ADDENDUM NO. 2
Request for Proposals
Community Development Block Grant – Disaster Recovery Program
Grants Management System
RFP-006-2019-DR-STT/STX

This addendum consists of Sixteen (16) letter size pages (8.5’ x 11”).

Addendum No. 2 is hereby made part of the RFP for Grant Management System, RFP-006-2019-DR-2019, dated April 5, 2019.

This addendum consists of Questions and Answers as follows:

1. Question – Section 4.0: Contract is for a two-year period. What role will the USVI BIT play in regards to the new system? If no role, is it because it is out of their current scope?

   Answer: VIHFA does not utilize any of BIT’s MIS infrastructure or hosted services for our daily operations. VIHFA has its own private IT Network, so there aren’t any dependencies on the BIT network.

2. Question – Section 2.0: What role will the following agencies have with the development the system? OMB, HUD and VIHFA? Is the turnaround time flexible? Advisor?

   Answer: The system will be for solely for VIHFA’s use; thus, OMB and HUD will not have a role in the development of the system. VIHFA will prefer for the successful respondent to stay as close to the delineated timeline.

3. Question - Section 2.4 conflicts with Section 6.0. Please clarify.

   a. Section 2.4 The Respondent recognizes that, at the sole discretion of VIHFA and based upon the breadth and experience of respondents to this RFP, VIHFA may decide to award contracts to more than one Respondent; however, VIHFA currently anticipates awarding one contract pursuant to
notwithstanding, Respondents may enter into subcontractor arrangements, however, shall acknowledge in their proposal total responsibility for the entire contract.

Answer: Under Section 2.4, VIHFA reserves the right to reward the RFP to more than one Respondent. Under Section 6.0, contract performance remains with the selected Respondent (whether a single or multiple vendor(s) is selected), and there is a subcontractor arrangement.

4. Question - Section 10 there is a plea to partner with MWBE. Does VIHFA have a list of MWBE for the prime contractor to reference?

Answer: The prime contractor can reference a list of MWBE or disadvantaged business enterprise with the Virgin Islands Department of Public Works.

5. Question - Section 2.0: Was an assessment if the capabilities/needs of the VIHFA and the other organization's (HUD CDBG-DR and DRGR), current software systems? If so, is it possible to view the assessment? This will assist in determining security controls if any, software system compatibility and current capabilities.

Answer: No assessment is available for this RFP.

6. Question – Section 2.2.d: (Key Deliverables) of the RFP, it states that “Training-Respondent shall provide training materials and instruction manual on the system implement”). Will the respondent also be required to conduct training of VIHFA employees and other government /contract personnel who will utilize the integrated system?

Answer: Training will be limited to the anticipated users of the system, which does not include government/contract personnel.

7. Question - Section 10.0: Minority & Women Business Enterprises (MWBE)

Does the VIHFA have a specific goal or percentage to achieve on this project with regards to MWBE participation?

Answer: VIHFA ensures compliance is ensured by requiring, as applicable, subrecipients, program partners and contractors to make best efforts to achieve an overall MWBE participation goal of forty percent (40%) of the entire contract value consisting of thirty percent (30%) percent for MBE and thirty percent (30%) for WBE.
8. Does the VIHFA intend for the Grants Management System to be utilize with other grant programs beyond CDBG-DR (for example: entitlement, CDBG, etc.)?

Answer: At this current time, no.

9. What are VIHFA’s requirements for data security. Does VIHFA anticipate storing Personal Information (PI) in its Grants Management System. If so what are the laws or regulations governing the storage relevant for IT projects for VIHFA?

Answer: The VIHFA CDBG-DR division does not intend on utilizing the Grants Management System for individual applicants, so personal information such as social security numbers won’t be stored in the Grants Management System. However, the VIHFA CDBG-DR division would like to ensure that all security measures to protect our sensitive financial data is taken into consideration. All respondents should provide details on the type of security measures their solution is able to support.

