,605.00
	13 - Monitoring Analyst	\$150.00	270	\$40,500.00
	8 - QA/QC Analyst	\$140.00	284	\$39,760.00
	1 - Lead Project Manager	\$225.00	22	\$4,950.00
	11 - Deputy Project Manager	\$215.00	43	\$9,245.00
	12 - Compliance Lead	\$165.00	225	\$37,125.00

B	Rental Rehabilitation and New Affordable Housing Development	13 - Monitoring Analyst	\$150.00	197	\$29,550.00
		8 - QA/QC Analyst	\$140.00	197	\$27,580.00
		1 - Lead Project Manager	\$225.00	22	\$4,950.00
		11 - Deputy Project Manager	\$215.00	18	\$3,870.00
C	Infrastructure and Public Facilities	12 - Compliance Lead	\$165.00	253	\$41,745.00
		13 - Monitoring Analyst	\$150.00	221	\$33,150.00
		8 - QA/QC Analyst	\$140.00	197	\$27,580.00
		1 - Lead Project Manager	\$225.00	28	\$6,300.00
D	Public Services	11 - Deputy Project Manager	\$215.00	22	\$4,730.00
		12 - Compliance Lead	\$165.00	112	\$18,480.00
		13 - Monitoring Analyst	\$150.00	98	\$14,700.00
		8 - QA/QC Analyst	\$140.00	109	\$15,260.00
		1 - Lead Project Manager	\$225.00	28	\$6,300.00
		11 - Deputy Project Manager	\$215.00	18	\$3,870.00
<b>TOTAL ESTIMATED PRICE (TASK 4)</b>					<b>\$425,250.00</b>

**TASK 5 – PROJECT AND PROGRAM CLOSEOUT – Assist subrecipients and clients in project completion activities and ensure complete and accurate closeout of project activities and for each of the County Programs.**

Program		Staff Number(s) Assigned to Task	Hourly Rate, per Staff Number	Estimated Hours for Task/Subtask	Total Estimated Price, per Task
A	Housing Repair and Replacement	2 - Program Lead	\$205.00	19	\$3,895.00
		10 - Grant Manager	\$165.00	19	\$3,135.00
		7 - Subject Matter Expert (SME)	\$225.00	19	\$4,275.00
		5 - Case Manager	\$95.00	76	\$7,220.00
		8 - QA/QC Analyst	\$140.00	76	\$10,640.00
B	Rental Rehabilitation and New Affordable Housing Development	2 - Program Lead	\$205.00	19	\$3,895.00
		10 - Grant Manager	\$165.00	19	\$3,135.00
		7 - Subject Matter Expert (SME)	\$225.00	19	\$4,275.00
		5 - Case Manager	\$95.00	76	\$7,220.00
		8 - QA/QC Analyst	\$140.00	76	\$10,640.00
		2 - Program Lead	\$205.00	19	\$3,895.00

C	Infrastructure and Public Facilities	10 - Grant Manager	\$165.00	19	\$3,135.00
		7 - Subject Matter Expert (SME)	\$225.00	19	\$4,275.00
		5 - Case Manager	\$95.00	75	\$7,125.00
		8 - QA/QC Analyst	\$140.00	75	\$10,500.00
D	Public Services	2 - Program Lead	\$205.00	19	\$3,895.00
		10 - Grant Manager	\$165.00	19	\$3,135.00
		7 - Subject Matter Expert (SME)	\$225.00	19	\$4,275.00
		5 - Case Manager	\$95.00	75	\$7,125.00
		8 - QA/QC Analyst	\$140.00	75	\$10,500.00
<b>TOTAL ESTIMATED PRICE (TASK 5)</b>					<b>\$116,190.00</b>
<b>TASK 7 – YEAR 3 - SYSTEM OF RECORD (SOR) ON-GOING COSTS</b>					
<b>B. Ongoing Costs</b>					<b>Costs</b>
1	Software Licenses				\$75,000.00
2	Per Seat Fee (up to 50 seats)				\$1,500.00
3	Data Storage				\$25,000.00
4	Maintenance				\$50,000.00
5	Customization				\$50,000.00
<b>TOTAL ANNUAL COST</b>					<b>\$201,500.00</b>
<b>YEAR 3 TOTAL ESTIMATED COSTS – TASKS 1-5 + 7</b>					<b>\$2,646,275.00</b>

**TASK 6, CONSTRUCTION MANAGEMENT SERVICES (ESTIMATED 3-YEAR TOTAL)**

**TASK 6 – CONSTRUCTION MANAGEMENT SERVICES – Relative to the Housing Repair and Replacement, Rental Rehabilitation and New Affordable Housing Development and Infrastructure and Public Facilities Programs. This task includes mobilization and implementation for the Programs listed above and the tasks listed below.**

<b>A. All Projects</b>				
	<b>Subtask</b>	<b>Estimated 3- Year Qty</b>	<b>Unit Price</b>	<b>Total</b>

1	Environmental Review Tier 1* (County-wide)	1	\$35,000.00	\$35,000.00
2	Environmental Review Tier 2 (Per Site/Project)	450	\$1,100.00	\$495,000.00
3	Environmental Assessment (As Needed Per Project)	20	\$11,000.00	\$220,000.00
<i>*Environmental Review Tier 1 should include all relevant programs and activities identified in the County's CDBG-DR Action Plan</i>				
<b>B. For Housing Units Only - Housing Repair and Replacement Program</b>				
	<b>Subtask</b>	<b>Estimated 3-Year Qty</b>	<b>Unit Price</b>	<b>Total</b>
1	Initial Inspection (Scope of Work) (Per Unit)	350	\$1,250.00	\$437,500.00
2	Interim Inspections (Per Unit)	500	\$500.00	\$250,000.00
3	Final Inspection (Per Unit)	350	\$500.00	\$175,000.00
4	Lead-Based Paint Inspection (As Applicable)	120	\$1,350.00	\$162,000.00
5	Lead-Based Paint Risk Assessment (As Applicable)	60	\$1,350.00	\$81,000.00
6	Mold Inspection (As Applicable)	40	\$1,300.00	\$52,000.00
<b>C. Rental Rehabilitation and New Affordable Housing Development</b>				
	<b>Subtask</b>	<b>Estimated 3-Year Qty</b>	<b>Unit Price</b>	<b>Total</b>
1	Initial Inspection (Scope of Work) (As Applicable)	300	\$1,250.00	\$375,000.00
2	Interim Inspections (As Applicable)	475	\$500.00	\$237,500.00
3	Final Inspection (As Applicable)	300	\$500.00	\$150,000.00
4	Lead-Based Paint Inspection (As Needed)	100	\$1,350.00	\$135,000.00
5	Lead-Based Paint Risk Assessment (As Needed)	50	\$1,350.00	\$67,500.00
6	Mold Inspection (As Needed)	20	\$1,300.00	\$26,000.00
7	Asbestos Inspection (As Needed)	5	\$1,350.00	\$6,750.00
<b>D. Construction Management Services, 3-Year Federal Pass-Through Funding</b>				

1	Estimated Federal Pass-Through Funding	\$48,000,000.00
<b>TOTAL ESTIMATED 3-YEAR PRICE (TASK 6, SUB-TASKS A-D)</b>		<b>\$50,905,250.00</b>
<b>TASK 7 – YEARS 4, 5, 6 -SYSTEM OF RECORD (SOR) ON-GOING COSTS</b>		
<b>A. Ongoing Costs</b>		<b>Costs</b>
1	Software Licenses	\$225,000.00
2	Per Seat Fee (up to 50 seats)	\$1,500.00
3	Data Storage	\$75,000.00
4	Maintenance	\$150,000.00
5	Customization	\$75,000.00
<b>TOTAL SOR ESTIMATED ON-GOING COSTS YEARS 4,5,6</b>		<b>\$526,500.00</b>
<b>TOTAL ESTIMATED YEAR 1 COST (TASKS 1-5 AND 7)</b>		<b>\$5,405,925</b>
<b>TOTAL ESTIMATED YEAR 2 COST (TASKS 1-5 AND 7)</b>		<b>\$3,509,480</b>
<b>TOTAL ESTIMATED YEAR 3 COST (TASKS 1-5 AND 7)</b>		<b>\$2,646,275</b>
<b>TOTAL ESTIMATED 3-YEAR COST (TASK 6, SUB-TASKS A-D)</b>		<b>\$50,905,250</b>
<b>TOTAL ESTIMATED 3-YEAR COST (TASK 7, YEARS 4, 5 AND 6)</b>		<b>\$526,500</b>

### Systems

For Year 1, our system pricing is comprehensive and inclusive of all systems, startup costs, and the timeline associated with the launch of the first program. This includes the deployment of a baseline system featuring compliant and audit-tested modules for application intake, both web and mobile, intake review, eligibility, duplication of benefits, multiple tiers of QC level review, damage assessment, award, preconstruction, construction, and closeout. Additionally, our offering includes applications for field assessments and site inspections. The setup costs for additional programs within Year 1 are also covered under the initial software setup fees.

For Years 2 and 3, and beyond, a \$50,000 customization fee is applied including 330 hours to address evolving system needs, recognizing that programs are dynamic and require continuous adaptation and improvement.

