

ENTERPRISE COMMUNITY PARTNERS, INC.

REQUEST FOR PROPOSALS

General Support for Program Evaluation and Related Services

May 2026

PURPOSE

Enterprise Community Partners, Inc. (Enterprise) has initiated a Request for Proposals (RFP) process to select one or more qualified consultants who can provide a range of evaluation-related supports to its in-house Impact and Evaluation department on an as-needed basis.

OVERVIEW

Enterprise seeks to select contractor(s) who can:

- Conduct quantitative data analysis, using primary and secondary data sources
- Conduct qualitative data collection and analysis
- Provide evaluation-related training and technical assistance
- Prepare reports, presentations, white papers, blog posts, landscape analyses, literature reviews, etc., for a wide range of audiences and purposes

RFP proposals may address all service areas or only one or two. Proposals may also address only a subset of capabilities within a particular service. We do not expect that all proposals will address all competencies and capabilities. Enterprise may select individual consultants, and/or small and large firms, to meet the variety of evaluation-related activities for which we may need support. Preference will be given to those consultants who have experience in the housing and community development fields.

A successful bidder will be awarded under a Master Contract for up to 3 years (from July 2026 to June 2029) based on the consultant(s) specialized competencies as outlined in their proposals. Work will be assigned on an as-needed basis by Task Order based on a specific scope of work, period of performance, and budget. Consultants awarded Master Contracts are not guaranteed assigned work.

IMPORTANT DATES

RFP released: May 5, 2026

Proposals Due: May 28, 2026

Applicants Notified: On or before June 30, 2026

Contents

About Enterprise	3
Project Overview	3
Proposal Materials	7
Selection Criteria	8
Submission Instructions	9
Right to Reject	10
Small Businesses, Minority-Owned Firms, and Women’s Business Enterprises	10
Confidentiality	10
Notification of Award and Timeline.....	10
Conflict of Interest.....	10
Attachments	11

About Enterprise

Enterprise is a national nonprofit that exists to make a good home possible for the millions of families without one. We support community development organizations on the ground, aggregate and invest capital for impact, advance housing policy at every level of government, and build and manage communities ourselves. Since 1982, we have invested \$92 billion and created 1.1M homes across all 50 states, the District of Columbia, Puerto Rico, and the U.S. Virgin Islands – all to make home and community places of pride, power, and belonging.

Enterprise’s Impact and Evaluation (I&E) department embraces a learning, evaluation, and measurement culture as we seek to assess the outcomes and potential impact of Enterprise’s programmatic and capital investments. Using a participatory, mixed-method approach, we conduct formative, process, and summative evaluations, helping Enterprise and the broader affordable housing field implement and scale solutions that address today’s housing crisis. We also analyze national and community-level data; create data visualizations to track and aggregate inputs, outputs, and outcomes; provide evaluation-related training and technical assistance; and author a wide range of internally and externally facing deliverables.

Project Overview

At times, the I&E department requires the support of third-party consultants to bolster our capacity, to assist in the implementation of our evaluation efforts, and to conduct specific qualitative or quantitative analyses. This work is intermittent and may vary in duration, complexity, and budget. Therefore, we invite all interested consultants, regardless of organizational size, to apply.

Services, Products, or Support to be Awarded

1. Services, Products, or Support

- Quantitative Data Collection and Analysis
- Qualitative Data Collection and Analysis
- Evaluation-Related Training and Technical Assistance
- Report Writing and Other Content Creation

2. Qualifications and/or Expertise in Quantitative Data Collection and Analysis

Applicants seeking award in this area must demonstrate the experience and technical capacity necessary to provide high-quality quantitative data analysis and evaluation support. At a minimum, qualified consultants should meet one or more of the following criteria:

- Demonstrated experience conducting quantitative data collection and analysis in support of program evaluation, applied research, or performance measurement initiatives.
- Familiarity with research design and methods to measure program impact, including comparison analysis and quasi-experimental designs.

- Strong data management and data cleaning skills, including the ability to prepare analytic datasets from multiple sources (such as surveys, administrative datasets, publicly available datasets, and property management data) and document data processing decisions.
- Proficiency in statistical analysis methods appropriate for evaluation and applied research, including descriptive and inferential techniques.
- Experience developing and interpreting statistical models aligned with evaluation questions, program logic models/theories of change, and intended use of findings.
- Proficiency in one or more analytical software platforms commonly used for quantitative analysis (e.g., R, STATA, Excel) and the ability to write reproducible and well-documented code.
- Ability to develop clear, accurate data visualizations and analytic outputs that effectively communicate findings to technical and non-technical audiences (using tools such as PowerBI, Tableau, Excel, etc.).
- Demonstrated experience translating quantitative findings into actionable insights for program staff, leadership, funders, or external stakeholders.
- Strong written and verbal communication skills, including the ability to clearly explain analytic methods, assumptions, limitations, and results.