10. The CDBG-DR Action Plan show Housing, Infrastructure and Economic Revitalization. Additionally, CDBG-DR programs add additional administrative burden in Contracting, Financial Management, and Compliance. Given that how does the VIHFA envision the Grants Management system supporting its CDBG-Dr program for Housing, Infrastructure and Economic Revitalization, Contracting, Financial Management, Compliance?

Answer: The Grants Management system will be used to allow sub-recipients to upload information for review and approval, payment requests, reporting, performance matrix, budgeting and reporting as required per federal regulations.

11. Can you please post an editable version of the RFP? The PDF posted is encrypted which makes difficult to copy the content for response purposes.

Answer: An editable version cannot be made available. For sections F or G, you can utilize the PDF typewriter tool under fill and sign or the tools submenu to create text boxes with your responses.

12. Question – Did the VIHFA assess any grants solutions or see any solution demos prior to the issuance of the RFP and if so which solutions were assessed?

Answer: VIHFA researched features and capabilities of Grant Management Systems available on the world wide web. VIHFA's current SAP
13. Question – Section 2.1.1: How many internal users should the solution support?

Answer: The Enclosure Document H (Base Bid Sheet) has the total license count for the anticipated end users. Respondents should ensure their system can support additional end users, should the internal users count change.

14. Question – Section 2.1.1: Could the VIHFA provide a list of the different types of internal users and their roles?

Answer: VIHFA will provide a list of the different types of internal users and their roles to the successful bidder.

15. Question – Has a budget been defined for project effort? If so, what is that budget?

Answer: See response to Question #41.

16. Question – Section 2.2, i: How many external users should the portal solution support?

Answer: The anticipated external users will be limited to request and upload the required documentation. Thus, the anticipated users will have limited permissions. Hence, it is estimated a potential of 50 external users.

17. Question – Can the VIHFA describe what invoice generation functionality is required? For instance, does the solution need to provide general ledger functionality?

Answer: No, all general ledger information and functionality will be retained in the VIHFA’s financial management system.

18. Question – Section 2.1.2: Can we assume that the VIHFA will supply modern RESTFUL or soap-based interfaces for all systems that need to be integrated?

Answer: VIHFA will work with all current and future vendors, to ensure system interfaces are developed, if they are not already available.

19. Question – Section 2.1.2: For scoping and pricing purposes, could the VIHFA detail how many interfaces are needed for each integrated system and what type of data will need to be integrated?
It is the intent, and a requirement for the VIHFA CDBG-DR division, to provide its financial data and other pertinent information relative to the Disaster Recovery relief effort in the VI to the public. The interfaces should allow the VIHFA CDBG-DR to provide automated updating of specific information, which needs to be accessible by the public. The VIHFA CDBG-DR division will work in tandem with the chosen respondent, on the type of information that will need to be populated. The VIHFA CDBG-DR division does not foresee a huge amount of data automation needing to take place, so further discussions will take place once a vendor has been chosen. All respondents should provide the capabilities of how their solution can interface with other systems.

The VIHFA CDBG-DR division has provided specific information relative to the systems we currently have in house. Hopefully this info can assist all respondents in their efforts to provide their responses in this area.

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20. Question – Section 2.1.2: Does the VIHFA own a current middleware integration tool?

Answer: No

21. Question – Section 2.2, iii: Could the VIHFA provide a list of the online forms and applications that are needed for the online portal?

Answer: N/A

22. Question – Section 2.2, vi: If the cloud-based solution provides access to data through cloud-based APIs as well as a bulk data export utility and not though direct database access, does this meet the requirement?

Answer: Respondents should provide the overall capabilities of their solution and how their system can interface with other systems as far as the reporting capabilities are concerned. Responses should highlight
23. Question – Section 2.2, ix: Is the VIHFA open to solutions that are accessible in a true cloud-based platform as a service where the underlying technical infrastructure is managed by the cloud platform provider?

Answer: The VIHFA CDBG – DR division understands that there are many approaches to deploying an overall cloud-based system. All respondents should provide the overall capabilities of their system along with the security measures currently in place, to ensure data access is safe and secure. Please keep in mind that all respondents should keep in mind that their solution should have the capability to integrate with other systems.

24. Question – Section 2.2, x: Does all data need to be encrypted or only certain data fields?

Answer: All data needs to be secured.

25. Question – Section 2.2,i: What is the average total size of all documents attached to a grant?

Answer: The average total size of all documents is unknown currently.

26. Question – Section 2.2, xvii: Does the online portal need to be accessible on mobile devices? If so, what types of mobile devices does the solution need to support?

Answer: It is not a hard requirement for the portal to be accessible via a mobile device, but it would be beneficial to have the capability for individuals who utilize tablets.

27. Question – Section 2.2, xii: Can the VIHFA provide a list of reports the solution needs to provide?

Answer: The necessary reports will be identified with the successful bidder.

28. Question – Section 2.2, xxviii: Does VIHFA currently license and have an ArcGIS/ESRI system running? If not, could the solution simply leverage an online GIS mapping tool such as Google Maps?

Answer: The VIHFA has formally contacted the Lieutenant Governor’s office to request access to the ArcGIS/ESRI system, which will allow us to interface with the Grants Management System.
29. Question – Does any data need to be migrated as part of this implementation? If so could the VIHFA provide details about the total amount of data to be migrated including detail about the number of tables and documents?

Answer: No.

30. Question – Does the VIHFA have IT personnel that will be able to assist in the data cleansing of legacy data prior to the data migration into the new system?

Answer: See Question #29 and the response there to.

31. Question – Is the VIHFA open to an agile-based implementation methodology which allows for delivering working and potentially-shippable software (go-live) in small, frequent packages?

Answer: Respondents should provide details on the overall system and the methodology on how they plan on implementing their solution in a timely manner, to meet the VIHFA CDBG – DR milestones.

32. Question – Does the VIHFA require a need for any Change Management for this solution?

Answer: There are no formal change management requirements, but VIHFA CDBG – DR is requesting all respondents provide detailed procedures and/or processes for the implementation of their solution, in the Methodology and Approach section.

33. Question – Section 2.1.1: What is the preferred training method (End-User vs. Train-the-Trainer)?

Answer: Respondent should provide an approach that encompass both training methods.

34. Question – Section 2.1.1: How many departments will require training?

Answer: At this time, training will be limited to identified users and not an entire department.

35. Question – How many applications and grants per year does the VIHFA currently manage?

Answer: Apart from the CDBG-DR funds, VIHFA generally manages one grant per year.
36. Question – Does the vendor need to provide helpdesk support for all internal and external users?

Answer: Maintenance and Support is needed. This approach can be done two ways, through a single point of contact or through direct contact from external entities. Please provide pricing for both approaches.

37. Question – Does the VIHFA have a defined cadence for delivering enhancements to the vendor for any operations and maintenance periods?

Answer: At the current moment, VIHFA does not have a defined cadence for delivering enhancements; but will work with the successful bidder to define one. In their approach, Respondents can provide, for consideration, any suggested cadence for delivering enhancements.

38. Question – Will the VIHFA be providing a product owner who will own the backlog of requirements and be the liaison between the Vendor and the business groups to help clarify requirements?

Answer: At the current moment, VIHFA’s MIS department will be available to provide technical requirements.

39. Question – Will the VIHFA be responsible for user acceptance testing and work with the Vendor to provide testing feedback?

Answer: Yes.

40. Question – Section 1.1 Given the criticality of Federal reporting requirements to support CDBG-DR, does VIHFA require vendors to have experience deploying grants management systems at the US Federal level?

Answer: Experience with deploying grants management systems at the US federal level will be beneficial; but is not a fundamental requirement.

41. Question – Section 1.1 Does the VIHFA currently have an approved budget for this new Grants Managements System? If yes, can you provide an approximate budget or budget range so that vendors can determine whether to respond based on an assessment of stated requirements and needs?

Answer: Vendors shall respond based on the assessment of stated requirements and needs.

42. Question – Section 2.0: Please provide the vendor/system names of any existing grant management systems in use at VIHFA. If applicable, please also provide the annual cost of operations and maintenance for supporting these systems today.
Answer: Currently, VIHFA does not have an existing grant management system.

43. Question – Section 2.0: Has the VIHFA previously entertained any grants management system demonstrations and/or presentations from vendors? If so, which systems were seen and when?
Answer: See response to Question #12.

44. Question – Section 2.0: Did the VIHFA utilize any vendor/SME consultants in defining the sought-after functionality and/or scope of work enumerated in the RFP?
Answer: VIHFA utilized its consultant, Ernest and Young, along with VIHFA’s MIS department, to define the sought-after functionality and scope of work enumerated in the RFP.

45. Question – Section 2.0: Given the changing grants regulatory environment, does the VIHFA require vendors who have experience deploying Grants Management Systems at the US Federal level?
Answer: See the response to Question #40.

46. Question – Section 2.0: To reduce overall project risk and mitigate cost overruns, does VIHFA prefer a commercial off-the-shelf (COTS) solution to a custom-built system?
Answer: The Respondent should provide its best solution

47. Question – Section 2.0: VIHFA requires the GMS to interface to the VIHFA financial system, a CDBG-DR case management system, and the Disaster Recovery Grant Reporting (DRGR) System. Can you please provide details of each system including vendor/model/release and interface capabilities? Can you provide the expectation for the type of integration required, e.g., web services, file based, one way or bi-directional data flow?
Answer: See the response to Question #19. For security reasons, the VIHFA prefers not to post the specific versions of the systems in any public forum, instead respondents can contact the Procurement contact for the version release information.

48. Question – Section 2.1.1: Are the task timelines as stated in the RFP calendar days or working/business days?
Answer: The task timelines as stated in the RFP is 30 working days of contract award.
49. Question – Section 2.1.1: What referenced existing software is in use at VIHFA?

Answer: See the response to Question #19.

50. Question – Section 2.1.1: What is the number of external users to be licensed for use of the GMS and will they also require vendor training? If so is this training onsite or can it be remote?

Answer: VIHFA will utilize a “train the trainer” methodology so that not every external user will have to be directly trained by the successful bidder. See the response to Question #16.

51. Question – Section 2.1.2: Given the lack of detailed specifications provided as part of the RFP regarding integration, is acceptable to design the interface capabilities of the three systems – VIHFA financial system, CDBG-DR Case Management System, and DRGR – to the GMS in Task 2 and then build and deploy the interfaces as part of Task 3 based upon a mutually agreed upon schedule?

Answer: Yes, however Respondent will be expected to adhere to the timeline outlined in the RFP.

52. Question – Section 2.1.3: For cloud solution-based GMS does VIHFA require the cloud be FedRAMP moderate certified to provide greater security?

Answer: Yes, FedRAMP moderate certified will be desirable; however, Respondents are encouraged to provide detailed information regarding their cyber security approach.

53. Question – Section 2.2: Please provide 2-3 examples of electronic web forms that will be created in the new grants management system. Please confirm that some forms can be completed and uploaded as attachments in the system and not be fillable electronic web forms.

Answer: VIHFA will work with the successful bidder to determine which forms will be uploaded or be fillable electronic web forms.

54. Question – Section 2.2. iv: Please provide the list of the referenced 3rd party reporting applications and are these currently used, or will these be used in the future?

Answer: Potential 3rd party reporting solutions may include; but, is not limited to Crystal Reports & Tableau.

55. Question – Section 3.0: Please clarify the timeline for securing a business license. Is it acceptable to show proof of business license application have been submitted
with the RFP proposal submission? The actual receipt of the business license cannot be controlled by vendors.

Answer: The successful vendor will be expected to start the process of securing a business license after notification of award. VIHFA does not control the business license process and cannot clarify the timeline. Yes, it is acceptable to show proof of a business license application; however, Respondent should also provide a copy of its business license from the jurisdiction it is currently license.

56. Question – Section 7.0: Will VIHFA consider extending the proposal due date by at least one week so vendors can properly incorporate a response addressing answers to be provided on April 30?

Answer: No, VIHFA will not extend the proposal due date.

57. Question – Section 14.0: Is a recording or meeting minutes document relating to the Pre-Proposal Conference available? Please provide the names of all vendors in attendance.

Answer: No, a recording or meeting minutes document for the Pre-Proposal Conference will not be made available. The attendance sheets are attached.

58. Question – Section H: What basis of estimate/scope of work should vendors use to estimate the required # of staff needed to support unknown additional services?

Answer: Vendor should provide its own best estimate based on the scope of work delineated in the RFP.

59. Question – Can you please provide VIHFA's number of unique sub-recipient organizations?

Answer: The number of VIHFA's sub-recipient entities currently stands at seven (7); however, the number is likely to increase.

60. Question – Have you had demonstrations and/or conversations with grants management vendors? If so, with whom?

Answer: See the response to Question #12.

61. Question – Have you had any assistance in preparing this RFP? If so, from whom?

Answer: See the response to Question #44.

62. Question – Has a budget been approved for this project? If so, for how much?

Answer: See response to Question #41.
63. Question – Does VIHFA have a preference regarding a SaaS vs a non-SaaS solution?

Answer: No, but VIHFA CDBG – DR division recommends that all respondents provide detailed information about their approach regarding the implementation and how it affects the overall solution from a security standpoint.

64. Question – Section 5, ix: Can you please expand on the expectations for a vendor providing a cloud-based, SaaS solution?

Answer: All respondents are responsible for choosing the platform and methodology of how they will implement their overall solution. The VIHFA CDBG – DR division will state that as we are utilizing Federal funds for the CDBG Disaster Recovery program in the territory, please be sure to follow industry standards and guidelines set forth by the U.S. Federal government pertaining to MIS systems that are accessible in a public setting.

65. Question – We are a private company; therefore, we typically do not share financial information. Can we state that we would provide financial information if we are awarded? If not, what confidentiality assurances can be provided by VIHFA?

Answer: Respondent can chose to provide its financial information if awarded; however, it will be best if Respondent can provide proof of liquidity / ability to funds initial mobilization / initial costs.

66. Question – Section 3.1: Does the vendor need to have necessary licenses for USVI, or Secretary of State, when the RFP is submitted, or show evidence of licenses being obtained by contract signing?

Answer: See the response to Question #55.

67. Question – Section 5, ix: “Ability to manage and control the underlying technical infrastructure, including network, servers, operating systems, storage, and as applicable individual application capabilities, except for limited user-specific application configuration settings and ass otherwise provided in this RFP.” Is the expectation that the VIHFA can manage the hosting infrastructure or is the expectation that the vendor manages all aspects of hosting?

Answer: The VIHFA CDBG – DR division expects the vendor to be fully responsible for maintaining the hosting environment, along with any additional technological platforms needed to support their Grants Management solution.
68. Question – Would VIHFA consider providing an extension to the bid response deadline?
   Answer: See the response to Question #56.

69. Question – Section 16.1: Is the expectation that documents listed in 16.1 Require Documents be included in sub-envelope 2 of the bid package?
   Answer: Documents listed in 16.1 should be included in sub-envelope 1 of the bid package.

70. Question – Section 10.0: Respondents must document good faith efforts to provide meaningful participation by M/WBE firms. The link for good faith efforts does not work, can you provide guidelines or a list of what is considered a good faith effort?
   Answer: Respondent should document its efforts to attract M/WBE firms (i.e. communications with V.I. Department of Public Works, etc..).

71. Question – Section 13.0: Can you provide the Standard Clauses for Contracts with VIHFA?
   Answer: The standard clauses can be viewed at https://www.vihfa.gov/disaster-recovery/contracts.

72. Question – Section 16.0: Are subconsultants required to complete the forms included with the RFP (Non-Collusive Affidavit, Debarment Certification Form Contract Document Checklist, Conflict of Interest, Authorization for Background Check & Financial Information, Prior Performance Certification), or is this just the responsibility of the prime?
   Answer: Subconsultants are required to complete the forms included in the RFP.

73. Question – Section 1.1: Can you provide a list of the forms that are used by Subgrantees (i.e. Quarterly Report, Application, etc.)?
   Answer: See the Response to Question #53.

74. Question – Section 2.0: Is the system intended to be only for CDBG-DR, or is it possible that other grant programs will use the system in the future?
   Answer: At this time, the system is intended only for CDBG-DR.
75. Question – Section 2.2: Is there any data importing requirement for data being managed to date? If so, how is data currently being managed?

Answer: See the response to Question #29.

76. Question – Section 2.1.2: Are you expecting all customization to be done in 90 days, so the system is completely done and ready to be live?

Answer: VIHFA’s preference will be for all customization to be completed within 90 days; however, Respondent can be flexible to provide an alternative timeline he/she may deem appropriate to achieve this RFP’s results.

77. Question – Section M, ii: Do you require a statement for each sub-question/sub-point or can we provide one response for the entire section that addresses each point?

Answer: Respondent should present its responses to Section M in the manner it contemplates is the best approach.

78. Question – Section 2.0: Will the grants management system need to collect data from the STEP program?

Answer: No.

79. Question – Section 2.0: Would there be an advantage to having a fully integrated connection to the STEP system instead of just having an import of PDF files?

Answer: See the response to Question #78.

80. Question – Section 2.0: What is the current Case Management Platform?

Answer: See the response to Question #19.

81. Question – Section 17.0: Who will be on the evaluation panel for this RFP?

Answer: There will be an evaluation panel; however, VIHFA respectfully declines to identify the individuals on the panel.

82. Question – Section 17.0: Have you met with any vendor in advance of releasing this RFP? Is yes, who?
Answer: See response to Question #12.

83. Question – Section 17.0: Have any vendors assisted the drafting of the RFP?
Answer: See response to Question #44.

84. Question – Section 2.0: How many grants and grant agreements are you expecting to manage in the system?
Answer: See the response to Question #8.

85. Question – Section 2.0: Do we need to migrate data into the system for current open grants and historical grants? How many records and tables will need to be migrated?
Answer: See the response to Question #29.

86. Question – Section 2.0: Please confirm that you expect to have 23 VIHFA users of the system.
Answer: At the current moment, the number provided is what we are aware of, but this number will indeed change as we start signing additional Sub-recipients and partners. The VIHFA CDBG – DR division will reach out to the selected vendor later, to discuss additional license counts.

87. Question – Section 2.0: Please let us know how many grant recipients in a given year will need access to the portal login, upload documents and request payments.
Answer: See the response to Question #53.

88. Question – Section 2.0: Do you need to generate the grant agreements from the system?
Answer: No.

89. Question – Section 2.0: Do you need to track and mange Grant Agreement Amendments?
Answer: No; however, there will exist the need to track budgets and budget amendments.
90. Question – Section 2.0: Do you need to track Grant Agreement Cost Category Budgets?

Answer: Yes.

91. Question – Section 2.0: Does the grant recipient need to be able to request payment through the self-service portal and include cost category amount detail within the payment request or is this handled through your Financial Management System?

Answer: Yes; however, all payments will be handled through the Financial Management System thus an import/export functionality/interface will be required between the two systems.

All other requirements and provisions of RFP-006-2019-DR-STT/STX, Grant Management System, shall remain in full force and effect.

Antoinette Fleming, Director
Community Development Block Grant-Disaster Recovery

Date: 4/30/19
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<th>Email Address</th>
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RP06-2019-DR-S71/STX GRANT MANAGEMENT SYSTEM

PRE-PROPOSAL CONFERENCE
COMMUNITY DEVELOPMENT BLOCK GRANT - DISASTER RECOVERY

ATTENDANCE SIGN IN SHEET