Orange County, Florida,  
Information Technology Standards



2/22/2024

# Table of Contents

1.0	Introduction to Orange County IT Standards.....	1
2.0	Authorized Products for New Purchases.....	2
2.1	Authorized Hardware.....	2
2.2	Authorized Software for Desktops and Laptops.....	3
2.3	Authorized Network Connectivity.....	4
2.4	Authorized Client Based Databases.....	4
2.5	Authorized Mobile Devices.....	4
2.6	Authorized Peripherals and Accessories.....	5
3.0	Unsupported Products.....	6
3.1	Unsupported Hardware.....	6
3.2	Unsupported Software.....	6
3.3	Unsupported Client Databases.....	6
3.4	Unsupported Peripherals and Accessories.....	6
4.0	Prohibited Products.....	6
4.1	Prohibited Hardware.....	6
4.2	Prohibited Software.....	7
4.3	Prohibited Network Protocols.....	7
4.4	Prohibited Peripherals and Accessories.....	7
5.0	Standards for In-House Servers and Server Operating Systems.....	8
5.1	Microsoft Windows-Based Server Requirements.....	8
5.2	Linux-Based Server Requirements.....	9
5.3	Supported Container Environment.....	9
5.4	Oracle-Based Server Requirements.....	9
5.5	Microsoft SQL-Based Server Requirements.....	10
6.0	Network Systems Requirements.....	11
6.1	Protocol Node Names and Addresses.....	11
6.2	Bridges, Routers, and Gateways.....	11
6.3	Network Security.....	11
6.4	Network Components.....	12
6.5	Network Circuits.....	13
6.6	Network Installation.....	13
6.7	Network Trouble Reporting.....	13
6.8	Network Performance Management.....	14
6.9	Network Documentation.....	14
7.0	IP Telephony Standards.....	14
7.1	Telecom Connectivity and Applications.....	14
7.2	Unwanted Calls.....	14
8.0	Externally-Hosted System Standards.....	15
8.1	Mass Mailing from Orange County.....	15
8.2	Data Input and Processing.....	15
8.3	Data Storage and Handling.....	15
8.4	Transmission of Data.....	15
8.5	Disposal of Data.....	15
8.6	External Audits.....	16
9.0	Computing Center Standards.....	16
10.0	Acronyms.....	16

## 1.0 Introduction to Orange County IT Standards

This guide provides a framework for documenting policies, business processes, and internal controls used to effectively support the information technology (IT) resources of the government of Orange County, Florida, Board of County Commissioners (County). It explains the role of the County's Information Systems and Services (ISS) personnel in approving, ordering, delivering, and maintaining IT services and products (hardware, software, networks, security, and other IT components) for employees throughout the County. It identifies County-approved products and procedures for acquiring IT systems and services. This guide also establishes County IT standards for use by third-party vendors providing externally hosted systems to various County departments.

The goal of ISS is to build an efficient, effective, and cost-efficient operation with an excellent return on investment by delivering new technologies and a state-of-the-art network server infrastructure. ISS provides prompt problem resolution through the customer service of its Help Desk. ISS seeks to maintain a diverse computing environment designed to meet the requirements of all County departments, while minimizing the risk of data loss or downtime. All computer hardware and software must be approved by ISS prior to purchase.

The ISS Department is comprised of 160+ employees, who are committed to its customer relationship-building attitude. ISS provides a business approach to serving all County agencies, which together form a partnership with ISS personnel to enhance productivity and service to the community.

The following standards apply to any device approved for connection to the County IT network or in use by County employees:

- ISS personnel are responsible for ordering all new computers, software, servers, telephones, and mobile devices for use by County employees. Hardware and software orders arrive at the ISS Warehouse at 3517 Parkway Center Court, Orlando, FL 32808.
- ISS Warehouse personnel Submit orders by opening a ticket to request the new equipment or software using the [ISS Support Center's SupportCenter@ocfl.net](mailto:SupportCenter@ocfl.net) email address. All purchase requests require approval in two forms. Initial request approval is by the customer's manager as indicated in the Peoplesoft "Reports To" field. Updates and Changes should be submitted through an ECN to HR. The secondary approval must come from a divisional representative with purchasing limit approvals. The emails will include pertinent information about the requested item(s). If sufficient details are not included in the initial email request, ISS staff will reach out to gather necessary information for the order. A list of authorized new products for purchase begins on the following page.
- are responsible for coordinating with the Comptroller's Office staff to apply County asset inventory tags on computer components, as necessary, prior to installation of the equipment. Only Comptroller staff can add or remove asset tags.
- ISS Support personnel will install all operating systems and software. At the time of installation, ISS Support personnel must receive a copy of all installation software, along with written installation instructions, and licensing documentation. ISS will not install software without proof of licensing.
- All installed computers must, at a minimum, have the following:
  - ISS-installed anti-virus software
  - Hardware must be a standard supported model.
  - Only ISS personnel shall have administrative rights.
  - ISS-approved remote monitoring and management tools
  - Computer configuration policy control for group management of devices by Active Directory
  - Remote access only as designated by ISS (ISS prohibits the use of Virtual Network Computing [VNC] and Remote Desktop computing)
- ISS Enterprise Security is responsible for ISS video service; however, deployment of video equipment on the local government network must be discussed with staff members of the Data Network Team prior to purchase to determine compatibility, bandwidth, network equipment requirements, and installation feasibility.



- Generally, ISS does not support multicast on the County networks, except in special cases.

## 2.0 Authorized Products for New Purchases

This section includes detailed information about products authorized for use with the County's IT Systems.

### 2.1 Authorized Hardware

#### **Dell Desktop Computer**

**Dell OptiPlex 7010 Small Form Factor (SFF)** (does **not** include monitor or Microsoft Office Software)

- Intel Core i5 Processor
- Windows 11 Professional 64-bit
- 512 GB Solid State Drive (SSD) Hard Drive
- 16 GB RAM
- USB Keyboard and Mouse
- Display Port 6' Cable
- 3-Year Onsite Hardware warranty

#### **Dell Precision CAD Workstation**

**Dell Precision 3460 SFF** (does **not** include monitor or Microsoft Office Software)

- Intel Core i7 Processor
- Windows 11 Professional 64-bit
- 32 GB RAM
- 512GB SSD Hard Drive
- NVIDIA Quadro P1000 4GB, (4 mDP) Video
- DVD RW Optical Drive
- USB Keyboard and Mouse
- 3-year Onsite Hardware warranty
- StarTech Mini DP to DP 1.2 4k 6' Cable (Included separately)

#### **Dell Latitude Laptop – Standard User**

**Dell Latitude 5440 Laptop** (does **not** include Docking Station, Case, or Microsoft Office Software)

- Intel Core i5 Processor
- Windows 11 Professional 64-bit
- 14.0" FHD (1920 x 1080) Non-Touch Anti-Glare LCD
- 512 GB SSD Hard Drive
- 16 GB RAM
- 5G Internal Air card
- **NO** DVD-ROM Drive
- FHD RGB Camera w/Microphone
- 3-Year Absolute Resilience Protection
- 3-Years Onsite Hardware warranty
- Optional Accessories (must be explicitly requested)
  - Dell WD19TB Thunderbolt Docking Station
  - Dell KM7120W Premier Wireless Keyboard/Mouse Set
  - Pro Briefcase 15 Carrying Case

**Dell Precision Laptop - Standard User CDW #7408596 Mfg., Part#: 3000149402600**

**Dell Mobile Precision 7780 Laptop** (does **not** include Docking Station, Case, or Microsoft Office Software)

- Intel Core i7
- MDC/EMS Toughbook
- Windows 10 Professional (with Windows 11 License)
- 17" FHD LED (1920 x 1080) Non-Touch Anti-Glare LCD
- 1 TB SSD Hard Drive
- 64 GB RAM
- Internal Aircard
- Nvidia RTX 5000 ada 16GB GDDR6 video card
- **NO** DVD-ROM Drive
- LCD RGB & IR Camera w/Microphone
- 3-Year Absolute DDS Premium
- 3-Years Onsite Hardware warranty
- Optional Accessories (must be explicitly requested)
  - Dell Performance Dock – WD19DCS – CDW #: 6416319
  - Dell KM7120W Premier Wireless Keyboard/Mouse Set - CDW # 6081940
  - OGIO Gambit - Laptop carrying backpack - 17-inch – black - CDW # 3048862

## **2.2 Authorized Software for Desktops and Laptops**

- Microsoft Windows 11 Pro Operating System current version or 1 version prior
- Edge and Google Chrome (**Note:** Browser customizations are unsupported)
- Microsoft Office 2021 Pro Plus or Microsoft Office 365 G1/G3, current version or 1 version prior
- All Microsoft Office applications on the same PC must have matching software versions (i.e., Project, Visio, Word, Power Point, Access, etc.).
- Microsoft Visio 2021 Pro/Standard Microsoft Office Pro Plus, current version or 1 version prior
- Microsoft Project 2021 Pro/Standard current version or 1 version prior
- Microsoft Visual Studio 2021 Pro current version or 1 version prior
- ISS Desktop Support must pre-approve any application requiring the use of Active X controls. At a minimum, the application must meet the following criteria:
  - It must be an .MSI file with silent installation/distribution from the commandline.
  - It must be installed and operated without end-user administrator permissions.
- Java 1.8.25 – Only supported version of Java.
- Bomgar or WebEx for remote access
- Adobe Acrobat Pro 2020, current version or 1 version prior.
  - Please note that older versions may not be able to view newer version files. Check compatibility before ordering.
- Adobe Acrobat Reader DC.

