



District of Columbia Housing Authority

1133 North Capitol Street, NE Washington, DC 20002-7549

202-535-1000

Tyrone Garrett, Executive Director

Addendum

Addendum No. 1

Issued: February 10, 2020

**Utility Billing Administration Services
Request for Proposal (RFP)
0005-2020**

All respondents shall acknowledge receipt of this addendum, sign below and return it with your bid. **Failure to acknowledge receipt of this addendum may be cause for rejection of your bid.** Respondents are informed that the above named solicitation is modified as follows:

The District of Columbia Housing Authority hereby issues Addendum No. 1 to provide RESPONSES to all QUESTIONS as referenced in Attachment A.

All Other Terms and Conditions Remain Unchanged

End of Addendum No. 1


Cheryl Moore
Contracting Officer

Acknowledgement of Receipt:

Respondent: _____

Name: _____ Title: _____

**ATTACHMENT A
PROPERTY MANAGEMENT AGENT
REQUEST FOR PROPOSAL (RFP)
0008-2020**

I. DCHA RESPONSES to QUESTIONS/ INQUIRIES

QUESTION 1: Items B.1.1 and B.1.2 require the collection or retrieval of consumption and cost data and billing documents from utility accounts and DCHA. How are utility bills currently received? In what formats (spreadsheet, PDF, paper, etc.) will utility bills or bill data for the 8,000 utility accounts be provided?

ANSWER 1: PEPCO and WASA provide a consolidated billing summary file in Excel. The energy marketer also provides a consolidated gas and electricity supply file in Excel. Washington Gas provides its raw data as paper bills sent to DCHA.

QUESTION 2: How often do the 8,000 monthly utility accounts change? Are any of these accounts in the name of residents that move in and move out? If so, how are these accounts managed by the housing authority? Or, are all accounts in the name of the housing authority?

ANSWER 2: The Authority is responsible for paying the utilities. Accounts are added and subtracted from the DCHA rolls as units come on-line or are taken off-line. On occasion residents put the bills in their names which need to be found and changed by contacting the utility once the issue has been discovered generally by the resident who receives a bill. **All accounts are in DCHA's name.**

QUESTION 3: Do any of the 8,000 utility accounts represent multiple service ids, points of service, or commodities? For example, one account might represent five unique units, or service ids, in a development. If so, approximately how many end service points do the 8,000 accounts represent?

ANSWER 3: The Authority reports on 51 Asset Management Projects (AMPs) representing 70 properties and over 11,000 units. There are mastered metered and unit metered accounts dispersed throughout the Authority. At last count, there were over 4,000 electric accounts, 2,200 gas accounts and 1,437 water and sewer accounts.

QUESTION 4: Item B.1.3 calls for the compilation of consumption and cost data into payment files. What AP and/or GL platform does DCHA use?

ANSWER 4: The Authority collects the consolidated payment files in Excel and processes the payments internally.

- QUESTION 5:** What data is required for HUD and DCHA reporting, as described in item B.1.4? Can samples of any required reports be provided?
- ANSWER 5:** C.7.4 requests documentation to demonstrate experience in performing similar work in particularly with HUD, Housing Authorities and HUD Utility allowance Schedules and reporting.
- QUESTION 6:** In what format is historical data dating back to FY01 stored? Can a sample of this data be provided?
- ANSWER 6:** Raw data is available in Excel worksheets. Data fields vary by utility and data available at the time. Generally, the basic data is account number, consumption units, cost, start date and end date. A sample will not be provided.
- QUESTION 7:** Do you have any existing reports you use for B.1.9 that need to be recreated by the selected vendor? If so, please provide samples.
- ANSWER 7:** B.1.9 states “Provide monthly utility billing analysis and reporting services to generate report(s) on as billed consumption, cost, irregularities, trends, and energy market conditions affecting DCHA utility operations”. It is up to the Respondent to demonstrate how such information will be reported as part of the documentation that details Management Approach and Methodology Plan.
- QUESTION 8:** Can you share what the HUD requirements and DCHA expectations are for B.1.12.b?
- ANSWER 8:** C.7.4 requests documentation to demonstrate experience in performing similar work in particularly with HUD, Housing Authorities and HUD Utility allowance Schedules and reporting
- QUESTION 9:** Please expand on the requirement presented in B.1.14. What utility, industry, and market conditions are of interest to DCHA?
- ANSWER 9:** The Authority needs to consider and plan its utility budget years in advance. It is up to the respondent to demonstrate how such information will be reported as part of the documentation that details Management Approach and Methodology Plan.
- QUESTION 10:** For B.1.13 and B.1.14, does DCHA want the selected vendor to do procurement activities on behalf of DCHA or just provide the reporting?
- ANSWER 10:** The Authority is responsible for all procurement activities. The selected respondent may advise the Authority on procurement actions and provide recommendations.

- QUESTION 11:** What is entailed in the scope of B.1.20 – “utility support services upon assignment”?
- ANSWER 11:** Conditions may change due to new reporting requirements from HUD, change in the number of accounts and other changes beyond the Authority’s reasonable ability to predict the requirement for services.
- QUESTION 12:** Are you willing to negotiate some of the insurance coverages with the selected vendor, or are all coverage amounts non-negotiable?
- ANSWER 12:** The successful Respondent, at its expense, shall obtain the minimum insurance coverage set forth in the RFP section D.4 and keep such insurance in force throughout the contract period. Respondents to this solicitation must have the capacity to obtain a Certificate of Insurance at the stated limits below, prior to and as a condition of contract award. All insurance provided by Contractors in this section shall set forth DCHA as an additional insured (as applicable).
- QUESTION 13:** Will there be a pre-bid meeting?
- ANSWER 13:** No, there will not be a pre-bid meeting.
- QUESTION 14:** What is the current utility metering system in place to collect utility data from the 8,000 meters? How is data retrieved?
- ANSWER 14:** PEPCO and WASA provide a consolidated billing summary file in Excel. The energy marketer also provides a consolidated gas and electricity supply file in Excel. Washington Gas provides its raw data as paper bills sent to DCHA.
- QUESTION 15:** What type of commodities do you currently bill/plan to bill for? How many units of each do you currently bill for? Do you currently bill residents on the same invoice for all commodities?
- ANSWER 15:** The Authority reports on 51 Asset Management Projects (AMPs) representing 70 properties and over 11,000 units. There are master metered and unit metered accounts dispersed throughout the Authority. At last count there were over 4,000 electric accounts, 2,200 gas accounts and 1,437 water and sewer accounts. The Authority does not bill its residents. All utilities are paid by DCHA.

- QUESTION 16:** How many master accounts with each utility vendor does DCHA have?
- ANSWER 16:** Please see Response to #15.
- QUESTION 17:** Does DCHA currently maintain an energy wholesale account with PJM?
- ANSWER 17:** DCHA is currently under contract for wholesale gas and electricity supply purchases.
- QUESTION 18:** What is the current software you are using for billing now? Are you open to other solutions?
- ANSWER 18:** C.7.6 states: “Provide documentation demonstrating knowledge and experience with utility electronic data management and reporting to include software, databases, and languages. Detail the advantages and opportunities for each.” It is up to the Respondent to demonstrate their solution as part of the documentation that details Management Approach and Methodology Plan.
- QUESTION 19:** What are your notification requirements regarding billing to residents? (i.e. 30, 60, or 90-day notification required)?
- ANSWER 19:** The Authority does not bill its residents for utilities.
- QUESTION 20:** What are the current forms/methods for residents to pay their utility bills?
- ANSWER 20:** The Authority does not bill its residents. All utilities are paid by DCHA.
- QUESTION 21:** In reference to B.1.1, please clarify “physically archive.” Is the vendor expected to maintain physical paper copies for the 8,000 utility accounts?
- ANSWER 21:** C.7.4 requests documentation to demonstrate experience in performing similar work in particularly with HUD, Housing Authorities and HUD Utility allowance Schedules and reporting. It is expected that the Respondent is aware of HUD physical archive requirements.
- QUESTION 22:** In reference to B.1.16, in what format will the historical data be provided?
- ANSWER 22:** Raw data is available in Excel worksheets. Data fields vary by utility and data available at the time. Generally, the basic data is account number, consumption units, cost, start and end date.

- QUESTION 23:** Please provide clarification as to why the economic inclusion section is marked “Reserved”?
- ANSWER 23:** Economic Inclusion is not applicable to this project.
- QUESTION 24:** A.4: Please provide clarification as to why the selection process is marked “Reserved”?
- ANSWER 24:** Section A.4 is reserved because the selection process described in Section C.11, Manner of Award is the process that will be utilized to make a selection for Utility Billing Administration Services.
- QUESTION 25:** B.1.1: How many different physical and electronic sources of information are there that the contractor needs to collect the information from? Also, please clarify if these are within DCHA or outside?
- ANSWER 25:** PEPCO and WASA provide a consolidated billing summary file in Excel. The energy marketer also provides a consolidated gas and electricity supply file in Excel. Washington Gas provides its raw data as paper bills sent to DCHA.
- QUESTION 26:** B.1.1: Can you provide an estimate on the size of the data that needs to be processed and archived?
- ANSWER 26:** The Authority cannot provide an estimate without knowing the approach the Respondent is using to process/archive the data. It is up to the Respondent to demonstrate their solution as part of the documentation that details Management Approach and Methodology Plan.
- QUESTION 27:** Are the billing documents physical or electronic in nature?
- If electronic, can you please list what are the document formats? Are they in pdf or word or in image format?
 - Also, can you provide an estimate on the size of the files?
 - If physical, are they handwritten or printed documents?
 - Also, can you provide an estimate on the number of pages?
- ANSWER 27:** PEPCO and WASA provide a consolidated billing summary file in Excel. The energy marketer also provides a consolidated gas and electricity supply file in Excel. Washington Gas provides its raw data as paper bills sent to DCHA mail office.
- The Authority cannot provide an estimate without knowing the approach the respondent is using to process/archive the data. It is up to the respondent to demonstrate their solution as part of the documentation that details Management Approach and Methodology Plan.

- QUESTION 28:** B.1.12: Can you provide a sample format of the Annual Utility Management Report?
- ANSWER 28:** C.7.4 requests documentation to demonstrate experience in performing similar work in particularly with HUD, Housing Authorities and HUD Utility allowance Schedules and reporting. It is up to the respondent to demonstrate their solution as part of the documentation that details Management Approach and Methodology Plan.
- QUESTION 29:** C.7.3: Can the district clarify on what kind of documented evidence they are looking for C.7.3.A and C.7.3.B?
- Also, please clarify if these are counted towards the 30-page limit.
- ANSWER 29:** Documented evidence can take the form of experience narrative with similar clients tied to published reports. This would be included in the 30-page limit. C.7.3.B can take the form of a resume which would not be included in the 30-page limit.
- QUESTION 30:** B.1.16: What format shall DCHA provide applicable historical utility cost, consumption and variance data in?
- ANSWER 30:** Raw data is available in Excel worksheets. Data fields vary by utility and data available at the time. Generally, the basic data is account number, consumption units, cost, start and end date.
- QUESTION 31:** E.3 In previous DCHA solicitations, there has been a preference point for local as well, can you explain why there are no points for local?
- ANSWER 31:** As a Federally Funded procurement, DCHA is not allowed at allot preference points for locally affiliated companies.
- QUESTION 32:** What is the timeframe for this application to be up and running?
- ANSWER 32:** Please see F.1 Timetable. Contract award is expected in March 2020. C.7.5 Documentation to demonstrate knowledge and experience in providing Utility Billing Administration to current and former clients suggests a respondent is aware of utility billing timeframe requirements.
- QUESTION 33:** Is the utility experience mandatory or can similar services be substituted from a different field with similar size/scope?
- ANSWER 33:** Provision B.1.21 Qualifications lists the required qualifications.
- QUESTION 34:** Is there an incumbent and if so, how long has the incumbent been doing the work?
- ANSWER 34:** ThinkBox Group LLC is the incumbent service provider since last procurement award in 2014.

QUESTION 35: Does this solicitation fall within the guidelines of the DSLBD CBE requirements?

ANSWER 35: No. Section E.3 Evaluation and Selection Criteria outlines Technical and Cost Evaluation Factors to include potential Bonus Points outlined in E.3.2. This procurement is federally funded only and cannot include DSLBD and CBE requirements.

QUESTION 36: Exhibit A – How were hours estimated for each labor discipline? Are we able to list our own labor discipline lines and estimated hours or unit prices? Is the table on page three meant to summarize the tables on pages one and two or can we add additional costs here? The current tables pose challenges for solutions that use technologies like software licenses or bill processing automation, which appear on GSA price lists. The listed hourly service fees do not include these technologies or align with how these services are priced. The bottom line is it seems we aren't able to provide annual fees based on how we price our services. Since we must request our lowest government rates, we would need to provide our GSA schedule, so any additional flexibility on showing how we derive annual fees is appreciated.

ANSWER 36: C.8.1 Fee Proposal Complete Exhibit 1- Price Proposal. The price is required to be proposed on a fixed fee per unit basis; completed on Exhibit 1 for Year 1, Year 2, Year 3 Year 4 and Year 5. Price Proposals that are not submitted within the solicitation Exhibits or outside of the Exhibit format will not be accepted.

QUESTION 37: Does DCHA work with a firm providing utility bill administration services today? If so, can the name of the firm(s) be provided? Did DCHA's engagement with this firm result from a public contract?

ANSWER 37: ThinkBox Group LLC is the incumbent service provider since last procurement award in 2014.