3. Qualifications and/or Expertise in Qualitative Data Collection and Analysis

Applicants seeking award in this area must demonstrate the experience and technical capacity necessary to provide high-quality qualitative data collection and analysis in support of program evaluation, applied research, and learning initiatives. At a minimum, awarded consultants should meet one or more of the following criteria:

- Demonstrated experience designing and conducting qualitative data collection activities in support of program evaluation, applied research, or learning initiatives.
- Familiarity with a range of qualitative techniques and methodologies designed to evaluate individual programs and/or system-level changes.
- Experience using a range of qualitative data collection methods, such as key informant interviews, focus groups, listening sessions, observations, and open-ended survey instruments.
- Ability to develop qualitative data collection protocols, including interview guides, facilitation guides, consent procedures, and surveys aligned with evaluation questions and learning objectives.

- Demonstrated experience conducting culturally responsive, trauma-informed, and ethically sound qualitative data collection with diverse stakeholders, including community members, program participants, service providers, and partners.
- Strong qualitative management skills, including transcription review, data organization, coding, and documentation of analytic decisions.
- Proficiency in qualitative analysis approaches, such as thematic analysis, content analysis, or framework analysis, and experience applying systematic and transparent coding processes.
- Experience using qualitative data analysis software (e.g., NVivo, Dedoose) or equivalent structured analytical approaches.
- Ability to synthesize qualitative findings accurately and rigorously, identifying key themes, patterns, and contextual insights.
- Demonstrated experience integrating qualitative findings into evaluation reports, memos, presentations, and learning briefs.
- Strong written and verbal communication skills, including the ability to clearly convey qualitative methods, analytic approaches, limitations, and findings to technical and non-technical audiences.

4. Qualifications and/or Expertise in Evaluation Training and Technical Assistance

Applicants seeking award in this area must demonstrate the experience and technical capacity necessary to design and deliver high-quality evaluation training and technical assistance that strengthens evaluation capacity, supports learning, and promotes effective use of data and findings. At a minimum, awarded consultants should demonstrate one or more of the following:

- Demonstrated experience designing and delivering evaluation-focused training and technical assistance for diverse audiences, such as program staff, leadership, grantees, partners, or other stakeholders.
- Experiences providing practical, applied support related to evaluation planning, learning agendas, theories of change or logic models, performance measurement, and use of data for learning and decision-making.
- Ability to tailor training content and technical assistance approaches to varying levels of evaluation knowledge.
- Demonstrated experience developing training and technical assistance materials, such as toolkits, guides, templates, workshops, curricula, or learning resources related to program evaluation.
- Strong facilitation and adult learning skills, including experience leading workshops, webinars, learning communities, or peer-learning sessions.

- Demonstrated ability to deliver culturally responsive, accessible, and including training and technical assistance grounded in evaluation best practices.
- Experience in supporting organizations or teams in applying evaluation concepts and tools in practice, including translating concepts into actional steps.
- Strong communication and collaboration skills, including the ability to work closely with program staff and evaluators and to incorporate feedback to refine training and technical assistance over time.

5. Qualifications and/or Expertise in Report Writing and Other Content Creation Related to Program Evaluation

Applicants seeking award in this area must demonstrate the experience and technical capacity necessary to produce high-quality written products that accurately synthesize, interpret, and communicate evaluation findings for a range of audiences. At a minimum, awarded consultants should meet one or more of the following criteria:

- Demonstrated experience producing evaluation-related written products, such as evaluation reports, executive summaries, learning briefs, white papers, blog posts, or similar knowledge products grounded in data and evidence.
- Demonstrated ability to synthesize quantitative and qualitative findings into clear, coherent, and well-structured narratives that accurately reflect evaluation results, limitations, and implications.
- Experience translating complex analytic findings into accessible written products tailored to different audiences, including internal leadership, program staff, funders, practitioners, and external field-facing audiences.
- Strong evaluation writing skills, including the ability to:
 - Clearly describe methods and analytic approaches
 - Accurately interpret findings without overstating conclusions
 - Articulate lessons learned, implications, and actionable recommendations
- Ability to produce both detailed technical products (e.g., full evaluation reports) and concise, audience-appropriate products.
- Demonstrated attention to clarity, accuracy, and consistency in written products, including the integration of tables, figures, and data visualizations where appropriate.
- Experience collaborating closely with quantitative and qualitative analysts, evaluators, and program staff to ensure written products accurately represent findings and align with intended use.
- Strong editing and revision skills, including responsiveness to feedback and ability to incorporate comments from multiple stakeholders while maintaining analytic integrity.