## 2.3 Authorized Network Connectivity

- AT&T Wireless AirCards
- Cisco AnyConnect VPN Client
- Hosted applications must be accessible from devices with automatically assigned network settings. (Dynamic Host Configuration Protocol (DHCP) should supply all settings. Fixed addresses are not allowed.)

For all devices joined to our domain (this also applies to “vendor supported” devices and applications):

- ISS must install the Operating System and software on the device.
- ISS must receive a copy of all software and installation instructions.
- Hardware must be a standard supported model (see also hardware section 2.1).
- SCCM management client and Antivirus software must be installed.
- SecureDoc is required on all laptops.
- The device must receive Windows updates and computer configuration changes via Active Directory policies.
- Only ISS personnel shall have administrative rights.
- VNC and Remote Desktop are not permitted.

## 2.4 Authorized Client Based Databases

- Oracle (network based database)
- SQL Server (network based database)

## 2.5 Authorized Mobile Devices

ISS personnel are responsible for placing orders for all new phones and mobile devices. Individual departments must purchase chargers, holsters, rugged cases, and other accessories, along with other office supplies. Department manager approval is required for all mobile device requests.

### Conventional Phones

Legacy phone with data & texting disabled

- Kyocera DuraXE (AT&T)
- Kyocera DuraXV (Verizon)

### Android Phones

County Android phones must run Android Version 11.0 or above.

- Samsung Galaxy S23 (AT&T)
- Samsung Galaxy S22 (Verizon)

### Tablets

- Samsung Tab S7FE 64GB 12.4” (Wi-Fi Only) **Android**
- Samsung Tab S7FE 64GB 12.4” (Wi-Fi & Cellular Capable Verizon) **Android**
- Samsung Tab Active Pro 4 128GB 10.1” (Wi-Fi & Cellular Capable AT&T) **Android**
- Samsung Tab S9+ 12.4” (Wi-Fi & Cellular Capable AT&T) **Android**
- iPad 9<sup>th</sup> Gen 64GB 10.2” (Wi-Fi Only) **iOS**
- iPad 9<sup>th</sup> Gen 64GB 10.2” (Wi-Fi & Cellular Capable) **iOS**

## 2.6 Authorized Peripherals and Accessories

### Black and White LaserJet Printers

- HP LaserJet Pro 4001n (500 to 2,000 pages per month) < 4 users
- HP LaserJet M507dn (5-10 people, 1,500 to 5,000 pages per month + secure printing)
- HP LaserJet M611dn (10-25 people, 5,000 to 16,000 pages/month + secure printing)

### Color LaserJet Printers

- HP Color LaserJet Pro M454 (750-4,000 pages per month, small papertray)
- HP Color Laserjet Enterprise M652dn (2,500 to 17,000 pages/month + secureprinting)

### HP Multi-Function Devices (MFD) (Print/Scan/Copy)

- HP MFP M454dn (750 to 4,000 pages per month, B/W)
- HP color MFP M479fdn (750 to 4,000 pages per month)
- HP color MFP M578dn (2,000 to 7,500 pages per month)

### Specialty Printers

- Label Printers: Zebra
- Badge Printers: Fargo Model HDP6600
- Note: *Zebra printers are label printers for Pharmacies and the Fargo printers are HR printers for ID badges.*

### Large Copiers (Full Sized, often leased) – Vendor Supported

- Toshiba Copiers
- Canon Copiers

### Scanners (all come with Adobe Acrobat and Automatic Document Feeders [ADF])

- Fujitsu ScanSnap iX1600 (30 pages per minute [ppm], 50 sheet ADF, Connected via USB)
- Fujitsu fi-7160 (60 ppm-mono and color, 80 sheet ADF, Connected via USB)

**Note:** Printers must use Original Equipment Manufacturer (OEM) toner cartridges only.

**Note:** ISS must review and approve Desktop, Copier, and combo unit purchases used for printing from the PC. Contact [SupportCenter@ocfl.net](mailto:SupportCenter@ocfl.net) for more information and assistance.

## **3.0 Unsupported Products**

### **3.1 Unsupported Hardware**

- Pentium dual-core and older desktop systems, OptiPlex 755, 960, 990, 9010
- Latitude D-series Laptops, Latitude E6500, E6510, E6520, E6530, E65xx
- Non-Dell PCs
- Wireless keyboards and mice (except conference rooms)
- Desktops and Laptops over 5 years old
- See also *Section 3.4, Peripherals and Accessories*.

### **3.2 Unsupported Software**

- MS Office platforms 2 versions prior to current (including Visio & Project)
- Non MS Windows-based operating systems
- Safari Web Browser
- MS Office plug-ins or VBScripts
- Windows Applications from the Windows App Store
- Freeware
- Microsoft Windows 7, XP, 98, 95 and 3.5.1 are no longer Orange County Standard (No new applications can be purchased for Win 7 computers)
- Freelance
- SHL Vision & Vision Express, WIN9x/WINNT/UNIX
- Reflections
- Chrome extensions

### **3.3 Unsupported Client Databases**

- No client-based databases are supported (e.g., Microsoft Access, FileMaker Pro)

### **3.4 Unsupported Peripherals and Accessories**

- Inkjet printers
- Printers over 7 years old
- Scanning to multiple folders per device
- Address books in scanners/copiers (users manage their own)
- Personal (non-County) mass storage devices (hard drives, thumb drives, etc.)

## **4.0 Prohibited Products**

### **4.1 Prohibited Hardware**

- Non-MS Windows-based PCs, laptops, and tablets
- Recycled, Remanufactured, and non-OEM toner Cartridges.
- Refurbished PCs
- Personal (non-County) computing equipment
- Any network (voice or data) device not operated, administered, or expressly approved by ISS.
- Any internet access device not operated, administered, or expressly approved by ISS.
- Donated and vendor-provided PCs that do not meet County standards.

## 4.2 Prohibited Software

**Note:** This list is not all inclusive of prohibited software. If you have questions concerning a specific application, please open a ticket or contact the Desktop Support Supervisor.

- Microsoft Internet Explorer version 10 and below
- Server software is not permitted on workstations (SQL server, print servers, web server, file sharing)
- Cloud-based collaborative software (data must be stored within our datacenter).
- Personal Software (purchased for non-commercial use)
- Firefox, Opera, Vivaldi Web Browsers
- Any Alpha, Beta, Shareware, Trialware software not operated, administered or expressly approved by ISS and Purchasing.
- Anti-virus products not operated or administered by ISS.
- Personal firewall products
- Network scanning tools
- Remote access software other than that ISS explicitly authorizes.
- Desktop sharing, remote control, or remote communications software such as Remote Desktop
- Web page editing tools (without prior approval)
- Software coding tools (without prior approval)
- User installed screen savers.
- Games
- Third Party Desktops
- Disk Compression
- Non-Static BITMAP Backgrounds or screen savers
- iTunes or other content sharing applications
- P2P software
- MS Access Run-time Libraries
- Zoom installed Application (Web ok)

## 4.3 Prohibited Network Protocols

- NETBUI
- AppleTalk
- Any network (voice or data) software or service not operated, administered or expressly approved by ISS.
- Any Internet access service not operated, administered, or expressly approved by ISS.

## 4.4 Prohibited Peripherals and Accessories

- Portable music devices
- Webcams (exceptions with Manager approval)
- Printer sharing through a PC.
- Wireless printing

## 5.0 Standards for In-House Servers and Server Operating Systems

The following server standards apply to all servers on the Orange County network maintained by County ISS personnel:

- Only ISS personnel shall have administrative rights to server-class devices.
- All servers shall operate in a VMWare-based virtual environment. The ISS Infrastructure Manager must approve in writing any exceptions to this rule prior to project implementation.
- Orange County administrators will determine resource allocations of virtual servers' CPUs, RAM, networking and hard drive sizes. The allocation of the virtual server is decided by the workload of the virtual server while also maximizing the efficiency of the virtual server's hosting hardware.
- Any device that cannot run in a VMWare-based virtual environment ("stand-alone") must have hardware and software approved by ISS Infrastructure Manager prior to its connection to the County network.
- All servers will comply with ISS standard resource configurations. The ISS Infrastructure Manager must pre-approve any deviation from this standard and may incur additional costs.
- No server shall be configured as a 'file share'. File storage shall be NAS based.
- In addition to the requirements listed above, all stand-alone devices must, at a minimum, meet the following requirements:
  - Be installed at the County's Regional Computing Center (RCC)
  - Be rack-mountable
  - Only run server-class operating systems
  - Be configured for out-of-band management and have remote monitoring software installed.
  - Meet ISS minimum hardware requirements including, but not limited to:
    - Dual NIC's
    - Dual HBA's
    - Dual processors
    - Dual power supplies
    - Use storage area network (SAN) for attached storage devices.
    - Dual hard drives, redundant array of independent disks (RAID) configurable for boot drive
    - The following lists the default standards used for specific server operating systems:

### 5.1 Microsoft Windows-Based Server Requirements

In no case shall an operating system be installed that is not under current manufacturer support (typically this is N-2 for Microsoft operating systems).

- The Boot partition "C Drive" shall be 100 GB (Thin Provisioned).
- The Data partition shall be 40GB to 100 GB (Thin Provisioned).
- 8 GB RAM default
- The C: drive will contain only the operating systems. Databases must reside on separate servers from that of application or Web servers.
- Application, service, or vendor accounts will not be members of the domain administrator's group.
- Application, service, or vendor accounts will not be in the local administrator's group for any server.
- Applications must run as a service. ISS prohibits applications that require a user account to remain logged in.

