

Contract Amendment #5b

Program Management Services for Community Development Block Grant

Disaster Recovery (CDBG-DR) RFP002-20-21

ICF Incorporated, LLC

February 14, 2024

Description of Change: Request change in Agreement for Professional Services between the City of Columbia (City) and ICF Incorporated, LLC (Consultant) executed November 24, 2020 (Agreement) to provide additional funding for program management services for Community Development Block Grant Disaster Recovery (CDBG-DR), as provided within the attached proposal dated February 13, 2024. However, the increase amount of this amendment does not include the American Home Shield Insurance Cost of \$25,830.00 provided within the attached, as the City will pay for the insurance cost separately.

This amendment also extends the Agreement from February 16, 2024 to December 31, 2024 for these services.

All other provisions of the Agreement, except as herein modified or changed, remain in full force and effect.

Current and Proposed Change and Basis for Payment:

Original Contract Amount (Term from December 3, 2020 to December 31, 2022; Purchase Order# P187089):	\$989,767.50
Contract Amendment #1 (Time Extension from January 1, 2023 to March 31, 2023; Purchase Order# P187089):	\$0.00
Contract Amendment #2 (Funding Increase; Time Extension from March 31, 2023 to April 30, 2023; Purchase Order# P187089):	\$48,000.00
Contract Amendment #3 (Funding Increase; Time Extension from April 30, 2023 to May 31, 2023; Purchase Order# P187089):	\$48,000.00
Contract Amendment #4 (Funding Increase; Time Extension from June 1, 2023 to December 31, 2023; Purchase Order# P187089):	\$507,454.58
Contract Amendment #5 (Funding Increase via release of a portion of the funds approved by City Council on August 1, 2023; Time Extension from January 1, 2024 to January 31, 2024; Purchase Order# P187089):	\$94,400.00
Contract Amendment #5a (Time Extension from February 1, 2024 to February 15, 2024; Purchase Order# P187089):	\$0.00
Current Contract Amount:	\$1,687,622.08
This Contract Amendment #5b (Funding Increase via release of a portion of the funds approved by City Council on August 1, 2023; Time Extension from February 16, 2024 to December 31, 2024; Purchase Order# P187089):	\$1,188,739.00
Revised Contract Amount:	\$2,876,361.08

This Change is Acceptable:

Name of Firm

ICF Incorporated, LLC

Cara M. Small

Print Name

Cara M. Small

Signature

2/15/2024

Date

City of Columbia

Office of the City Manager

Teresa Wilson, City Manager

Teresa Wilson

Signature

2/14/2024

Date

Witness

APPROVED AS TO FORM

[Signature]
Legal Department City of Columbia, SC

2/14/2024



CITY OF COLUMBIA, SOUTH CAROLINA

Additional Funding for Program Management Services for Community Development Block Grant Disaster Recovery (CDBG-DR)

February 13, 2024



This includes data that is considered Trade Secret, Confidential or Proprietary Information in accordance with the South Carolina Code of Laws, Title 30, Chapter 4, Section 30-4-40 and shall not be disclosed, duplicated, used, or disclosed—in whole or in part—for any purpose other than to evaluate this proposal. The data subject to this restriction are contained in this volume and its appendices and attachments.



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Scope of Services

Non-warranty Repair Program and Warranty Program Continuation

The ICF team will manage the Non-warranty Repair Program and continue supporting the Warranty Repair Program by providing oversight, monitoring, and closeout of all non-warranty and warranty repairs. We will work with the City of Columbia to provide the summary of the scope of work to be performed on the 16 applicants with non-warranty repairs as referenced in the City of Columbia request to HUD within 60 days of the extension approval date. As the warranty program is being managed, there are additional homes being identified for added scope of work. Those will be handled in the same manner as the initial 16 that have been referenced previously.

■ Oversight activities will include, but not be limited to:

1. Manage all communications and intake of applicant repair issues via telephone and email.
2. Log information into the system of record, tracking call and disposition through completion.
 - Detail of issue/issues
 - Date and time of request
 - If work had been performed before, or if this is a new issue or associated with prior issue
 - Designate levels of urgency – High, Medium, Low.
3. Schedule home inspection as needed.
4. Review inspection report to:
 - Determine scope of work to be performed.
 - Complete an analysis to determine whether the scope of work to be performed is non-warranty or warranty.

■ Non-warranty Scope of Work

1. Provide City of Columbia with scope of work for their approval.
2. Once approved for non-warranty work, schedule appropriate trades (plumber, electrician, carpenter, etc.) to perform scope of work.
3. Sign off on completed work performed.
4. Close out ticket in SharePoint and follow-up with a phone call with the applicant to check on work completed.



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■ Warranty Scope of Work

1. Provide the construction management warranty firm with the scope of work via warranty claim completed in the system of record.
2. Work with applicant to get availability for scheduling.
3. Inform applicant of the work to be performed, appointment, and anything the applicant needs to do in preparation for the work to be completed.
4. Construction Management Firm or contractor to perform work.
5. Once work is completed, the City will inspect, and both the City and the applicant will sign off indicating their acceptance of the work performed.
6. Ticket closed in SharePoint Work Order/Ticket documenting work performed and costs.

■ Monitoring of both non-warranty and warranty work will include but not limited to:

1. Track progress checking-in with applicant regularly.
2. Monitor the work being performed on site.
3. Sign off on the work performed.
4. Check in with applicant once the work is completed, close out ticket in SharePoint, and conduct follow-up check in call.

The ICF team will set reasonable expectations based on level of urgency of the work to be performed. The team will inform applicants of issues if they arise while work is being performed.

Communication with the applicant throughout the entire process is key, and it will be the number one priority of the entire ICF team.

Applicant File and Grant Closeout

As with our ongoing work with the City of Columbia, the ICF team stands ready to provide whatever support is needed by the City to complete the CDBG-DR projects and close out the grant. ICF will also provide support, as directed by the City, to the subrecipient with whom the City contracted to complete its portion of the CDBG-DR programs.

The ICF team will conduct a final award reconciliation to ensure that a national objective has been met, the file documentation is complete, there is a final award calculation, and all



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appropriate program documents are in the file, as non-warranty/warranty work is completed with each applicant. ICF will provide support and oversight of applicant files, which will include quality assurance/quality control (QA/QC) in preparation for potential HUD and Office of Inspector General (OIG) monitoring.

ICF will ensure that the policies and procedures are updated and support review of files. We will provide verification that each file has been determined eligible, that the scope of work has been successfully completed, the final award amount has been calculated, and the file is closed out.

Throughout the duration of the CDBG-DR grant, the ICF team will provide support and technical assistance to City staff on the funded programs to ensure they remain compliant and are on track to meet the national objective prior to the end of the grant period.

ICF will provide the following services:

- Staff Augmentation for all awarded applicant files
 - Final Award reconciliation and calculation
 - Ensure National Objective has been met.
 - Ensure documentation is complete and compliant.
- Support Applicant Closeout.
- Provide technical assistance.
- Build City staff capability through delivery of technical assistance and training.
- Support development of Quarterly Performance Reports (QPRs).
- Develop and provide clear and well-structured internal and external reports.
- Maintain the SharePoint site and create instructional documentation.
- Support Program Closeout.
- Provide recommendations on best practices for program administration, as needed.

Provide Weekly Status Reports to the City and Monthly Reports to HUD

The ICF team will continue to provide the City of Columbia with weekly updates in its preferred format. The reports will include a detailed narrative description of the progress of work and major tasks completed, status of the budget and projections, overview of the schedule and milestones, any unforeseen issues with recommendations on any unresolved matters, and action items for the week.



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HUD requested a monthly progress report as a condition of the extension of the period of performance that they granted the City of Columbia for their CDBG-DR funding. ICF will provide this report to the City of Columbia for their review and delivery to HUD.

ICF Staffing

Our ICF staffing plan for extension services is presented in the table below.

Name	Role/Responsibilities
Dolores Acurso	Principal in Charge – Responsible for planning, coordinating, and overseeing the CDBG-DR grant through all phases of development including the non-warranty program. Authority to direct all project resources and monitor all project activities.
Sue Southon	Project Manager – Provide support to the staff in drafting and reviewing program policies and procedures, oversight of applicant file quality assurance (QA)/quality control (QC) process, preparing for HUD and Office of Inspector General (OIG) monitoring. Lead file review and scope of work analysis for the non-warranty repair program, award calculations, and closeout.
Candy Anderson	Case Management Lead – Daily day-to-day contact with applicants, address concerns, and questions regarding scope of work (non-warranty/warranty) and schedule non-warranty and warranty work, review required documentation, provide final validation of applicant files, and closeout.
Robert Soto	Data Management Lead – Data management lead supporting organization and as-needed set up of the City's SharePoint system of record. Create reports, develop, and manage large data sets, including the non-warranty/warranty tickets, work orders and assist with SharePoint management of applicant files. Generate program dashboards and reports that can be used as management tools by City staff.
Kathleen Angle	Data Management/Technical Training/Documentation – Develop training and user guide documentation of the system of record in the SharePoint site.



Tradesmen International

Tradesmen International provides safety-minded skilled craftworkers throughout North America. They have construction-specific recruiters in two hundred local market service teams. The project will be served by the Greenville Tradesmen International office. All tradespeople are thoroughly vetted and provided with safety training.

ICF intends to use Tradesmen International, a national staffing agency for skilled construction trade workers, to complete repairs to the homes that have been identified by the City of Columbia. Tradesmen will provide fully licensed skilled construction trades workers that are assigned based on the specific needs of each job. The skilled trades will be matched to the scope of work approved by the City, maximizing efficiency, and controlling costs. They will be supervised by a construction inspector, selected by ICF, that will be deployed through Tradesmen. That inspector will also be responsible for reviewing each job at completion, confirming quality and completion prior to payment. Tradesmen will dedicate a team of trades people for the ICF directed work to ensure both quality and continuity of service.

The staffing to be provided by Tradesmen International includes:

- Electricians, plumbers, carpenters, and other trades as needed.
- A construction Inspector who will also assist with scope development, cost estimating, and final job approval.

Tradesmen International's roles are outlined in the table below.

Area of Expertise	Role
Inspection	Construction Inspector – Scope development, cost estimating, and final repair job approval
Renovation Expert	Team Lead – Oversee journeymen on site
Residential Journeyman Plumber	Plumber – 5+ to 10+ years of experience
Residential Journeyman Carpenter	Carpenter – 5+ to 10+ years of experience
Journeyman Electrician	Electrician – 5+ to 10+ years of experience
Apprentice Electrician	Apprentice Electrician – 1 to 5 years of experience



Cost Proposal Detail

ICF Staffing Cost

Name	Labor Categories	Hourly Rate	Feb Est. Hours	March Est. Hours	April Est. Hours	May Est. Hours	June Est. Hours	July Est. Hours	Aug Est. Hours	Sept Est. Hours	Oct Est. Hours	Nov Est. Hours	Dec Est. Hours	Total Estimated Hours/Cost
Sue Southon	Project Manager	\$250	60	60	60	60	60	60	60	60	60	60	60	660
Dolores Acurso	Principal In Charge	\$230	30	30	30	30	30	30	30	30	30	30	30	330
Candy Anderson	Data Analyst, QA/ Rep Lead	\$140	70	70	70	70	70	70	70	70	70	70	70	770
Robert Soto	Data Management	\$170	70	70	70	70	70	70	70	70	70	70	70	770
Kathleen Angle	Data Management	\$170	5	5	5	5	5	5	5	5	5	5	5	55
Total Staffing Cost			\$44,450	\$44,450	\$44,450	\$44,450	\$44,450	\$44,450	\$44,450	\$44,450	\$44,450	\$44,450	\$44,450	\$488,950.00

ICF Travel Cost

Transportation	Est. # of Site Visits	Rate	Total Cost
Columbia, SC	2	\$724.05	\$1,448.10
Per Diem	Est. # of Days	Daily Rate	Total Cost
Columbia, SC	10	\$709.18	\$7,091.80
Total Estimated Travel Cost			\$8,539.90



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Subcontractor Cost

The tables below describe the estimated cost of services to be provided by Tradesmen International’s construction inspector and the various trades.

Role/Labor Category	Hourly Rate	Feb Est. Hours	March Est. Hours	April Est. Hours	May Est. Hours	June Est. Hours	July Est. Hours	Aug Est. Hours	Sept Est. Hours	Oct Est. Hours	Nov Est. Hours	Dec Est. Hours	Total Estimated Hours/Cost
Inspector	\$125	70	70	70	70	70	70	70	70	70	70	70	770
Total Staffing Cost		\$8,750	\$8,750	\$8,750	\$8,750	\$8,750	\$8,750	\$8,750	\$8,750	\$8,750	\$8,750	\$8,750	\$96,250.00

Role/Labor Category	Hourly Rate	Feb Est. Hours	March Est. Hours	April Est. Hours	May Est. Hours	June Est. Hours	July Est. Hours	Aug Est. Hours	Sept Est. Hours	Oct Est. Hours	Nov Est. Hours	Dec Est. Hours	Total Estimated Hours/Cost
Renovation Expert	\$97.50	35	35	35	35	35	35	35	35	35	35	35	385
Residential Journeyman Plumber (10+ years)	\$87	70	70	70	70	70	70	70	70	70	70	70	770
Residential Journeyman Plumber (5+ years)	\$70.50	70	70	70	70	70	70	70	70	70	70	70	770
Residential Journeyman Carpenter	\$90	70	70	70	70	70	70	70	70	70	70	70	770
Journeyman Electrician	\$82.50	70	70	70	70	70	70	70	70	70	70	70	770
Apprentice Electrician	\$69	70	70	70	70	70	70	70	70	70	70	70	770
Total Staffing Cost		\$31,342.50	\$31,342.50	\$31,342.50	\$31,342.50	\$31,342.50	\$31,342.50	\$31,342.50	\$31,342.50	\$31,342.50	\$31,342.50	\$31,342.50	\$344,767.50



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Estimated Budget for Supplies and Materials

Total Estimated Supplies and Materials	\$240,232.50
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Home Inspection Cost – Premier Home Inspections

Home inspections will be ordered based on the nature of calls being received and the awareness of hidden damage that has been a common issue among the applicants and will be focused on inspection of major systems and safe, sanitary, and decent conditions that fall within the parameters of the City’s CDBG-DR program policies and procedures.

ICF will use the services of Josh Eleazer of Premier Home Inspections. Mr. Eleazer is an ASHI Certified Home Inspector. Mr. Eleazer will conduct a thorough interior and exterior inspection of the identified home. He will identify any problem areas after the inspection is complete and provide a PDF copy of the Home Inspection Report via email, including photos of any problems and recommendations of items to correct, within one working day of the inspection.

Each inspection report will include a comprehensive evaluation of the following:

- Roof, gutters, and other roof components
- Home exterior (trim, siding, windows, doors, porches, decks)
- Plumbing (piping, water supply, waste disposal, faucets, drains, fixtures, washer & dryer connections)
- Electrical (main & branch circuits, incoming service, fixtures, and outlets, GFCIs)
- General interior (walls, floors, ceilings, flood coverings, stairs, doors, windows, fireplaces)
- Basement, crawl space, slab (visible framing, visible foundation walls, floors, drainage)
- Attic (access, insulation, ventilation, framing, leaks)
- Garage/carport (doors, openers)
- Kitchens and appliances (fuel source, cabinets, stove/range, oven, trash disposal, fan/vent hood, dishwasher)

Cost per Inspection	Number of Inspections	Total Home Inspection Cost
\$500	20	\$10,000.00



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American Home Shield Insurance Cost

Each homeowner served through the City's CDBG-DR CHAP and MRP programs will be provided with an American Home Shield Gold service contract when their warranty period expires. This policy will cover the major home systems (plumbing, electrical, HVAC, roof, vents, faucets and valves, water heater), and major appliances for the period of one year. ICF will manage securing the home warranty program and will help the homeowner through the end of the initial warranty period. The City of Columbia will pay for the insurance cost.

Cost per Policy	Number of Homes	Total Insurance Cost
\$630	41	\$25,830.00



Estimated Cost of Home Repairs

The repair costs shown in the table below include an average estimated labor costs of the various trades involved in the home repairs. Trades used will vary by type of repair necessary. The work will begin with the 16 homes previously referenced but will also include work needed to address hidden damage in the other homes. The table below is reflective of an average estimated repair cost for the program applicants. Actual costs will vary from home to home and the number of homes addressed will be based on discovery of damages identified by the applicants and vetted by a home inspection.

Repair Cost	Number of Homes	Total Home Rehabilitation Cost
* \$20,000 (upper limit)	16	\$320,000.00
\$20,000 (upper limit)	13	\$265,000.00
Estimated Applicants to be Served	29	\$585,000.00

* There are known concerns with hidden damage at 16 homes. Work will begin with addressing the hidden damage to those properties and will be scheduled at other homes as communication occurs and hidden damage is discovered. The table above is reflective of average costs only for budgeting purposes.



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Total Cost

Program Management and Oversight of Additional Work to be Performed	Total Estimated Cost
ICF Staffing Cost <ul style="list-style-type: none"> ■ Non-warranty Repair Program and Warranty Program Continuation <ul style="list-style-type: none"> ● Oversight and monitoring of scope of work ● Manage work orders ■ Applicant File and Grant Closeout ■ Provide Weekly Status Reports to the City and Monthly Reports to HUD 	\$ 488,950.00
ICF Travel Cost <ul style="list-style-type: none"> ■ One week-long trip for 2 employees 	\$ 8,539.90
Total Program Management and Oversight	\$497,489.90
Home Repairs of Hidden Damage and Associated Inspections, Home Warranty Policy	
Subcontractor Cost <ul style="list-style-type: none"> ■ Conduct inspections on repair work ■ Oversee repair tasks 	\$ 96,250.00
Home Inspection Cost <ul style="list-style-type: none"> ■ Cost to conduct home inspection and generate report at \$500 per inspection 	\$ 10,000.00
American Home Shield Insurance Cost <ul style="list-style-type: none"> ■ Cost of American Home Shield Gold plan (\$630 per warranty), paid directly by City of Columbia covering: <ul style="list-style-type: none"> ● Heating and Air Conditioning Systems ● Electrical Systems ● Plumbing Systems ● Discounted Home Maintenance Services ● Up to \$5,000 for Heating and Air Conditioning Systems ● Kitchen Appliances ● Laundry Appliances ● Up to \$2,000 per appliance for repair or replacement 	\$ 25,830.00
Home Repair Cost <ul style="list-style-type: none"> ■ Average estimated labor costs of the various trades involved and materials (\$20,000 per home) 	\$ 585,000.00
Total Home Repair, Inspection, and Warranty	\$717,080.00
TOTAL COST	\$1,214,569.00