

# RFP Questions: Hartford Sewerage System Repair and Improvement Fund Grant Program (HSSRIFG)

1. Does the OSC have an estimate of the number of claims that will be filed under this pilot program?
  - a. **While we do not have a concrete number of eligible properties, we were informed that at least 50 properties would be eligible, however, this number could increase significantly because all City of Hartford residents may apply.**
  
2. Does the OSC have a sense of how long the Hartford Flood Compensation Pilot program will exist before the funds are exhausted and the program is shut down? (Per section 143.f of P.A. 23-204)
  - a. **This answer will depend on both the number of applications we receive – and for how much each approved application will be eligible for reimbursement (note: there is no cap on individual payouts). The program could be exhausted within as little as a few months or as much as one year.**
  
3. Will the state be relying on the vendor to store and maintain documentation for the applications, or will the program maintain responsibility for record keeping?
  - a. What reporting requirements will be required of the successful vendor?
    - i. **While the OSC will be administratively responsible for the program, including record retention, the administrator will be required to maintain confidentiality of data and records pursuant to the state's records retention statutes and data privacy statutes and policies. The selected third-party entity will essentially assist in three ways:**
      1. **Supporting OSC in an advisory capacity on property casualty best practices;**
      2. **Providing public adjuster services (public adjuster(s) who are available to complete property damage assessments and reports; and**
      3. **Advising the OSC on appeals of program decisions**
  
4. Is it accurate that the successful applicant will hire the vendor's adjuster or the MDC inspector to evaluate the damage to the applicant's property (per Section 143.c.3 of P.A. 23-204)?
  - a. What role will the MDC inspectors be playing in the administration of the pilot program?
    - i. **The successful vendor would provide the OSC with adjusters who are available to work independently or in coordination with inspectors (inspectors from either MDC or hired by applicants independently) to assess damage and provide a valuation of the damage cost, which in turn will inform program compensation amounts.**
    - ii. **The MDC inspectors will be called in only as needed (applicants have the option of using an MDC inspector or an inspector of their choice who is licensed by the state) to assist in identifying and/or confirming the cause of the damage (i.e., was it caused by flooding related to MDC infrastructure or another factor).**

5. Does the OSC anticipate the program administrator will issue grant payments to successful applicants directly or will the vendor be issuing grant checks to applicants on behalf of the program?
  - a. **Upon a decision by the program manager on whether and how much an applicant should be compensated (the program manager will ultimately review and consider the selected vendor's inspection/valuation report(s)), the Office of the State Comptroller will issue the payment – not the vendor.**
  
6. Is it correct that tenants of eligible residential or commercial properties are not directly eligible for this program? Instead when a tenant does apply, the owner of the eligible property will be notified and will be asked to submit an application on behalf of the tenant by the administrator? (Per 143.e of P.A. 23-204)
  - a. **That is true for real property. However, tenants may be eligible for compensation for damaged personal property, which the selected vendor would assist in assessing and assigning value estimates.**
  
7. Is the following an accurate and complete characterization of the scope of the requirements for the successful vendor on behalf of the state for this program:
  - a. In Scope:
    - i. Licensed adjusters to inspect the value of damage to be covered by the program
      1. Could these be either in person or utilizing virtual tools?
        - a. **The OSC would consider utilizing both in person or virtual tools, provided assessments are in accordance with common and best practices in the industry.**
    - ii. Vendor will assist in the development of an appeals process for those who wish to appeal the program administrator's determination on their application either reaffirming the denial or accepting the appeal?
      1. **Decisions made by the vendor as part of the appeals process shall be final.**
      2. **Will the appeals process be based reviewing information provided initially or will the vendor be asked to perform their own estimates?**
        - a. **As an industry expert, the vendor would advise the OSC on the establishment of these appeal protocols and parameters and, once those procedures are established, the vendor would assist the OSC in appeals determinations. The vendor would likely be reviewing appeals of its own valuations – and therefore would need access to at least one or more second adjusters so that appeals are not conducted by the same individual who completed the initial valuation.**
      3. **Will the program administrator or vendor communicate these final decisions?**
        - a. **The Office of the State Comptroller would communicate the final decisions, likely noting that the appeals are done in consultation with the vendor.**
  - b. Out of Scope:
    - i. Approval or denial of the initial application
      1. Including coverage decisions, estimates of damage, validity of contractor estimates, or payments made under an existing policy?
        - a. **The program administrator will issue the approval or denial, which will be informed by the vendor's review and report on each application. In other words, the vendor's adjuster(s) will complete reports with recommendations on the value and cause of the**

**damage. The program administrator will factor the vendor's adjuster(s) recommendations into his approval, denial or modification in each case.**