## 5.2 Linux-Based Server Requirements

- RHEL 7 or greater, kernel 3.0 or greater, 64 bit architecture
- Server names will be determined by the Linux team
- The vendor will provide minimum hardware and software requirements
- Graphic user interface will not be installed (headless servers only)
- 50 GB root partition
- Will utilize SAN storage exclusively
- Root login must be disabled
- All servers must be joined to the OCFL.NET domain - all users will login using their AD credentials
- Local users will be created only for system and application processes
- Local users login will be disabled
- Configuration management will be done through Ansible
- Telnet must be disabled
- FTP and SFTP must be disabled
- Firewall should NOT be disabled
- SELinux should NOT be disabled
- All administrative tasks must be carried out via SSH
- All servers must be configured to be monitored by Solar Winds
- Applications will be installed using a unique user ID and unique group ID.
- Purge application and system logs, as needed.
- New requests for Linux servers should be reviewed and approved by the Linux Team
- Applications Will not:
  - Have a web interface that allows users to access the system as a privileged account.
  - Run root processes.
  - Be installed in any file system that is part of root.
  - Write log files to any file system that is part of root.
  - Update root system's files during installation

## 5.3 Supported Container Environment

- Orange county supports a SUSE-based containerized environment. All other versions and distributions must be vendor supported.
- Current supported versions:
  - RKE2 1.24.17 or greater
  - Rancher 2.7.1 or greater

## 5.4 Oracle-Based Server Requirements (Legacy Support)

- County-supported Oracle versions are: Oracle Enterprise Edition current version or 1 version prior that is supported by Oracle.
- County-supported environment for Oracle databases is RHEL Linux.
- Database setup shall be compliant with Oracle's Optimal Flexible Architecture (OFA) file naming conventions
- Applications must be installed under separate schema not requiring Database Administrator (DBA) privileges or DBA type privileges. Applications will not require or use the Linux Oracle account.
- Applications will provide a security module to manage user IDs and permissions.
- Applications shall support Orange County's Encryption policy's whether at table space or column



level for Sensitive/Protected data without impacting performance.

- Application vendors shall identify and document Sensitive/Protected data field/s as defined in Orange County Security Standards Policy.
- Application vendors shall provide all database creation scripts and any other required scripts to build, maintain, and support the database environment.
- Application vendors shall provide all documentation related to all database creation scripts and any other required scripts to build, maintain, and support the database environment.
- ISS Database Administrators (DBAs) shall install databases using vendor provided scripts, initialization parameters, and any special performance related parameters.
- Oracle's Administrator (SYSADM) account must not be required for software to operate.  
**NOTE:** If SYSADM privileges are required for installation, a County Database Administrator shall perform the installation vendor supplied scripts under the application vendor's direction.

## 5.5 Microsoft SQL-Based Server Requirements (Preferred Standard Database for current and future use)

- County-supported Microsoft SQL Server versions are: MS SQL Server Enterprise Edition current version or 1 version prior that is supported by MS.
- Database installations must be on a separate server from the application executables and support files. Database installations cannot be installed to the C: drive of the Windows Server. Applications will allow the ISS Database Administrator to specify the drives and directories where the database files will reside.
- MSDE, SQL Server Express, or MS Access based software are prohibited.
- Applications must support SQL Servers Integrated Security model.
- Applications shall support Orange County's Encryption policy's weather at table space or column level for Sensitive/Protected data without impacting performance.
- Application vendors shall identify and document Sensitive/Protected data field/s as defined in Orange County Security Standards Policy.
- Applications must contain a security module to manage user ID's and permissions, with no blank or hard-coded passwords allowed.
- Applications shall support a Cluster aware environment.
- ISS prohibits use of applications that create, update, or delete of any files on the database server outside the constructs of the database engine.
- ISS prohibits use of applications that create new databases or persistent database objects as part of its operation.
- Applications shall support application database backups/restores using the County's Enterprise Backup Tool. Currently, the County standard is CommVault's Galaxy iData-Agent for SQL Server.
- Applications must provide an audit mechanism to record the date, time, and user id that last modified a given row in an application table.
- Applications must utilize database referential integrity.
- Server Administrator privileges are not permitted.

**NOTE:** If Server Administrator privileges are required for installation, an ISS Database Administrator shall perform the installation.

## 6.0 Network Systems Requirements

### 6.1 Protocol Node Names and Addresses

- The ONLY protocol allowed on the County Data Network is the Internet Protocol referred to as Internet Protocol (IP) or Transmission Control Protocol/Internet Protocol (TCP/IP) Version 4.
- There can be only one unique address for each node on the network. Node naming and addressing conventions will conform to the guidelines established here.
- The NOC assigns all addresses for all devices connecting to the County Network. All IP addresses must conform to R.F.C. 1918:

10.0.0.0	- 10.255.255.255/8
172.16.0.0	- 172.31.255.255/12
192.168.0.0	- 192.168.255.255/16

- The NOC maintains an addressing plan and uses the plan to assign addresses. The Internet Addressing Authority, a private entity, assigned a block of addresses for the County. The NOC will maintain and assign these addresses, as needed.
- Use of Registered Internet addresses on the County network is not allowed.
- All network numbers for “special function” TCP/IP networks will be assigned by the NOC.
- No INTERNET connections are allowed from any node, modem, or communications device on the network without NOC and Enterprise Security approval.
- A network-wide, shared-use Internet connection is available to all entities.
- TCP/IP DOMAIN NAME SERVERS (DNS) are an alternative to local administration and maintenance of a “hosts” file. Any Divisions, Elected Officials, or agencies wishing to use the DNS may send a list of IP addresses to be included in the DNS to the ISS Support Center, (407-836-2929 or 6-2929), which will be routed to the NOC staff.
- Entities who have dedicated network staff and wish to be assigned their own IP address space will request the assignment from the NOC through the ISS Support Center, (407-836-2929 or 6-2929). These entities will provision their own DNS and be responsible for administration of their own IP address spaces (as assigned by the NOC for the agency to administer).
- Only routed networks with at least 254 IP nodes are eligible for this option. DHCP is provided by the NOC.
- No shared device (printer, server) may use a DHCP address. Static IP addresses are available in limited amounts on request.

### 6.2 Bridges, Routers, and Gateways

- Routers are required at points in the network where traffic control and/or broadcast domain segmentation needs exist.
- Routers are required on all Wide Area Network connections.
- Protocol conversion is not supported on this network, as one common protocol (TCP/IP) is standard for all nodes.

### 6.3 Network Security

- All default accounts on all processors connected to the network will either be disabled or have

the default password changed. No accounts are allowed without passwords.

- The default “privileged password” on all network electronics will be changed.
- All dial-up access must be provided through secure access servers. No direct access via dial-up lines is allowed on any type of device, processor, terminal, server, or PC connected to the network.
- The NOC provides and maintains a secure access server for Dial-up use. Contact the ISS Support Center (407-836-2929 or 6-2929) for remote access authorization by the Enterprise Security Team.
- The requesting department will provide the hardware & software for the employee’s home use, unless the employee provides their own.
- Vendor field service will have remote access through NOC provided access servers. VPN access is available for use.
- No entity on the network shall make any connection to the Internet, dial-up service, wireless provider, or wireless access-point without written permission from the ISS Enterprise Security Team and Network Operations.
- An Internet gateway is provided for all entities on the network to use.
- Any entity that directly connects their network to the Internet may not remain connected to the County network, due to security risks. If the Internet connected entity supplies, at their own expense, an acceptable Firewall between their networks and the County networks, the County network connection can resume via the Firewall provided.

**Wireless Local Area Network (LAN) (Ethernet) Security**

- All 802.11x wireless LANs must use a DOT1X supplicant for network admission control.
- All 802.11x clients must use VPN triple Data Encryption Standard (DES) or Advanced Encryption Standard (AES) encryption. Client authentication via RADIUS server is required. The RADIUS server is provided and administered by ISS Enterprise Security.
- All access points attached to the County network must be Lightweight Access Point (LWAP). (No stand-alone access points are permitted)

**Wireless Wide Area Network (WAN) Security**

- The County maintains a contract with a wireless provider. A gateway is available for connecting to the contracted wireless provider. The County prohibits access to the network using any other wireless provider.

**6.4 Network Components**

**Transmission Media**

- Fiber-optic, Category 5, 5e, and 6, and Category 3 Unshielded Twisted Pair (UTP), Shielded Twisted Pair (STP), and radio (802.11x) are all permitted for IP data communications in the network.

**Transmission Methods**

- Optical, metallic cable, leased data circuits (analog, digital), private (analog, digital), and wireless (802.11x) are all permitted for IP data communications in the network.

**Supported LAN Types**

- ETHERNET, 802.3, 10 BASE T, 100 BASE TX, 100 BASE FX, 1000 BASE xx (Gigabit), 802.11x (wireless Ethernet), 10 GIGABIT.
- EtherChannel: The only EtherChannel protocol supported by the County is 802.3ad Link Aggregation Control Protocol (LACP).