6. Milestones and/or Deliverables

Milestones and deliverables will be unique to each assigned task.

7. Compliance Requirements

Awarded consultants must meet Enterprise insurance requirements, which may vary depending on the

task, and adhere to Enterprise policies and procedures regarding data governance, data management, and the treatment of personally identifiable information.

8. General Rates Estimate

Applicants should include their rate schedule for all services for which they are seeking award. Applicants seeking award in multiple service areas may include different rate schedules for each service area, if appropriate.

Proposal Materials

Applicants should upload the information indicated below as a single PDF into SlideRoom utilizing the link provided. The Demographics questionnaire and references will have separate responses via SlideRoom.

Responses should include the following materials:

- Cover letter on company letterhead. Please include the name, title, address, telephone number, and e-mail address for the organization's contact person, as well as the organization's website address, if applicable, as well as the services areas (quantitative data collection and analysis, qualitative data collection and analysis, evaluation training and technical assistance, and/or report writing and other content creation) for which you are seeking award.
- Project Experience Matrix:

Applicants must use the attached template (Attachment 4) to list up to three relevant projects per service area (quantitative data collection and analysis, qualitative data collection and analysis, evaluation training and technical assistance, and/or report writing and other content creation) for which they are seeking award. A separate template should be completed for each applicable service area. Please limit your responses to 4 pages per service area.

For each project, include the following information:

- Client/sector (If client name is confidential, please describe client type. For example, nonprofit organization, affordable housing developer, local government.)
- Project duration
- Applicant role
- Brief description of project scope
- Evaluation questions and data collection and analysis methods (if applicable)
- Links to deliverables produced, if available (if not available, please upload at least one deliverable or a representative example)

The project experience matrix also includes a request for the following information:

- Bios for each key staff person highlighting experience and qualifications relevant to the service area

- Client references (no more than 3) with current contact information for similar services
- Rate schedules applicable to the service area

Selection Criteria

Applicants will be evaluated based on the following:

- Project Experience Matrix—70%
 - Relevance to the requested service area(s)
 - Role clarity and level of responsibility
 - Demonstrated methods and technical rigor (as applicable)
 - Scope/complexity comparable to anticipated needs
 - Deliverables quality and usefulness
 - Consistency and completeness of the matrix entries
- Key Staff—20%
 - Role fit and relevance to requested service area
 - Depth of evaluation expertise
 - Methods competency (as applicable)
 - Relevant sector/context experience
 - Communication and collaboration
 - Capacity
- References—10%
 - Relevance of reference to requested service area(s)
 - Quality of deliverables (accuracy, rigor, usefulness, fit for intended audience)
 - Responsiveness and reliability (communication, timeliness, flexibility, ability to incorporate feedback)
 - Project management and collaboration (planning, coordination with stakeholders, professionalism)
 - Client satisfaction and likelihood to re-engage
- Integrity
 - Pursuant to federal regulations, ECP may not contract with entities that possess certain integrity concerns. Offerors with these integrity concerns must be rejected regardless of evaluation scores. These integrity concerns include:
 - Actual or potential conflicts of interest that cannot be responsibly avoided or mitigated;

- Individuals or organizations that have been determined to have an unfair competitive advantage over competing contractors or consultants unless this advantage has been previously disclosed and effectively mitigated to eliminate such advantage (i.e., Enterprise publishes the information in the RFP that the advantaged contractor had prior knowledge of);
- Proposers who developed or drafted specifications, requirements, or statements of work for Enterprise (to ensure objective contractor performance and eliminate unfair competitive advantage for contractors who were involved in the development of the specific procurement); and
- Vendors that appear on the Excluded Party List System contained within the System for Award Management [LINK: SAM.GOV Entity Information](#).

Applicants will be evaluated using the weighted criteria identified above. Attachment 5 provides the scoring rubric that Enterprise will use to assess the qualifications of each applicant. High-scoring applicants will be considered for award. Enterprise may select one or multiple consultants to engage in a Master Contract based on specialized competencies and qualifications.

Enterprise, in its sole discretion, may request interviews with any or all applicants to clarify information provided. However, Enterprise reserves the right to make an award without further discussion of the proposals submitted. Therefore, proposals should be submitted initially on the most favorable terms, from both technical and price standpoints, that the applicant can propose.

Submission Instructions

Proposals are due by 11:59 PM EDT on May 28, 2026.

Inquiries concerning this RFP should be directed to Stephany De Scisciolo at sdescisciolo@enterprisecommunity.org no later than May 14, 2026. Enterprise responses will be posted on or before May 18, 2026.

Proposals must be submitted in SlideRoom by clicking here:
<https://enterprise.slideroom.com/#/permalink/program/89037>

All costs incurred in the preparation of a response to this RFP are the responsibility of the applicant and will not be reimbursed by Enterprise Community Partners, Inc.

By submitting proposals, applicant commits to the terms and conditions outlined in this RFP. Requests for exception to any terms or conditions must be submitted with the proposal. Enterprise reserves the right to deny requests for exception to any terms and conditions. Requested exceptions will be factored into Enterprise's consideration of award. Additional funder provisions may be included in final awarded Task Orders, if necessary.

Right to Reject

Enterprise reserves the right, in its sole discretion, to reject any and all responses received in response to this RFP. A contract for the accepted response will be based upon the factors described in this RFP.

Small Businesses, Minority-Owned Firms, and Women's Business Enterprises

Enterprise will make efforts to utilize small businesses, minority-owned firms, and women's business enterprises.

Confidentiality

If the applicant deems any materials submitted to be proprietary or confidential, the applicant must indicate as such in the relevant section(s) of the response.

Notification of Award and Timeline

Notifications of award will be made via email on or before June 30, 2026. Awardees should express their interest in proceeding with a Master Contract within 5 business days of receiving their award letter, but no later than July 2, 2026. Master Contracts are expected to be in place no later than July 31, 2026.

Conflict of Interest

The applicant must disclose, in an attachment to the proposal, any possible conflicts of interest that may result from the award of the contract or the services provided under the contract. Except as otherwise disclosed in the proposal, the applicant affirms that to the best of its knowledge, there exists no actual or potential conflict between the applicant, the applicant's employees, or their families' business or financial interests ("interests") and the services provided under the contract. In the event of any change in either interests or the services provided under the contract, the applicant will inform Enterprise regarding possible conflicts of interest which may arise as a result of such change and agrees that all conflicts shall be resolved to Enterprise's satisfaction or the applicant may be disqualified from consideration under this RFP. "Conflict of interest" shall include, but not be limited to the following:

1. Giving or offering a gratuity, kickback, money, gift, or anything of value to an Enterprise official, officer, or employee with the intent of receiving a contract from Enterprise or favorable treatment under a contract;
2. Having or acquiring at any point during the RFP process or during the term of the contract, any contractual, financial, business, or other interest, direct or indirect, that would conflict in any manner or degree with applicant's performance of its duties and responsibilities to Enterprise under the contract or otherwise create the appearance of impropriety with respect to the award or performance of the contract; or
3. Currently possessing or accepting during the RFP process or the term of the contract anything of value based on an understanding that the actions of the applicant or its affiliates or interests on behalf of Enterprise will be influenced.

Attachments

Attachment 1: Enterprise Master Contract Standard Terms & Conditions

Attachment 2: Contractor Insurance Requirements

Attachment 3: Demographics Form (Optional)

Attachment 4: Project Experience Matrix

Attachment 5: Scoring Rubric

ATTACHMENT 1

MASTER CONTRACT TERMS AND CONDITIONS

All capitalized terms used herein, unless otherwise specifically defined in these Master Contract Terms and Conditions, shall have the meanings ascribed to them elsewhere in the Contract (e.g., on the face sheet). For purposes of these Master Contract Terms and Conditions, a “Task Order” shall mean each separately documented agreement between Enterprise and Contractor that outlines specific services to be performed by Contractor under the Master Contract (each, the “Scope of Work”). These Master Contract Terms and Conditions apply to, and are considered part of, each and every Task Order under the Master Contract.

1. Conditions to Contracting. As a condition to this Contract being effective, Enterprise must have received (a) a completed and signed W-9 form with a Contractor name that matches the Contractor name on this Contract, (b) ACH or other payment information with an account or payee name that matches the Contractor name on this Contract, (c) a certificate of insurance (ACORD 25) evidencing that Contractor has the insurance coverage required in Attachment 2 (unless otherwise approved in writing by Enterprise), and (d) this Contract signed by all parties. Enterprise reserves the right to require additional insurance of a particular nature based on the Scope of Work for a Task Order.
2. W-9 Form / Federal Tax Identification Number / Name Change.
 - a. Contractor certifies that the W-9 form submitted to Enterprise for this Contract is the current W-9 form for Contractor. Payment will be made payable to the Contractor name and Federal Tax Identification number on the W-9 form. Contractor hereby agrees to notify Enterprise immediately upon any change of information on Contractor’s W-9 form.
 - b. In the event Contractor desires a name change for this Contract, for any Task Order or for any payment method because of Contractor’s name change, merger, or other circumstance, Contractor must promptly notify Enterprise in writing of the name change. Enterprise will then work with Contractor to obtain the applicable documentation needed by Enterprise to make the change for this Contract and any future Task Orders. Any name change will be implemented through a Contract amendment signed by Enterprise and Contractor. No payments will be made in a different name without the name change process being completed, including the Contract amendment. If Contractor desires to assign this Contract, see the Section on “Delegation; Assignment” in these Standard Terms and Conditions.
3. Scope of Work and Contractor’s Performance.
 - a. Contractor’s performance must be in accordance with the Scope of Work attached to each Task Order. Contractor shall render its services in accordance with generally accepted professional standards and practices utilized by persons engaged in providing services of a like nature and complexity and as otherwise required by the deliverables set forth in each Scope of Work (the “Deliverables”) and standards set by this Contract and each Task Order. If the performance of the Scope of Work or the quality of the Deliverables does not meet the obligations contained in this Contract or the Task Order, Enterprise reserves the right to avail itself of all administrative, contractual, legal and equitable remedies. In the instance of poor

performance or lack of quality of Deliverable, Enterprise will make good faith efforts to resolve issues with the Contractor prior to proceeding with termination rights or exercising other remedies.

- b. Unless otherwise explicitly approved by Enterprise, Contractor may not engage in lobbying or political activities under this Contract or any Task Order. Generally, lobbying is defined as communications with a legislator or an employee of a legislative body for the purpose of influencing legislation, and the communication refers to a specific piece of legislation and expresses a view on that legislation. Lobbying is further defined as any attempt to influence specific legislation by encouraging the public to contact legislators about that legislation. See Treasury Regulations § 56.4911-2. Political activities are defined as participating or intervening in any political campaign on behalf of (or in opposition to) any candidate for public office. See Internal Revenue Code Section 501(c)(3).
4. Benefits/Insurance. Enterprise is not responsible for any fringe benefits or insurance, including, but not limited to, social security, workers' compensation, state unemployment, federal and state income tax withholdings, retirement, leave benefits, commercial general liability and other insurance coverage, for Contractor or employees of Contractor. Contractor assumes full responsibility for the provision of all such insurances and fringe benefits for Contractor and all of Contractor's employees. Contractor maintains, and must maintain throughout the term of this Contract, the insurance coverages as set forth on Attachment 2 (unless otherwise approved in writing by Enterprise) or as otherwise requested by Enterprise for a Task Order.
5. Ownership of Deliverables. Contractor hereby agrees and acknowledges that all Deliverables and other documents generated, developed or produced by Contractor under the Scope of Work of any Task Order and the copyrights thereto, are the sole and exclusive property of Enterprise (collectively, the Deliverables and other documents, the "Work Products"). Contractor must not reproduce, publish or otherwise use the Work Products or any portion thereof, or allow others to reproduce, publish, or otherwise use the Work Products or any portion thereof, without the prior written consent of Enterprise. Contractor retains all rights of ownership and use over any form documents, models or training materials that are developed independently by Contractor in the normal course of its business and are adapted by Contractor to create the Work Products.
6. Use of Enterprise's Intellectual Property. Contractor shall not use Enterprise's name, logo, trademarks, or any other Enterprise-owned intellectual property for any reason, without the prior written consent of Enterprise.
7. Confidential Information.
 - a. "Confidential Information" is information which a party (the "Disclosing Party"), has identified as confidential or that reasonably should be understood to be confidential given the name of the information and circumstances of disclosure, including, but not limited to: borrower, grantee, subcontractor/contractor or client/customer information; information regarding the Disclosing Party's financial and strategic planning; Personally Identifiable Information (as defined herein); information regarding the Disclosing Party's staffing; and other data, files, and/or other material, whether such information is both tangible and intangible, in writing or orally imparted. The other party (the "Receiving Party") hereby agrees that it will not disclose or divulge the Disclosing Party's Confidential Information or any part thereof to any other person or entity (except to its employees, officers, directors

or others who need to have access to the Confidential Information to complete a Scope of Work (each, a “Receiving Party’s Representative”) or use any Confidential Information for its pecuniary benefit or for any other purpose without the prior written consent of the Disclosing Party. In the event of disclosure to the Receiving Party’s Representative, the Receiving Party is responsible for any breach of confidentiality by the Receiving Party’s Representative.

- b. Upon the request of the Disclosing Party or upon the expiration, cancellation or termination of this Contract or any Task Order, the Receiving Party shall promptly deliver to the Disclosing Party all documents or other materials in the Receiving Party’s possession, and all copies thereof, constituting or containing Confidential Information.
 - c. For purposes of this Contract, “Confidential Information” shall not include the following: (1) information which is or becomes publicly available without fault on the part of the Receiving Party disclosing such information; (2) information which is already in the Receiving Party’s possession prior to the effective date of this Contract and is not otherwise Confidential Information; (3) is independently developed by the Receiving Party outside the scope of this Contract and without references to Confidential Information; (4) is rightfully obtained by the Receiving Party (and not through the Disclosing Party) from third parties who are not known to the Receiving Party to be subject to a confidentiality obligation and does not otherwise constitute Personally Identifiable Information; or (5) is demanded by a valid court order or subpoena or disclosure of which is required under applicable law or regulation, *provided, however,* that the party served (“Party Served”) with any interrogatory, request for information or documents, subpoena, deposition, civil investigative demand or other process will provide the other party with prompt notice of the requested disclosure, if counsel for the Party Served determines that such notice is permitted by law, so that the other party may seek an appropriate protective order or waive compliance with the provisions of this Contract.
 - d. This Section will survive completion, expiration, cancellation or termination of this Contract or any Task Order.
8. Personally Identifiable Information. Contractor represents, warrants and covenants that, as of the date of this Contract and for the duration of the Period of Performance, Contractor has implemented and maintains reasonable security procedures and practices that are: (i) appropriate to the nature of the Personally Identifiable Information (as defined herein), if any, disclosed under this Contract or any Task Order; and (ii) reasonably designed to help protect the Personally Identifiable Information from unauthorized access, use, modification, disclosure, or destruction; and (iii) compliant with any applicable state and territory regulations.

Personally Identifiable Information shall be defined as any information pertaining to an individual that can be used to distinguish or trace a person’s identity such as name, email address, home address and phone number. Personally Identifiable Information includes the following, it being understood that this list is not exhaustive and may be defined otherwise under the laws of the applicable jurisdiction:

- Social Security Number—inclusive of the entire number of the last 4 digits;
- Driver’s License Number or State ID Number;
- Passport Number;
- Alien Registration Number;

- Financial account numbers;
- Email addresses;
- Phone numbers;
- Image;
- IP address;
- Mother's maiden name; and/or
- Any such information as would reasonably be expected to have the same protection as the foregoing examples in Contractor's industry.

Contractor agrees to keep all Personally Identifiable Information physically within the borders of the United States and the United States Territories. In the event Contractor stores its data outside of the United States and the United State Territories, Contractor (1) must notify Enterprise in writing of such data storage arrangement, including the country, territory or jurisdiction where stored; and (2) represents, warrants and covenants that Contractor (and its data storage contractor(s), if any) is compliant, and shall remain compliant during the Period of Performance, with the Global Data Protection Regulation or any other international privacy laws for data protection that are in force in the country, territory or jurisdiction in which the data is stored. Contractor shall remain liable to Enterprise for the full performance of all obligations under this Section, notwithstanding any arrangement with a data storage contractor.

Contractor shall notify Enterprise of any discovery of a breach of any Personally Identifiable Information security procedures as quickly as possible without unreasonable delay and in no event later than thirty (30) days from the discovery of the breach.

This Section will survive completion, expiration, cancellation or termination of the Contract or any Task Order.

9. Information Security and Audits. Contractor certifies that it is in compliance with industry-recognized standards for information security that are applicable for Contractor's line of business and the tasks associated with each Scope of Work. Contractor shall conduct, at its own expense, regular audits of its information security program in accordance with such standards. In addition, upon request of Enterprise, and no more than once per calendar year unless a security incident has occurred, Contractor shall provide Enterprise with a copy of its most recent independent information security audit report, including, if Enterprise requests, a SOC2 (Service Organization Control Type 2) or equivalent report. If Contractor is not required by law or industry regulations to obtain and maintain an independent information security audit report, Enterprise in its sole discretion can request either: (i) an internal self-assessment audit report based on recognized industry standards; or (ii) a completed Enterprise Third-Party Vendor Management Questionnaire. Enterprise will treat the copy of any such audit as Contractor's "Confidential Information" as defined by these Master Contract Terms and Conditions and will hold it in accordance with the confidentiality provisions of these Master Contract Terms and Conditions.
10. Return of Documents. Upon Enterprise's request upon the completion, expiration, cancellation, or termination of this Contract or any Task Order, subject to payment of all rightfully due compensation, Contractor must deliver or, with Enterprise's consent, destroy all records, notes, data, memoranda, models and equipment, of any nature, that are in Contractor's possession or under Contractor's control and that are Enterprise's property or relate to Enterprise's business (the "Enterprise Materials") and destroy any Enterprise Materials that cannot be delivered back to Enterprise, including, without limitation, Personally Identifiable Information. Contractor may retain Enterprise Materials if required by applicable law, regulation or documented Contractor archival policy

or as otherwise authorized or instructed by Enterprise. Upon request of Enterprise, Contractor shall deliver to Enterprise a certificate executed by an officer of Contractor certifying that all Enterprise Materials have been delivered to Enterprise, destroyed or otherwise managed in accordance with this Contract.

11. Right to Audit/Record Retention. Contractor must keep for a minimum of three (3) years from the end date of the Period of Performance of this Contract (a) accurate documentation in connection with the applicable Scope of Work to be performed under each Task Order, and (b) a legible set of books of account in accordance with generally accepted accounting principles. To the extent allowed by law, Contractor's documentation and books of account shall be open for inspection by Enterprise or its auditors with reasonable prior notice to Contractor to assure that the work has been properly performed and that funds are being paid in the proper manner for the work performed. Notwithstanding the foregoing, in the instance of a Task Order under a fixed price compensation structure, books of account will not be audited.
12. Compliance with Laws. Contractor shall comply with the requirements of all laws, rules, regulations and orders of any governmental authority applicable to it or the services being provided under this Contract or any Task Order, including without limitation, the data privacy laws of any state in which Contractor shall be providing such services. Contractor shall not take any action in violation of any applicable legal requirement that could result in liability being imposed on Enterprise.
13. Non-Discrimination. Enterprise and Contractor and all Contractor's subcontractors shall abide by regulations that prohibit discrimination against qualified individuals based on their status as protected veterans or individuals with disabilities, and, prohibit discrimination against all individuals based on their race, color, religion, sex, sexual orientation, gender identity or national origin.
14. Compliance with Premises Rules, Practices and Policies. When Contractor or its subcontractor or other agent or representative is physically present on any property of Enterprise in the performance of any Scope of Work, Contractor shall make reasonable efforts to cause its employees, subcontractors or other agents or representatives to become aware of, and be in full compliance with, the property owner's rules, practices, and policies. For example, each person must comply with all applicable rules regarding Covid-19 or other health-related protocols, safety, smoking, noise, access restrictions, parking, security, and consideration for minors (persons under age 18). Contractor is responsible for any breach of this Section by its employees, subcontractors or other agents or representatives.
15. Representations; Warranties; Covenants. Contractor represents, warrants and covenants as of the effective date of this Contract and the effective date of each Task Order that:
 - a. Contractor, if it is an entity, is duly organized, validly existing and in good standing under the laws of the jurisdiction of its organization or incorporation; if Contractor is an entity and is performing work in a state that is different than the state in which Contractor was organized (the "Foreign State"), Contractor is qualified as a foreign entity to perform work in the Foreign State;
 - b. Contractor has full power, authority and legal right to execute, deliver and perform the obligations of this Contract or any Task Order;
 - c. All authorizations, consents, approvals and licenses of, and filings and registrations with, any governmental authority required under applicable law or regulations for Contractor to perform this Contract or any Task Order have been obtained and are, and will remain during the Period of

Performance of this Contract or any Task Order, in full force and effect and are available to Enterprise upon request;

- d. This Contract and each Task Order constitute a legal, valid and binding obligation, enforceable against Contractor in accordance with its terms;
- e. Contractor has no direct or indirect interest, whether said interest be personal or financial, that would conflict in any manner or degree with the awarding of or performance of this Contract or any Task Order; that no trustee, director, officer or staff member of Enterprise has any actual or potential involvement, interest or relationship in Contractor, either directly or indirectly, whether said interest be personal or financial, and whether such interest arises by way of a corporate entity, partnership, or otherwise; and Contractor shall immediately notify Enterprise in writing of any potential conflict of interest or any relationship or actions that might give the appearance that a conflict of interest exists.
- f. Contractor represents that it has not knowingly employed individuals or contributed funds to organizations that support terrorism or that are found on any terrorist-related list promulgated by the U.S. Government, the United Nations, or the European Union, including the U.S. Department of Treasury's Office of Foreign Assets Control Specially Designated Nationals List. Contractor will not use funds provided under this Contract or any Task Order, directly or indirectly, in support of activities (i) prohibited by U.S. laws related to combatting terrorism; (ii) with or related to parties on the List of Specially Designated Nationals or (iii) with or related to countries against which the U.S. maintains a comprehensive embargo, unless such activities are fully authorized by the U.S. government under applicable law and specifically approved by Enterprise in its sole and absolute discretion. Further, Contractor represents that it is not the target of economic or trade sanctions, and Contractor will immediately inform Enterprise if Contractor becomes the target of economic or trade sanctions, including any ownership or control of Contractor by one or more persons on the List of Specially Designated Nationals.

16. Termination.

- a. Termination by Mutual Agreement. This Contract or any Task Order may be terminated at any time by mutual written agreement of Enterprise and Contractor. Such agreement shall specify the termination details including, but not limited to, the termination date, process for submission of completed or unfinished Deliverables, process for return or other disposition of Enterprise Materials, the amount of any mutually-negotiated payment, and, if applicable, the return of amounts advanced to Contractor prior to the termination date for future performance rendered impracticable by termination of this Contract. All obligations which were to be performed as of the termination date are discharged but any right based on prior breach of performance survives.
- b. Termination for Cause. If one or more of the events set forth in this subsection occurs, Enterprise may suspend or withhold payment to Contractor or terminate this Contract or any Task Order and Enterprise may proceed to protect its rights hereunder and seek to compel compliance by Contractor with the terms herein by suit at law or in equity for specific performance of any covenant, term or condition hereof:
 - i. Contractor fails to complete any Scope of Work by the end of a Task Order's Period of Performance;
 - ii. Contractor fails to deliver any Deliverable or other report required under this

Contract or any Task Order when such Deliverable or report is due and such failure continues unremedied for a period of thirty (30) days after Contractor has received written notice from Enterprise specifying such failure; and/or

- iii. Contractor fails to observe or perform any other material term, covenant or condition contained in this Contract or any Task Order and such failure continues unremedied for a period of thirty (30) days after Contractor has received written notice from Enterprise specifying such default and requiring it to be remedied or, if such failure is not reasonably capable of being remedied within such 30-day period, Contractor has not commenced remedial action and is not proceeding with diligent efforts to remedy such failure.

17. Force Majeure.

- a. No party shall be liable hereunder for any failure or delay in the performance of its obligations under this Contract or any Task Order if such failure or delay is on account of a Force Majeure Event. A Force Majeure Event shall mean any causes beyond a party's reasonable control, including labor disputes, civil commotion, war, riots, fires, floods, earthquakes, inclement weather, governmental regulations or controls, pandemics, epidemics, local disease outbreaks, public health emergencies, quarantines, casualty, strikes, the unavailability of labor or materials to the extent beyond the control of the party affected, embargoes, civil strife, acts of terrorism, or acts of God, in addition to any and all other events, regardless of their dissimilarity to the foregoing, deemed to render performance of this Contract or any Task Order impracticable or impossible under the law, in which event the nonperforming party shall be excused from its obligations for the period of the delay.
- b. Each party maintains an express duty to minimize the disruption caused by a Force Majeure Event, and shall, as soon as reasonably practicable, give notice to the other party of the nature and impact of the Force Majeure Event. Should a Force Majeure Event delay Contractor's completion of the Deliverables and performance commitments, Contractor may be entitled to an extension for the time for completion subject to any supporting funding requirements. Any extension must be approved in writing by Enterprise. Should a Force Majeure Event prevent Contractor from completing Deliverables or performing commitments under this Contract, the completion or performance shall be suspended only for the time and to the extent commercially practicable to restore normal operations. Further, Contractor and Enterprise shall endeavor to continue to perform their contractual obligations to the extent reasonably practicable and will work to adjust Deliverables or performance commitments as needed to continue the provision of services during the Force Majeure Event.

18. Use of Subcontractors. If Contractor retains a subcontractor to perform any portion of any Scope of Work, Contractor must first request written approval from Enterprise, such approval not to be unreasonably withheld or delayed. Any such subcontractors must agree in writing to be bound by the terms and conditions of this Contract that apply to the subcontractor's scope of work and deliverables, including but not limited to, Confidentiality, Personally Identifiable Information, Return of Documents, Right to Audit/Record Retention, Non-Discrimination, Compliance with All Laws, and Compliance with Premises Rules, