

**RFP-Q#08-16: Response to Vendor Questions**

1. How many individual grants or awards are issued annually under the current retrofit program?

For our main program, approximately 20,000 registrants per registration. Typically, 1 registration/year, but in 2025 we've had two. About 6,000 registrants each year will complete their retrofit and be awarded a grant. There may be other grant programs available in a given year, but those registrations are typically in the hundreds of registrants per year.

2. How many individual homeowner grants are typically awarded each year across all programs?

Earthquake Brace + Bolt is by far our biggest program paying out grants to between 4,500-6,500 homeowners each of the last three years. The other grants are much smaller, paying out grants to 300-500 homeowners/year.

3. Please confirm the anticipated annual application volume (number of homeowner applications submitted vs. awarded).

This depends on the program and available funding. Our Earthquake Brace & Bolt (EBB) program is currently our most prominent and funded program. In 2024, we had a single registration of approximately 21,000 homeowners. All homeowners were accepted into the program (i.e., offered a chance to obtain a grant). In 2025 we opened two registration periods and registered approximately 37,000 homeowners in total. All will be accepted into the program, with the last group likely to be accepted by the end of March, 2026. On average, approximately 30%+ of accepted applicants complete the program and are awarded grants. We also offer two newer yet smaller programs: Earthquake Soft-Story (ESS) Retrofit Program and Earthquake Multi-Unit Retrofit (EMR) program. These two programs generate less than 1,000 registrants each. The number of applications we accept into all three of our programs is based on the available funding at time of registration.

4. How many internal users (CRMP, CEA, and Cal OES staff) will require system access?

We anticipate up to 25 internal users between CRMP and CEA staff, as well as up to 10 Cal OES staff that will require system access.

5. Approximately how many external users (homeowners, contractors, design professionals) are expected per program cycle?

The number of external users depends on the number of applicants that register for our programs during open registration, along with contractors on the Directory (who may register to participate at any time). In 2025 we conducted two homeowner registrations, with an approximate total of 37,000 registered. There were an

additional 4,200 applicants from previous Program Cycle years, who were still active in 2025. So, in 2025 more than 41,000 applicants have been active and accepted into the program or are currently waitlisted. Additionally, there are 1,263 contractors in the EBB Directory (i.e., they have a dashboard). Of those, 336 are also in the ESS Directory.

6. Will CRMP require single sign-on (SSO) integration for internal staff?

Yes, that's what we have right now.

7. Please confirm which integrations are mandatory for the initial implementation and which are considered optional or future-phase items.

a. Integration with External/ Internal Systems: API integration with internal and external systems that may provide additional data or services for retrofit projects, such as the Contractor State License Board (CSLB), address and property data validations, and an internal insurance policy system.

b. Data Integration with Financial Systems: Securely transfer project-related financial data (e.g., contractor payments, grant disbursements) between the retrofit system and the CEA's financial system (Dynamics Great Plains).

c. Cotality for income verification

8. Will migration include historical attachments such as images, PDFs, or inspection reports?

Yes

9. Please specify the financial system(s) or accounting platforms requiring integration (e.g., CEA, Cal OES, State Controller's Office).

Only with Great Plains (internal).

10. What is the expected duration and format of training (virtual, onsite, or hybrid)?

Duration of the training is dependent on the complexity of the system. Most likely all virtual.

11. Is there an estimated budget range or ceiling for this procurement?

Not available at this time.

12. Does "Real Time Data Sync" (Item B6 on page 29) refer to the length of time between data being updated in the system of record and that update being visible in reporting and dashboards?

All data related to retrofit projects to be synchronized in real-time, the homeowner and contractor dashboards, and contractor management systems. This will require efficient API calls and possibly webhook integrations for immediate updates.

13. Does the California Residential Mitigation Program (CRMP) have an approved budget (or a budget range) for this new Grants Management System (GMS)? This information is critical for us to submit our response for this RFP, especially given the

unique nature of retrofit grants and the potential customizations that our Commercial-off-the-Shelf (COTS) product will require.

Not available at this time.

14. Has CRMP previously hosted any vendor demonstrations and/or presentations? If so, which systems were seen and when?

Yes, vendor demos were conducted during the RFI period.

Fluxx - May 2025

REI Systems - May 2025

15. Can you provide the total annual grant funding you received for the current fiscal year?

Since 2019 we have applied and been approved for multiple FEMA grants totaling \$116 million. We are anticipating expenditures between \$20 million - \$24 million in grant funds for 2025.

16. What dollar volume of these grants are pass-through grants to sub-grantees?

The homeowners who apply for our program are sub-grantees and receive 100% of the grants.

17. What is the total dollar amount of retrofit grants you anticipate distributing through the new system?

Goal is to distribute between \$15 - \$20 million annually on a recurring basis (dependent on funding).

18. Does the CRMP have a timeline / anticipated go-live date for the new system?

Mid-2026 to have training completed and go live.

19. How many separate grant programs does CRMP manage? Please provide a list if possible. Do the business processes (application, pre-award, award, etc.) and associated forms vary with each type of program, or are all methods and forms standardized?

- a. Earthquake Brace & Bolt (EBB) program
- b. Earthquake Soft-Story (ESS) Retrofit program
- c. Earthquake Multi-Unit Retrofit (EMR) program
- d. CEA Brace & Bolt program

The applications vary minimally between programs due to slightly different program rules and structure types. Each program supports a different type of seismically vulnerable structure which results in different supporting documentation requirements.

More details can be found here: <https://www.crmf.org/our-seismic-retrofit-programs/program-rules>

20. How does CRMP manage its grants today? If a vendor-provided solution is deployed, which vendor provided it to the CRMP?

Customized Dynamics system by Microsoft/in-house solution.

21. And why is CRMP seeking a new system?

To determine if there's a more cost-effective solution.

22. What systems, both internal and external, does the CRMP need the new GMS to integrate with? Can you provide details for the integration (capability, data, etc.)?

Refer to # 7 response

23. What version of your financial management system is currently being used? Please provide the current modules implemented in the financial management system. Also, can you provide the expected integration type, e.g., web services, file-based, one-way, or bi-directional data flow?

Great Plains. Version/modules not available at this time. Integration type: passing the required data to the financial system through their secure file transfer. Bi-directional Flow.

24. Please provide the following breakdown:

- How many CRMP staff will access/log into the GMS more than 20 hours a month?
- How many CRMP staff will access/log into the GMS less than 20 hours a month?
- How many Grantee/Recipient users will need access to the GMS?
- How many internal staff only review applications?

We anticipate up to 25 internal users will be accessing the system. The number of external users depends on the number of applicants and contractors that register for our programs during open registration.

25. Are there any file-size limits for submitting an RFP response?

No limit, just adhere to the max page # requirements.

26. With respect to the Selection Process outlined in Sections II.C.2 and II.C.3, will CRMP require in-person presentations or interviews, or are virtual presentations acceptable?

Virtual presentations is acceptable.

27. Regarding Attachment A, Section B, item #6 under Core System Features – Real-Time Data Sync, could CRMP provide additional details on which systems the new GMS will need to integrate with and synchronize?

Refer to #12 response

28. Is the system required to offer a dashboard or GMS functionality for external grantees whose applications were not approved?

Homeowner and Contractor Dashboard (see BRD for more info)

29. Regarding the requirement in Section II.B.6.b.(ii), is there a defined timeframe during which the proposer must disclose whether any of the listed events have occurred,

specifically item (c): termination of a contract or failure to complete a contract prior to its expiration?

No timeframe - want to know if it has ever happened.

30. In reference to the evaluation criteria mentioned in Section II.C, could CRMP provide additional clarity on the evaluation criteria and their associated sub-criteria? In particular, what specific factors will be considered, and how will each be weighted in the overall evaluation?

Not at this time.

31. What financial systems and data sources must be integrated (e.g., state ERP, accounting, or CRM)?

Refer to #7 response

32. How many concurrent applicants, contractors, and staff users are anticipated?

Refer to response #5, the number of staff working directly with applications is less than 15 but including other staff needing some level of access may be in the range of 30.

33. What is the current grants management system (if any), and what data must be migrated?

Customized Dynamics system by Microsoft/in-house solution. All existing data from the current system.

34. Are there specific compliance or audit reports that must be automated (e.g., FEMA/HUD style)?

Not at this time.

35. Will each CRMP program (EBB, ESS, EMR) operate in a separate workflow configuration with distinct logic, forms, and document requirements?

Refer to #19 response

36. Should program staff be able to modify program-specific rules (e.g., eligibility criteria, documentation requirements, grant amounts) between cycles or within a cycle? Does CRMP expect the vendor to configure all workflows at launch, or will no-code/low-code tools be required for ongoing configuration?

Yes, when creating campaigns and during (see BRD).

37. Can you describe the full lifecycle of an application—from registration through post-retrofit review and final payment?

Yes, please refer to the workflow in the BRD attached.

38. Will the GMS need to support multiple application types (e.g., single-family, multi-unit, pilot programs) with unique workflows and data requirements?

Yes

39. For “Program Selection and Acceptance,” what is the desired logic? (e.g., random lottery, first-come-first-served, rules-based eligibility scoring)

### Random selection

40. Should the GMS handle waitlisting, reactivation, and automated communication with waitlisted applicants?

Yes

41. From a high level, how does CRMP envision income verification being handled? Will this be handled with a document upload and form fill with internal users verifying that information?

Currently we are using Form 4506-C, which represents the traditional, form-based approach for verifying tax information, requiring manual submission, and processing. We are also testing out 4506-C Borrower Assisted feature of Cotality with pilot homeowners where the process is modernized through a borrower-permissioned, API-integrated mechanism that delivers swift and near real-time verification results eliminating DocuSign.

42. For the SG 4506-C income verification process:

- What is the preferred method? (e.g., PDF upload, IRS API, third-party integration)  
- IRS
- Should this be integrated with a vendor (e.g., TurboTax, Equifax)? - Yes, third party integration - Cotality
- Are e-signatures required for form submission during the application process? If so, is typing in the user's name and date on a certification section alongside and audit trail tracking changes to forms/records sufficient to meet that requirement? - No, e-signatures are not required for form submission during the application process. Cotality connects directly with the IRS for income verification, and we only view the reports to determine client eligibility. We do not host or manage any forms, documents, or reports within our system, and therefore do not track user-entered names, dates, or audit trails on submitted forms.

43. What is the expected number of documents per application, and what types (e.g., permits, estimates, payment forms)?

Currently there are a minimum of 24 documents required for each application, although it is not uncommon to have significantly more documents for a specific application.

44. Should the system support any/all of the following?

- Versioning and change history
- Annotations or reviewer comments
- Field-level validation or rules (e.g., required formats or file types)

Yes for all

45. What are the expected triggers for system notifications? (e.g., submission received, document rejected, milestone met)

All of these, there could be more (e.g., timeline reminders)

46. Should notifications differ by user role (e.g., homeowner, contractor, reviewer, finance)?

Yes

47. What are the key dashboard views needed for:

- Homeowners
- Contractors
- CRMP program staff (e.g., mitigation, financial review teams)?

Homeowner and Contractor Dashboard (see BRD for more info). Possibly Engineer dashboard.

48. Should dashboards be configurable (e.g., filters, visualizations, role-specific widgets)?

Yes

49. Can you confirm which external systems require real-time API integrations at launch?

- CSLB (Contractor License Verification)
- FEMA systems (grant validation or status sync)
- Insurance validation tools
- Local/municipal permit databases
- CEA's financial system (Microsoft Dynamics Great Plains)

Refer to response #7, and Insurance validation/Local-municipal permit Databases optional.

50. Are any integrations optional, phased, or required post-launch?

Everything at launch, see answer above.

51. What is the expected frequency of these integrations: real-time sync, scheduled batch, or manual?

It depends on the system being integrated (we currently use both).

52. For each external system, can you provide:

- Data formats (JSON, XML, CSV)
- Authentication method (e.g., API key, OAuth)
- API or documentation access
- Rate limits or known technical constraints

Not at this time.

53. Which jurisdictions or permit platforms must be integrated at launch?

Not at this time.

54. Are statewide aggregators (e.g., Accela) supported, or will the system need to handle municipal variance?

Not at this time.

55. Should the GMS validate permit data automatically, or will document uploads suffice in some cases?

Automatic permit data validation would be ideal, but document upload would suffice.

56. What level of integration is required with FEMA database(s)? Which specific FEMA database(s)

- Structured data submission?
- Real-time validation of eligibility or program status?
- Sync of approvals and funding data?

None required at this time but would be desired at a later date (likely structured data submission).

57. Is the GMS required to automate FEMA compliance tracking (e.g., submission dates, documentation logs)?

Not at this time.

58. What insurance systems or databases are used for validation?

Depending on program, it may validate insurance with CEA's internal systems.

59. Is the integration with internal CEA systems, or third-party insurance data providers? What information should be validated (e.g., policy coverage, expiration date, deductible)?

Internal CEA systems - only effective dates.

60. Should the system perform real-time validation of contractor licenses with CSLB?

Yes

61. Should this check occur:

- At contractor registration?
- Before homeowner selection?
- Before disbursement?

During registration and ongoing (3 times per week scheduled validation).

62. Is the GMS expected to:

- Push approved payments to Microsoft Dynamics Great Plains? Receive status or payment confirmations?
- Reconcile financial records for audits?

Yes

63. Should this integration be uni-directional or bi-directional?

Bi-directional

64. What is the anticipated annual volume of:

- Applicant registrations
- Awards issued
- Programs managed concurrently

Refer to response #5, EBB and ESS are currently active, with EMR on the horizon, but we would like the opportunity to expand should funding become available.

65. What is the expected retention period for application and award data?

Minimum 7 years from the close of the grant.

66. Should archived applications remain fully searchable and reportable?

Yes

67. What type of role-based access control will be required for:

- Applicants
- Contractors
- Reviewers
- Financial or admin users?

This will be defined in the implementation requirements.

68. Should access to specific fields, workflows, or documents be permissioned?

Yes

69. What level of audit logging is required?

- Field-level change history?
- User login and action logs?
- External API interaction logs?

All of this must be tracked/logged.

70. What are the key internal reporting needs?

- Application volumes and status
- Funding allocation
- Contractor performance

- FEMA reporting or audit prep

All of this and should have an ability to develop reporting features to generate detailed reports on retrofit project performance, including timelines, budget adherence, contractor performance, and homeowner satisfaction.

71. Should the system support:

- Configurable dashboards?
- Exportable datasets (CSV, Excel)?
- Public-facing dashboards or maps?

Yes for all.

72. Should historical records be fully searchable and reportable in the new GMS?

Yes

73. Are there any non-negotiable deadlines or decision-making gates tied to funding cycles, FEMA compliance, or CRMP board approvals that may affect the implementation timeline?

CRMP Board approval required.

74. Is CRMP open to a phased deployment by program or region, or is a single system-wide launch in advance of September 2025 expected?

Ideally a single system-wide launch.

75. Beyond the submitted Gantt chart, should vendors align with any existing state IT project management frameworks, reporting cadences, or checkpoint reviews?

No

76. Will CRMP provide test case scenarios or acceptance criteria for user acceptance testing (UAT), or is the vendor expected to design them?

CRMP will create test case scenarios for UAT.

77. How many rounds of UAT or configuration validation cycles does CRMP anticipate?

Not known at this time.

78. Will CRMP assign dedicated UAT participants across program teams, IT, and finance?

Yes for all internal UAT participants.

79. Are there specific user groups beyond applicants, contractors, and internal staff that should be included in the training strategy (e.g., call center staff, regional partners)?

Internal only (IT personnel, Administrators, and end users) No training for external users (applicants, contractors, etc.)

80. Will CRMP require Spanish-language or multilingual training materials?

Possibly

81. Should the vendor assist in developing program-specific training materials (e.g., EBB vs ESS vs EMR variations), or will CRMP adapt shared content internally?

Yes

82. Is the vendor responsible for uploading and maintaining the online learning content in an LMS, or will CRMP manage this?

CRMP will maintain it.

83. After the 30-day transition window, what are CRMP's expectations for ongoing support?

- Will a vendor-managed helpdesk or support SLA be required beyond that period?
- Or will support transition fully to internal CRMP teams?

Likely ongoing vendor support and maintenance, depending on cost.

84. Is CRMP open to purchasing optional extended support packages (e.g., quarterly check-ins, ongoing enhancements), or does the project end after go-live + 30 days?

Yes

85. What is the preferred structure for escalating high-priority issues during the support transition period (e.g., dedicated account manager, ticketing system, escalation SLA)?

It depends on cost.

86. What level of system documentation and configuration detail is expected from the vendor to enable long-term system ownership by CRMP staff?

As detailed and thorough as possible.

87. Are there any expectations around vendor participation in future CRMP program launches or system expansions, or is this contract strictly limited to the current scope?

Depends on what level of ongoing support is negotiated.

88. Would CRMP consider annual payment terms instead of monthly payment terms?

Yes, it will be considered.