## 6.5 Network Circuits

- The NOC will design all WAN networks and, if required, procure leased data communications circuits from the Carrier.
- The NOC will act as the central point of contact between all entities using WAN circuits.
- The NOC will be notified by the affected entity and/or the ISS Support Center of service affecting WAN outages.
- The ISS Support Center (407-836-2929 or 6-2929) and the NOC will be responsible for coordinating successful repair of WAN circuits.
- The NOC will be responsible for ordering the disconnection and termination of leased data circuits upon notification by the customer.
- Critical LANs and/or WANs may be designed with duplicate, automatic, redundant circuits and electronics to provide automatic recovery of data communications.
- Circuits leased by any entity (other than the County) will be managed by that entity's technical staff.
- A Remote Site is available for recovery of certain critical applications and County networks in the event of a formally declared disaster.

## 6.6 Network Installation

- In situations where installation of network equipment by one entity may affect customers from other entities, the installation will be jointly coordinated by representatives of the NOC and the other entities.
- The NOC will design and install all LAN and WAN networks, except in special circumstances.

## 6.7 Network Trouble Reporting

- Customers exclusively confined to applications delivered by networks supplied by the NOC will call or e-mail the ISS Support Center (407-836-2929 or 6-2929) to report trouble, request service, and get technical advice. The ISS Support Center will screen all calls, resolve any problems it is able to resolve with ISS Support Center staff, and refer unresolved network problems to the NOC.
- Customers exclusively confined to applications on networks supplied by other entities will call that entity's network staff to report trouble, request service, and get technical advice.
- Customers on a mix of processors and networks supplied by the NOC and other entity's processors and networks will call the ISS Support Center (407-836-2929 or 6-2929) to report trouble, request service, and get technical advice.
- The NOC employs a variety of network management and troubleshooting tools and systems. These network management systems are used by the NOC staff to test, troubleshoot, and diagnose all devices attached to the network.
- All LAN equipment attached to the network must support Simple Network Management Protocol (SNMP) and/or SNMP-2. Remote Monitoring (RMON) is also allowed, but not instead of SNMP. RMON is in addition to SNMP. Older equipment not supporting these standards will be phased out. The NOC is the only organization permitted to run SNMP on network equipment.
- Network problems that can be repaired by the NOC will be scheduled in a repair queue. Repair priority is based on the severity of the problem and quantity of customers affected.
- All devices attached to the network must have at least a minimum SNMP profile entered, consisting of the entity's name, address, and technical support staff phone number(s). This will assist NOC staff in locating the network on which the equipment is located, when troubleshooting.

## 6.8 Network Performance Management

- The NOC is responsible for monitoring all LAN and WAN performance. This includes all SNMP and RMON.
- Only NOC staff members are allowed to run SNMP/RMON on network devices.
- The NOC will redesign networks, which sustain traffic loads that adversely affect customer interactive response times and/or reliability.
  - ☐ The NOC will assist other entities with managing the performance of their networks as requested.

## 6.9 Network Documentation

- Each entity on the network will provide the NOC with a current diagram of network topology, equipment location, and configuration (including building address and floor location).
- The NOC will provide a diagram of the network as well as tables and listings of all physical and logical components to any approved requesting entity.
- Each entity on the network will provide on-going, updated information to the NOC reflecting components, circuits, and logical changes.
- The NOC will add this information to its diagram and database, and will provide the revised network documents to all requesting entities.

## 7.0 IP Telephony Standards

The definition of IP telephony is telephones and a Private Branch Exchange (PBX) with an integral Ethernet Network Information Card (NIC) using the Internet Protocol to communicate.

### 7.1 Telecom Connectivity and Applications

- All telecom related applications must be certified under the Avaya DevConnect program and compatible with the County's current level of Avaya Communications Manager for the appropriate site.
- The Telecom Unit must approve all peripheral applications, or software, prior to purchase.
- Orange County owns the block of 407-836-xxxx and 407-254-xxxx phone number ranges. These numbers may not be ported, transferred, or forwarded to 3<sup>rd</sup> party vendors, or cloud service providers. To use these services, the cloud service provider must provide new phone numbers.
- IP phones must derive their electrical power from the CAT-6/5e Ethernet cable. (POE type-1, 802.af standard)
- Ethernet switches in the closets will be used to provide in-line DC power through CAT-6/5e patch panels.
- All Ethernet electronics used in this configuration will have a UPS attached.
- IP phones must operate in a separate subnet from the attached PC.
- IP phone packets will be given the highest priority of all IP communications traffic on the LAN. Other non-telephony applications will have their "IP Precedence" bit modified at the Ethernet switch to conform to this standard.
- IP phone access to the network through the internet provider will use the ISS provided VPN services.

### 7.2 Unwanted Calls

- **Robocalls and SPAM** - We have automated security systems which block callers listed in a national database of Robo dialers. Our systems also block repeat callers who exceed a threshold consistent with automated advertising systems. If you are getting unwanted solicitations from an automated system please email the ISS Service Center (supportcenter@ocfl.net) to report the issue. Provide the time and date of the call, the number calling, your 10-digit phone number, and what was heard on the call.

- **Harassing phone calls** - Please report calls that are threatening in nature to the Orange County Sheriff's Office. They will want to know the time and date of the call, the number calling, your 10-digit phone number, and why the call was harassing in nature.
- **Nuisance calls** - Our mission is to serve the citizens of Orange County and our employees with integrity, honesty, fairness and professionalism. We cannot block nuisance calls from upset citizens. In extreme cases, issuing a new phone number may be an option.

## 8.0 Externally-Hosted System Standards

This information is for all vendors, networks, systems, and applications that will transmit, process, store, or handle electronic data provided by County.

### 8.1 Mass Mailing from Orange County

- MailChimp and Constant Contact are the only approved systems for mailings from Orange County
- Any other mass mailings systems or applications are the responsibility of the system owner. The email system cannot be modified to meet individual requirements for compliance or functionality.

### 8.2 Data Input and Processing

- Any use of Social Security Number information shall adhere to and abide by Florida Statutes, specifically F.S. 119.071, which provides detailed guidelines on usage of Social Security Numbers.
- The hosted application shall not have access to Social Security information.
- The hosted application shall not have access to data containing bank information.
- The hosted application shall not have nor be granted direct or indirect access to the County's Active Directory user names.
- The hosted application shall not have access to the County's internal or DMZ networks.

### 8.3 Data Storage and Handling

- The provider shall encrypt any data accessible from the hosted application meeting the following criteria at rest and in transit:
  - Names
  - Addresses
  - Phone numbers
  - Email addresses
  - Birth dates
  - Federal/state/local documents numbers
  - Account numbers
  - Race or religious information
  - User names
  - Passwords
  - Employee identification numbers
  - All Health Insurance Portability and Accountability Act (HIPAA) information
  - All Purchase Card Industry Data Security Standards (PCI DSS) information
- Any data, accessible from the hosted application or directly accessible from it, should be encrypted.

### 8.4 Transmission of Data

An encrypted tunnel must be used to transmit any data referenced above.

### 8.5 Disposal of Data

When no longer needed, or when data must be removed from the system, it shall be sanitized and disposed of using one of the methods listed below:

- **Sanitization** – Overwriting data previously stored on a disk or drive with a random pattern of meaningless information

- **Destruction** – Physically damaging a medium, so that it is not usable by any device that may normally be used to read information on the media, such as a computer, tape reader, audio or video player
- **Purging Data** – Using a strong magnetic device, such as a degausser, to render data unrecoverable

## 8.6 External Audits

- The vendor must ensure that the web hosting environment and application is secure using IT security best practices.
- The external service, system, and application must pass a yearly penetration test performed by ISS personnel.

## 9.0 Computing Center Standards

In addition to standards outlined in 5.0, *Standards for In-House Servers and Server Operating Systems*, the following requirements apply to hardware installed in an Orange County Regional Computing Center, such as, network switches, appliances, servers, storage arrays, etc. These requirements apply to orders placed by Orange County personnel, vendor special orders, and orders placed by RCC tenants:

- Standard rack configuration is 42U
- PDU orders need network monitoring (smart PDU) for rack
- Mounting hardware for racks should be included in order
- Dual power supplies for all equipment
- Dual NIC cards for any hardware needing to connect to network

## 10.0 Acronyms

ADF	Automatic Document Feeder
County	Government of Orange County, Florida, Board of County Commissioners
DHCP	Dynamic Host Configuration Protocol
DNS	Domain Name Server
DVI	Digital Visual Interface
DVD+/-RW	Digital Versatile Disk-Rewritable
GB	gigabyte
ISS	Orange County Information Systems and Services
IP	Internet Protocol
IT	Information Technology
NOC	Network Operations Center
OEM	Original Equipment Manufacturer
ppm	Pages per minute
RAM	Random Access Memory
RMON	Remote Monitoring
SAN	Storage area network
SNMP	Simple Network Management Protocol
SSD	Solid State Drive
SFF	Small Form Factor
TCP/IP	Transmission Control Protocol/Internet Protocol
USB	Universal Serial Bus
WAN	Wide Area Network
VNC	Virtual Network Computing
VPN	Virtual Private Network

The following is a summary of key points in the Orange County Government Board of County Commissioners (OCGBCC) security standards. It is necessary for vendors to completely understand and follow these requirements in order for products or services to be considered for placement within the OCGBCC environment.

### Web Servers

#### Web and Database Placement

A database server shall not reside on the same hardware platform as a web server.

