



CALIFORNIA RESIDENTIAL MITIGATION PROGRAM

Request for Information for Residential Retrofit Program Grant Management System (GMS)

RFI#05-24

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I. INTRODUCTION & SUMMARY OF KEY DATES

California Residential Mitigation Program (CRMP) intends to issue Request for Information (RFI) for a Residential Retrofit Program Grant Management System (GMS). This RFI is intended to survey the marketplace to understand the potential vendors, products, and services that can meet the specific needs of a Residential Grant Management System.

The following schedule is subject to modification by CRMP. Questions must be submitted as described in Section IV.

Date	Planned Activity
January 21, 2025	Issue Date for RFI #05-24 Residential Retrofit Program GMS
February 3, 2025	Questions must be submitted via email to CRMP by 5:00 p.m. Pacific Time. Email address: rfi05-24@calquake.com
February 17, 2025	Responses to questions will be posted on the CRMP website by 5:00 p.m. Pacific Time. NOTE: Any CRMP delay in posting responses to questions will not extend the deadline for submission of response.
March 3, 2025	Final date for CRMP to post addenda for which respondents are responsible.
March 17, 2025	Submission Deadline. All submissions must be received by CRMP no later than 5:00 p.m. Pacific Time.

II. BACKGROUND OF THE CALIFORNIA RESIDENTIAL MITIGATION PROGRAM (CRMP)

The California Residential Mitigation Program(CRMP) was created as Joint Exercise of Powers Agreement formed by its members, the [California Earthquake Authority](#) (CEA), a public instrumentality of the State of California, and the [California Governor’s Office of Emergency Services](#) (Cal OES). CRMP is a legally separate entity from its members.

Oversight is provided by the CRMP governing board, consisting of two members appointed by CEA and two members appointed by Cal OES. Program management is headed by [CRMP’s executive director](#), with program and administrative support provided by CEA employees and contracted staff.

Formed in August 2011, the CRMP was established for the purpose of supplying grants, loans, and loan guarantees (as well as related assistance and incentives) to owners of dwellings in California who wish to retrofit their homes to protect against earthquake damage.

As described in the California Insurance Code, the CEA governing board is required to set aside in each calendar year an amount equal to 5 percent of investment income accruing on the authority's invested funds, or five million dollars (\$5,000,000), whichever is less, into a Loss Mitigation Fund (LMF). CRMP leverages the CEA's loss mitigation fund with FEMA Hazard Mitigation Grant Program (HMGP) and Building Resilient Infrastructure and Communities (BRIC) funding for seismic incentive programs.

California Earthquake Authority (CEA)

CEA is a publicly managed, privately funded, not-for-profit organization whose mission is to provide residential earthquake insurance and encourage Californians to reduce their risk of earthquake damage and loss through effective risk education, damage mitigation, and insurance protection.

California Office of Emergency Services (Cal OES)

Cal OES is responsible under California Government Code section 8585(e) for the state's emergency and disaster-response services for natural disasters and emergencies, including activities necessary to mitigate the effects of earthquakes on people and property.

Summary of CRMP seismic retrofit grant programs

CRMP currently manages two single-family residential seismic mitigation grant programs, the Earthquake Brace + Bolt program (EBB) and the Earthquake Soft-Story program (ESS). CRMP is also in the process of developing a seismic mitigation grant program for Multi-Unit Soft-Story (EMR) buildings. Details about these programs are as follows:

A. Earthquake Brace + Bolt program (EBB)

The EBB pilot program launched in 2013 in two ZIP codes in Oakland and two ZIP codes in Los Angeles. The program provided only 9 grants in that first year. As of November 2024, EBB has provided grants for over 28,000 retrofits in 815 ZIP codes located in areas of high seismicity in California. The EBB program is managed almost entirely through a web-based interface with

homeowners, contractors, design professionals, and building officials. The website is <https://www.earthquakebracebolt.com/>

B. Earthquake Soft-Story program (ESS)

The second CRMP grant program, ESS, opened in 2023 and has just under 100 homeowners actively working on obtaining a permit and completing a retrofit. ESS registration re-opened on October 15, 2024, and over 600 homeowners have registered. ESS also uses a web-based interface with stakeholders. The website is <https://www.earthquakesoftstory.com/>

C. Multi-Unit Soft-Story program (EMR)

CRMP has applied for FEMA BRIC grant funds every year since 2020 and was notified in January of 2024 that two-\$20 million grants have been awarded for the EMR program. This program is different in that the buildings are typically commercial multi-unit residential structures, and the retrofits are significantly more expensive. Also, EMR is opening in cities that already have passed mandatory soft story retrofit ordinances. The cities have existing inventories of buildings that must be retrofitted within a certain schedule. EMR will provide funding assistance to 5–10-unit buildings within those mandatory ordinance cities. The interface with stakeholders will be similar to that of the EBB and ESS programs. The website is

<https://www.californiaresidentialmitigationprogram.com>

III. REQUEST SUMMARY

Introduction: CRMP is requesting information from vendors about their ability to meet the proposed grant management requirements. Additionally, CRMP is seeking information for a cost-effective solution, potential improvements to the proposed requirements that better align to current trends in the market.

Vendors are suggested a word limit (e.g., 200 words per question) to ensure responses are concise yet meaningful.

1. Provide a brief overview of your company, including your experience in developing, implementing, and supporting grant management systems, especially for State and/or Federally funded grants which typically have very prescriptive compliance requirements.
2. Please describe your process to meet our RFI requirements, is your company equipped to provide these services.
3. Please describe your platform's ability to host multiple grant cycles simultaneously.
4. How does your grant management system manage data input and output? Does it have the ability to import and export data? How are data output issues handled? How does your system provide intuitive reporting capabilities, including customizable reports and dashboards? Please provide examples.

5. Please provide your product/service overview and how the data will be hosted and stored. Do you have the capability to audit history?
6. Please describe your product's ability to support historical data migration.
7. List the integrations currently available with your product or service, including common software, platforms, or APIs.
8. How does your solution offer cost-effective maintenance, and what are the projected ongoing costs (e.g., licenses, support, updates)?
9. How do you manage system upgrades and modifications to ensure that they align with current trends in grant management and technology?
10. Do you have any security and/or privacy certifications that cover this product such as SOC 2, Type II, or ISO 27001, etc.?
11. Have you had any information security or privacy breaches or incidents in the past year that affected the customers of this product in some way, such as exposing customer data or outage of the product / service?
 - a. If yes, please describe the issue and customer impacts, and the process used to coordinate with the affected customers.
 - b. If no, please describe the process that would be used to coordinate with the affected customers if such an event were to occur.

IV. SUBMITTING QUESTIONS

Any questions that respondents might have about the RFI are to be submitted solely by email. In submitting questions, respondents must follow the timeframes in Section I, Introduction & Summary of Key Dates.

Submit all questions by email to: rfi05-24@calquake.com

CRMP will respond to questions as they are received. Answers to all questions received in a timely manner will be posted on CRMP's website <https://www.californiaresidentialmitigationprogram.com>; the questions that have been submitted and the responses thereto may be viewed by following the links found under the "ABOUT US > RFIs" section of the home page. All questions (without attribution to or identification of the person or entity asking the question), and all responses to those questions, will be posted.

As noted above, any CRMP delay in posting responses to questions will not extend the deadline for submission of response.

V. RESPONDENTS' RESPONSIBILITIES REGARDING ADDENDA

CRMP reserves the right, in its sole discretion, to modify any part of this RFI by issuing one or more written addenda.

Addenda to this RFI issued by CRMP, if any, will be posted solely to CRMP's website, <https://www.californiaresidentialmitigationprogram.com>. Each respondent should continue to check the CRMP website through the final submission date for any addenda that may be posted. Each respondent is required to acknowledge, as part of the respondent's cover letter (see section VI B Required Components of Submission), that the respondent has reviewed any addenda that is posted one week or more prior to the final response submission date.

Each respondent acknowledges and accepts the affirmative responsibility to inquire regarding, and seek clarification of, any part or provision of this RFI that the respondent does not understand or that the respondent believes is reasonably susceptible to more than one interpretation. If a respondent discovers any ambiguity, conflict, discrepancy, omission, or error in the RFI, the respondent must immediately notify CRMP via email rfi05-24@calquake.com and may request clarification through submitting a question in accordance with Section VI. In its sole discretion, CRMP may issue clarifications in the form of written addenda to this RFI and will post the written addenda to <https://www.californiaresidentialmitigationprogram.com>

In its sole discretion, CRMP may disregard any and all claims of ambiguity, conflict, discrepancy, omission, or other error received by CRMP after the final submission date for responses.

Unless otherwise specifically stated by CRMP, no additional time to meet any deadline will be allowed due to corrections or clarifications made by CRMP.

VI. INFORMATION SUBMISSION INSTRUCTIONS AND REQUIREMENTS

A. Submission Deadline and Format

In submitting information in response to this RFI, each respondent must comply with the deadlines (Section I) and the format requirements below.

1. Submissions must be emailed:
 - a. as an attachment in PDF format, to the listed email address:
rfi05-24@calquake.com
 - b. Subject: Response to CRMP Request for Information #05-24 Residential Retrofit Program GMS
 2. If a response contains confidential proprietary information, a statement to that effect must be included in the cover letter, and each and every page containing confidential proprietary information must be designated on the upper right-hand corner.
- * Please be aware that CRMP is a California joint-powers-authority entity and that the CRMP's records and documents in its possession might be subject to public disclosure and production pursuant to various laws, including but not limited to the California Public Records Act and the Bagley-Keene Open Meeting Act. If a respondent provides documents or other information of a confidential or proprietary nature, please mark it as such, as noted above. The CRMP will make reasonable efforts, within the bounds of and in compliance with applicable public disclosure laws, to honor those characterizations and not disclose those documents, but the CRMP cannot guarantee or promise that it will succeed in its efforts under all circumstances.
- ** Please note that no submission can be considered confidential and proprietary in its entirety.

3. If, before the Submission Deadline date, a respondent discovers an error or omission in a response already submitted to CRMP, the only method of correction or modification is to withdraw the submission in its entirety via email to rfi05-24@calquake.com and resubmit the corrected or modified submission before the Submission Deadline date and time. Corrections or modifications offered in any other manner will not be considered.
4. All submissions become the property of CRMP upon receipt.
5. All costs to develop submissions and participate in the RFI process are entirely the sole responsibility of the respondent and cannot be charged to CRMP.
6. The CRMP accepts absolutely no responsibility for lost, misplaced, mishandled, or late delivered submissions, regardless of the reason or explanation.
7. Only one submission per individual, firm, partnership, or corporation, or combination of such entities formed to propose under this RFI, will be considered. Any reasonable grounds for believing a respondent has submitted multiple responses under more than one name is good cause for rejection by CRMP of all submissions in which the respondent is involved.
8. Submissions must be clearly identified "RFI #05-24 Residential Retrofit Program GMS"
9. Respondents must review all addenda posted on CRMP's website before submitting a response.
10. Each submission must state the respondent's name and "CRMP RFI #05-24" on each page of the response. Each page of the response must be numbered in the following format: "[page number] of [total number of pages]" (e.g., "1 of 50").
11. Each submission must be limited to no more than fifty (50) pages, excluding the cover page and table of contents, if any. Responses must be printed in an accessible font type that is no smaller than 12 points. For the purposes of this RFI, acceptable fonts are Segoe UI, Arial, and/or Calibri. Notwithstanding the foregoing, font type and size limitations do not apply to the respondent's logo or information on the submission cover page.

B. Required Components of Submission

Submissions should follow the order and format listed below. Submissions may include additional information at the respondent's option.

1. **Cover letter** (signed). CRMP will reject any submission that contains an unsigned cover letter. The cover letter must contain the following:
 - a. respondent's or proposing team's company (or individual) name(s), address(es), and telephone number;
 - b. the name, title or position, telephone number, and email address of the person signing the cover letter and contact identification for any other persons authorized to make binding representations regarding the submission;
 - c. a statement that the signer's signature constitutes unrestricted authority to make the submission regarding this RFI #05-24;
 - d. confirmation statement that the proposer has reviewed any addenda to this RFI posted to <https://www.californiarresidentialmitigationprogram.com>

VII. ATTACHMENTS

Business Requirements Document (BRD)