#### Anonymous Accounts

Web server anonymous accounts shall only have read and execute permissions to folders/files within the web server directories. Change and delete permissions to folders/files that are directly accessible via a web browser shall not be granted to web server anonymous accounts.

#### Process/Application Accounts

All web server processes and applications shall run only under a low privilege local account. Web server processes shall not run under an account with domain, power user or a local administrator privileges.

### DMZ

#### Web Server Platforms

Microsoft Internet Information Server (IIS) version 5.0 or higher shall be the only platform within the OCGBCC DMZ to run as a Web or FTP server.

#### Services and Protocols

Traffic using the following protocols from the OCGBCC DMZ to the internal network shall not be allowed:

Kerberos, NetBIOS, Microsoft-DS, Microsoft's Well Known Ports, LDAP, RPC, SMB, RDP, HTTP, HTTPS, DNS, JOLT.

#### Encrypted Data

Any data accessible within the DMZ or directly accessible from it meeting the following criteria shall be encrypted at rest with field-level encryption and in transit: names, addresses, phone numbers, email addresses, birthdates, federal/state/local document numbers, account numbers, race or religious information, usernames, passwords, employee identification numbers and all HIPAA and PCI information. The DMZ shall not have access to data containing bank information. The DMZ shall not have access to social security information.

#### Data Access

The DMZ shall have read-only access to live data, if such data is also used by applications residing in the internal OCGBCC network.

### Antivirus

#### Virus scanning

Antivirus software shall be running at all times on the computers on which it is installed. Real-time scanning of incoming and outgoing files shall be enabled at all times.

### Microsoft Security Patches

#### Patch installation

MS Security patches may be applied immediately upon release by Microsoft. All vendors must support their applications in this environment.

### Encryption

#### Laptops and Removal Devices

All laptop hard drives and removable devices shall be encrypted to protect any sensitive data.



## WEB SECURITY STANDARD

### 1.0 Purpose

The purpose of this document is to establish requirements that will better manage and secure all web server platforms within the Orange County Government Board of County Commissioners (OCGBCC).

### 2.0 Scope

The scope of this document applies to all web server platforms located within the OCGBCC.

### 3.0 Policies

#### 3.1 Activity

Any and all web server installations, removals or modifications shall require the direct involvement and documented approval by the Information Systems and Service Enterprise Security unit (ISS-ESU).

#### 3.2 Hardware

**3.2.1** All hardware platforms operating as a web server shall abide by all standards, policies and guidelines of the OCGBCC Enterprise Systems unit.

**3.2.2** All hardware platforms operating as a web server shall reside on server hardware. Any exception shall require a documented waiver by the Information Systems and Services Enterprise Security unit (ISS-ESU).

#### 3.3 Software

##### 3.3.1 Web Server Platforms

###### 3.3.1.1 Microsoft

Microsoft's Internet Information Server (IIS) is the approved, supported web server platform for OCGBCC.

###### 3.3.1.2 Apache Software Foundation

Apache Software Foundation's HTTP Server (Apache) is approved but is unsupported. Any production use of (Apache) shall include an appropriate support model that is approved by the ISS-ESU.

###### 3.3.1.3 Other

Other web server platforms may qualify for use, but shall require an evaluation, approval and a documented waiver by the ISS-ESU.

##### 3.3.2 Databases

###### 3.3.2.1 Location

A database server shall not reside on the same hardware platform as a web server.

#### 3.4 Security

##### 3.4.1 General

All web servers shall comply with all other documented ISS-ESU standards to include, but not limited to: virus, patch and account management.

##### 3.4.2 Account Management

###### 3.4.2.1 Local Account Access

Only accounts with local administrator privileges shall be allowed to log on locally to a web server.

###### 3.4.2.2 Process/Application Accounts

All web server processes and applications shall run only under a low privilege local account. Web server processes shall not run under an account with domain, power user or a local administrator privileges.

###### 3.4.2.3 Web Server Anonymous Accounts

Web server anonymous accounts shall only have read and execute permissions to folders/files within the web server directories. Change and delete permissions to folders/files that are directly accessible via a web browser shall not be granted to web server anonymous accounts.

##### 3.4.3 Permissions

###### 3.4.3.1 Operating System Permissions

ISS-ESU shall secure the operating system's file/folder permissions and security policies of all web servers. These permissions are to be modified solely by ISS-ESU.

###### 3.4.3.2 Vendor/Third Party Access

Local administrator privileges on web servers are for authorized personnel only.

Access to vendors and any other third party shall be provided solely on a temporarily, case-by-case basis through ISS-ESU.

#### **3.4.3.3 Developer Access**

Developer access to web server content directories shall be available by WebDav, SFTP, FTPS or FrontPage server extensions only. Developers shall be granted "Author Pages" rights with the FrontPage Server Extensions

#### **3.4.4 Java Server Engines**

Java server engines are approved but are not supported. Any production use of a Java server engine shall include an appropriate support model that is approved by (ISS-ESU).

#### **3.4.5 FTP**

Web servers that also run an FTP server shall not map FTP directories to directories accessible via a web browser.

#### **3.4.6 IIS Virtual Directories, Application Pools, Settings**

Any and all creations, removals or modifications to IIS Settings, Virtual Directories, Application Directories, and Application Pools shall require the direct involvement and documented approval by the Information Systems and Service Enterprise Security unit (ISS-ESU).

#### **3.4.7 Other**

- Shares are not allowed on any directory accessible via web browser.

- Microsoft Windows web servers and any web application shall not be installed on the same drive as the host operating system.

- Executable files (.exe, .com, .bat, .dll, etc) shall not be placed into directories accessible via a web browser without the direct involvement and documented approval by the Information Systems and Service Enterprise Security unit (ISS-ESU).

### **4.0 Guidelines**

- It is recommended that all web applications use the enterprise FTP and SMTP servers for all FTP/SMTP traffic.

### **5.0 Enforcement**

Any web server not meeting the above criteria may be immediately disconnected from the OCGBCC network. Any employee found to have violated these policies may be subject to disciplinary action, up to and including termination of employment.

### **6.0 Definitions**

<b>Term</b>	<b>Definition</b>
<b>FTP</b>	File Transfer Protocol – The protocol for exchanging files over the Internet. FTP works in the same way as HTTP for transferring Web pages from a server to a user's browser and SMTP for transferring electronic mail across the Internet in that, like these technologies, FTP uses the Internet's TCP/IP protocols to enable data transfer. FTP is most commonly used to download a file from a server using the Internet or to upload a file to a server.
<b>SFTP/FTPS</b>	SFTP – FTP tunneled in an SSH connection also known as Secure FTP. FTPS – FTP tunneled in an SSL connection
<b>WebDav</b>	Web-based Distributed Authoring and Versioning – Extensions to HTTP that allows users to collaboratively edit and manage files on remote Web servers.
<b>Front Page Extensions</b>	A series of scripts that can be employed using Microsoft FrontPage, a visual HTML editor.
<b>SMTP</b>	Simple Mail Transfer Protocol – A protocol for sending e-mail messages between servers. In addition, SMTP is generally used to send messages from a mail client to a mail server.

## ***SENSITIVE DATA AND ENCRYPTION STANDARD***

### **7.0 Purpose**

The purpose of this document is to ensure that all Orange County Government Board of County Commissioner's (OCGBCC) sensitive data is secured by using strong encryption algorithms that have received substantial public review and have been proven to work effectively. Orange County Information Systems and Services Enterprise Security unit (ISS-ESU) provides access to a variety of Encryption Services and Enterprise Certification Authorities (CA).

### **8.0 Scope**

This document applies to all data transmitted and stored within the OCGBC information systems. It applies to all OCGBC employees, consultants, and all other affiliated third parties operating within the OCGBC information systems and networks.

### **9.0 Policies**

#### **9.1 Activity**

**9.1.1** Any and all activity within and through the OCGBC information systems involving encryption shall require direct involvement and documented approval by the Information Systems and Service Enterprise Security unit (ISS-ESU).

**9.1.2** The ISS-ESU shall approve the storage and transfer of any data containing personal information and/or residing in the DMZ.

#### **9.2 Encryption Algorithms**

**9.2.1** One of the following standard encryption ciphers shall be used to encrypt data. The key length for these algorithms shall be no less than 128bits:

- Triple-DES (3DES)
- Rijndael (AES)
- RSA
- Blowfish
- Twofish
- CAST

**9.2.2** PGP is an approved encryption standard provided that the PGP private key used to encrypt and /or sign data has been generated using a cipher meeting the requirements in section 9.2.1.

#### **9.3 Data Hashing**

The following standard data hashing algorithms shall be used to hash data. The key length for the algorithms shall be no less than 128bits.

- MD5
- SHA-2

#### **9.4 SSL Certificates**

Web Server, SSH, IMAPS, SMTPS SSL certificates should have key lengths of no less than 128bits.

#### **9.5 Sensitive Data Stored on the Internal Network**

**9.5.1** Any data containing sensitive information, including, but not limited to: names, addresses, phone numbers, email addresses, birthdates, federal/state/local document numbers, account numbers, race or religious information, username and employee identification numbers should be encrypted at rest with field-level encryption and in transit.

**9.5.2** Any data containing social security numbers, passwords, HIPAA or bank information shall be encrypted at rest with field-level encryption and during network transfers.

**9.5.3** Any data classified as EPHI by HIPAA, or classified as secure information by PCI DSS requirements shall not be released to unauthorized parties.

**9.5.4** Any information stored or transmitted on the OCGBC network that can identify and/or compromise security systems shall be considered privileged information and shall not be released to unauthorized parties.

#### **9.6 Sensitive Data Stored on the External DMZ Network**

**9.6.1** Any and all activity within and through the OCGBC DMZ shall require direct involvement and documented approval by the Information Systems and Service Enterprise Security unit (ISS-ESU).

**9.6.2** Any data accessible within the OCGBC DMZ or directly accessible from it should be encrypted.

**9.6.3** Any data accessible within the OCGBC DMZ or directly accessible from it meeting the following criteria shall be encrypted at rest with field-level encryption and in transit: names,

addresses, phone numbers, email addresses, birthdates, federal/state/local document numbers, account numbers, race or religious information, usernames, passwords, employee identification numbers and all HIPAA and PCI information.

#### **9.7 Data Backups**

**9.7.1** Any backup of OCGBCC should be encrypted. Sensitive data as listed in 9.5 of this document shall be backed up using encryption algorithm standards found in 9.2.

#### **9.8 Laptops and Removal Devices**

**9.8.1** All laptop hard drives should be encrypted.

**9.8.2** Any sensitive data (see section 9.5 of this document) stored on laptops and removable devices shall be encrypted.

**9.8.3** All individuals who work with sensitive data (see section 9.5 of this document) shall have their laptop hard drives encrypted.

#### **10.0 Guidelines**

- SSL certificates issued to servers and applications used by internet users should be provided by commercial CA authorities (i.e. Verisign, Thawte) to avoid security warnings from being presented to the end users.
- SSL certificates issued to servers and applications used by internal OCGBCC resources should be issued by OCGBCC's Certification Authority.

#### **11.0 Enforcement**

Any employee found to have violated these policies may be subject to disciplinary action, up to and including termination of employment.

#### **12.0 Definitions**

<b>Term</b>	<b>Definition</b>
<b>Encryption</b>	Transforming understandable data into a form that is incomprehensible and that looks like random noise.
<b>Hashing</b>	An algorithm that takes an entire message and, through process of shuffling, manipulating, and processing the bytes using logical operations, generates a small message digest of the data.
<b>Field-level encryption</b>	Values are stored in an encrypted format in the database and/or text files, so that attempting to read the data with a SELECT statement on a database or viewing the text files will only display encrypted data.
<b>DMZ</b>	De-Militarized Zone – A computer term used for a protected network that sits between the Internet and the corporate network.
<b>Certification Authority (CA)</b>	In cryptography, a certificate authority or certification authority (CA) is an entity which issues digital certificates for use by other parties.
<b>Bank Information</b>	Checking account numbers, credit card numbers, or any unique number from a bank institution.
<b>HIPAA</b>	The federal Health Insurance Portability and Accountability Act of 1996
<b>EPHI</b>	Electronic Protected Health Information is a set of identifiers defined by HIPAA § 164.514.
<b>PCI DSS</b>	The Payment Card Industry Data Security Standard (PCI DSS) is a set of requirements designed to ensure that all companies that process, store or transmit credit card information maintain a secure environment.

## **DMZ SECURITY STANDARD**

### **13.0 Purpose**

The purpose of this document is to establish requirements that will better manage and secure all platforms within the Orange County Government Board of County Commissioners (OCGBCC). The De-Militarized Zone (DMZ) is a secure environment with limited access to the OCGBCC internal network.

### **14.0 Scope**

This document applies to all platforms located within the OCGBCC DMZ.

### **15.0 Goal**

The goal of this document is to establish a solid foundation for which DMZ Security is built upon. DMZ Security is the basis for secure, remote resource and information access to OCGBCC information systems and networks. As such, attention to detail in the DMZ Security process is of utmost importance.

### **16.0 Audience**

This document is intended for distribution to those that have any interaction with any system in the DMZ.

### **17.0 Roles**

The Information Systems and Services Enterprise Security Unit (ISS-ESU) is solely responsible for the DMZ.

### **18.0 Policies**

#### **18.1 ISS-ESU Discretion**

Any server found within the OCGBCC DMZ that does not meet the following criteria shall, at the discretion of the ISS-ESU, be immediately disconnected from the OCGBCC DMZ.

#### **18.2 Activity**

Any and all activity within and through the OCGBCC DMZ shall require direct involvement and documented approval by the ISS-ESU.

#### **18.3 Web Servers**

All internal ISS-ESU policies apply to the OCGBCC DMZ and are augmented by the DMZ Security Standard. The following differences are noted:

**18.3.1** Microsoft Internet Information Server (IIS) version 5 or 6 shall be the only platforms within the OCGBCC DMZ to run as a Web or FTP server.

**18.3.2** All platforms within the OCGBCC DMZ shall be patched immediately upon the release and testing by the ISS-ESU.

#### **18.4 Administrative Rights**

ISS-ESU shall be the only group with administrative rights to servers in the DMZ.

#### **18.5 Production Servers**

The OCGBCC DMZ shall host production servers only.

#### **18.6 Remote Access**

Remote Access to the OCGBCC DMZ shall be allowed only using Microsoft Terminal Services or Microsoft Remote Desktop protocols.

#### **18.7 Traffic**

##### **18.7.1 Internet Activity**

HTTP/HTTPS/FTP/SMTP/IMAPS are the only protocols allowed from the Internet into the DMZ.

##### **18.7.2 Internal Activity**

Traffic using the following protocols and ports from the DMZ to the internal network shall not be allowed: Kerberos, NetBIOS, Microsoft-DS, Microsoft SQL Server, Microsoft's Well Known Ports (88, 135, 137, 138, 139, 389, 445, 464, 530, 543, 544, 636, 749, 3389), LDAP, RPC, SMB, RDP, HTTP, HTTPS, DNS, JOLT.

**18.7.2.1** All traffic shall first be approved by ISS-ESU before it can be considered for inclusion in the DMZ.

##### **18.7.3 Routing**

**18.7.3.1** All approved access from the DMZ to the internal network shall be routed through a proxy server residing in the DMZ.

**18.7.3.2** The Enterprise DMZ proxy server shall only use firewall conduits to access approved resources within the OCGBCC network.

#### 18.7.4 External Equipment

Any device that needs to be accessible from the internet must be placed in the OCGBCC DMZ. Only devices directly managed by either the ISS-ESU or the ISS Network Team can be connected directly to the internet bypassing the OCGBCC firewalls, requiring documented approval from both the ISS-ESU and the ISS Network Team.

#### 18.8 Data

**18.8.1** Any data accessible within the OCGBCC DMZ or directly accessible from it should be encrypted.

**18.8.2** Any data accessible within the OCGBCC DMZ or directly accessible from it meeting the following criteria shall be encrypted at rest with field-level encryption and in transit: names, addresses, phone numbers, email addresses, birthdates, federal/state/local document numbers, account numbers, race or religion information, usernames, passwords, employee identification numbers and all HIPAA and PCI information.

**18.8.3** The OCGBCC DMZ shall not have access to data containing bank information.

**18.8.4** The OCGBCC DMZ shall not have access to social security information.

**18.8.5** The OCGBCC DMZ shall have read-only access to live data, if such data is also used by applications residing in the internal OCGBCC network.

#### 19.0 Guidelines

- Should databases in policy 18.8.5 need to receive updates by the OCGBCC DMZ, the write operations should be made to a physically separate “staging” data repository. This separate data repository should contain only updates for the specific records being changed. An application server within the internal network should be used to apply the changes in the staging data repository to the live database.
- The DMZ should access data repositories in the internal OCGBCC network using SQL database calls.

#### 20.0 Definitions

Term	Definition
<b>Bank Information</b>	Checking account numbers, credit card numbers, or any unique number from a bank institution.
<b>De-Militarized Zone (DMZ)</b>	A computer term used for a protected network that sits between the Internet and the corporate network.
<b>Field-level encryption</b>	Values are stored in an encrypted format in the database and/or text files, so that attempting to read the data with a SELECT statement on a database or viewing the text files will only display encrypted data.
<b>DNS</b>	Domain Name System (or Service or Server) – An Internet service that translates domain names into IP addresses. Because domain names are alphabetic, they're easier to remember. The Internet however, is really based on numeric IP addresses. Every time you use a domain name, therefore, a DNS service must translate the name into the corresponding IP address.
<b>FTP</b>	File Transfer Protocol – The protocol for exchanging files over the Internet. FTP works in the same way as HTTP for transferring web pages from a server to a user's browser and SMTP for transferring electronic mail across the Internet in that, like these technologies, FTP uses the Internet's TCP/IP protocols to enable data transfer. FTP is most commonly used to download a file from a server using the Internet or to upload a file to a server.
<b>Health Insurance Portability and Accountability Act (HIPAA)</b>	HIPAA establishes regulations for the use and disclosure of any information about health status, provision of health care, or payment for health care that can be linked to an individual.
<b>HTTP</b>	HyperText Transfer Protocol – The underlying protocol used by the World Wide Web. HTTP defines how messages are formatted and transmitted, and what actions web servers and browsers should take in response to various commands.
<b>HTTPS</b>	HyperText Transfer Protocol over Secure Socket Layer (SSL) – By convention, URLs that require an SSL connection start with https: instead of just http:.
<b>IMAPS</b>	Internet Message Access Protocol – A protocol for retrieving e-mail messages. With IMAP4, you can search through your e-mail messages for keywords while the messages are still on mail server and, then, choose which messages to download to your machine.
<b>LDAP</b>	Lightweight Directory Access Protocol – A set of protocols for accessing information directories.
<b>SSL</b>	Secure Sockets Layer – A protocol for transmitting private documents via the Internet. SSL uses a cryptographic system that uses two keys to encrypt data –

a public key known to everyone and a private or secret key known only to the recipient of the message.

## SQL

Structured query language – SQL is a standardized query language for requesting information from a database.

## **ANTIVIRUS STANDARD**

### **21.0 Purpose**

The purpose of this document is to establish requirements that must be met by all computers connected to the Orange County Government Board of County Commissioners (OCGBCC) network to ensure effective virus detection and prevention.

### **22.0 Scope**

This document applies to all OCGBCC computers running any version of the Microsoft Windows Operating Systems. This includes, but is not limited to, all servers, desktop computers, laptop computers, PC-based printers and appliances.

### **23.0 Policies**

#### **23.1 Virus Software – Servers**

Sophos Anti-Virus shall be installed and enabled on all OCGBCC computers running any server version of the Microsoft Windows Operating Systems.

#### **23.2 Virus Software – Workstations**

Sophos Anti-Virus shall be installed and enabled on all OCGBCC computers running any non-server version of the Microsoft Windows Operating Systems.

#### **23.3 Virus Software – Exchange Servers**

Sophos Anti-Virus shall be installed and enabled on all OCGBCC computers running Microsoft Exchange Server.

#### **23.4 Virus Software – Internet Mail**

All incoming and outgoing internet email shall be scanned by a Barracuda Appliance in the DMZ before being delivered.

#### **23.5 Virus scanning**

Antivirus software shall be running at all times on the computers on which it is installed. Real-time scanning of all incoming and outgoing files shall be enabled at all times. Full antivirus scans of all files and folders on servers shall be executed on a weekly basis in accordance with the schedules set in the Sophos Enterprise Console for servers. Full antivirus scans of all files and folders on workstations shall be executed on a weekly basis in accordance with the schedules set in the Sophos Enterprise Console for workstations.

### **24.0 Guidelines**

- When employees receive unwanted and unsolicited emails, they should be deleted and should avoid replying to the sender. These messages should not be forwarded.
- Employees should never open any files or macros attached to an email from an unknown, suspicious or untrustworthy source. These attachments should be deleted immediately. These messages should not be forwarded.
- Employees should never download files from unknown or suspicious sources.

### **25.0 Enforcement**

Sophos antivirus products are installed on all servers and workstations during the initial installation of the operating systems, and are continuously monitored to ensure they are running. Any employee or temporary found to have willfully stopped and/or paused these programs will be considered to be violating these policies and may be subject to disciplinary action, up to and including termination of employment.

### **26.0 Definitions**

<b>Term</b>	<b>Definition</b>
<b>Virus</b>	A program or piece of code that is loaded onto your computer without your knowledge and runs against your wishes. Viruses can also replicate themselves. All computer viruses are manmade. A simple virus that can make a copy of its self over and over again is relatively easy to produce. Even such a simple virus is dangerous because it will quickly use all available memory and bring the system to a halt. An even more dangerous type of virus is one capable of transmitting itself across networks and bypassing security systems.



## 27.0 Revision History

October 2017	Specified "field-level encryption" for sensitive data at rest in the summary, 9.5.1, 9.5.2, 9.6.3, 18.8.2 Added definition for field-level encryption in 12.0 and 20.0 Removed deprecated SHA-1 from allowed hashes in 9.3 Added SFTP and FTPS as allowed in 3.4.3.3 Added definitions for SFTP and FTPS in 6.0
March 2020	Replaced Kaspersky anti-virus with Sophos
October 2020	Corrected grammatical error on 23.5 Added 18.7.4 for requirements on externally accessible devices

**EXTERNAL DATA HOSTING STANDARD**

**1.0 Purpose**

The purpose of this policy is to establish a standard in order to execute the proper retrieval, storage, transmission, processing, and handling of electronic data.

**2.0 Scope**

This document applies to all vendors, networks, systems, and applications that will transmit, process, store, or handle electronic data provided by Orange County Government Board of County Commissioners (OCGBCC).

**3.0 Audience**

This document is intended for distribution to those that are involved in the retrieval, storage, transmission, processing, and handling of electronic data.

**4.0 Policies**

**4.1 Data Input and Processing**

- 4.1.1 Any use of Social Security Number information shall adhere to and abide by Florida Statutes, specifically F.S. 119.071.
- 4.1.2 The hosted application shall not have access to social security information.
- 4.1.3 The hosted application shall not have access to data containing bank information.
- 4.1.4 The hosted application shall not be granted direct or indirect access to OCGCC Active Directory usernames.
- 4.1.5 The hosted application shall not have access to the OCGCC internal or DMZ networks.

**4.2 Data Storage and Handling**

- 4.2.1 Any data accessible from the hosted application meeting the following criteria shall be encrypted at a field-level and in transit: usernames, passwords, names, addresses, phone numbers, email addresses, birthdates, federal/state/local document numbers, account numbers, race or religious information, usernames, passwords, employee identification numbers and all HIPAA and PCI information.
- 4.2.2 Any data accessible from the hosted application or directly accessible from it should be encrypted at a field level.

**4.3 Transmission of Data**

- 4.3.1 Any data referenced above shall be transmitted within an encrypted tunnel.

**4.4 Disposal of Data**

Once data is no longer needed or must be removed from the system it shall be sanitized and disposed using one of the methods below:

- 4.4.1 Sanitization - Overwriting of data previously stored on a disk or drive with a random pattern of meaningless information.
- 4.4.2 Destruction - Physically damaging a medium so that it is not usable by any device that may normally be used to read information on the media such as a computer, tape reader, audio or video player.
- 4.4.3 Purging data - Using strong magnetic devices; such as a degausser, it is possible to render data unrecoverable.

**4.5 External Audit**

- 4.5.1 The vendor must ensure that the web hosting environment and the application is secured using information security best practices.
- 4.5.2 The external service, system, and application must pass a yearly penetration test performed by Orange County ISS personnel. Alternatively the vendor can provide the results of an external audit conducted by a reputable 3<sup>rd</sup> party security company.

**5.0 Definitions**

<b>Term</b>	<b>Definition</b>
<b>Bank Information</b>	Checking account numbers, credit card numbers, or any unique number from a bank institution.
<b>Electronic Media</b>	Physical objects on which data can be stored, such as hard drives, zip drives, CD-ROMs, DVDs, USB drives, and tapes.
<b>Sanitization</b>	To expunge data from storage media so that data recovery is impossible.
<b>Physical Destruction</b>	A sanitization method for optical media, such as CDs.
<b>Florida Statue 119.071</b>	Detailed guidelines on usage of Social Security information

## 6.0 Revision History

October 2017	Specified “field-level encryption” for sensitive data at rest in 4.2.1 Added usernames and passwords to the list in 4.2.1 Added an option for a 3rd party vendor in 4.5.2 Added definition for field-level encryption
August 2012	Added “Bank Information” to list of definitions in 5.0



## SECURITY QUESTIONNAIRE

Please fill out this questionnaire that will aide in the determination if the following project, product, or application is compliant with the Orange County Government Board of County Commissioners (OCGBCC) enterprise security policies and procedures.

### CONTACT INFO:

Project name:

ISS Project Leader:

OCGBCC Business / Department:

Vendor Contact:

### COMPLIANCE CHECKLIST:

Attach any relevant documentation / certification / existing waivers for compliance.

- Currently used OCGBCC solution  Complies with OCGBCC IT & Security Standards

Check if the solution is subject to:  HIPAA  PCI-DSS  CJIS  Other:

### SCOPE:

Please attach a detail of the scope for the project or application. Including the following information: County Workstations, Databases, Servers; Internet and DMZ usage; Application Data (include sensitivity), Mobile Applications, Browser Extensions, Service Accounts, APIs, SSL Certificates, People and Locations. This can include or be represented by a complete network diagram.

### SURVEY QUESTIONS:

- |  |   |
|--|---|
| <input type="checkbox"/> Compatible with SAML based Single Sign On (SSO), MFA and auto-provisioning  | <input type="checkbox"/> Information is encrypted in transit and at rest (using field-level encryption)                   |
| <input type="checkbox"/> Solution supports running with antivirus and all latest security patches with no exceptions   | <input type="checkbox"/> Service uses unique domains that are not shared with other businesses (such as ocfl.service.com) |
| <input type="checkbox"/> Does not need a tunnel, VPN, or reverse proxy   | <input type="checkbox"/> Will comply with all Florida Public Records requirements   |
| <input type="checkbox"/> Does not contain any sensitive info (emails, names, addresses, SSNs, Driver's Licenses, passwords, employee identification numbers, ePHI, Banking info, etc.) | <input type="checkbox"/> DMZ or County hosted internet accessible resources are needed                                    |
| <input type="checkbox"/> Generic accounts are not used and application conforms to least privilege principles.   | <input type="checkbox"/> Audit logs are generated for all actions and tasks and can be exported                           |

Date and auditor of last Completed Cybersecurity penetration test:

Please attach the results (without NDA clause). If none have been completed, please include a statement for an assessment to be completed either by Orange County or from a reputable 3<sup>rd</sup> party security assessor.

Please provide any additional details about the survey questions above: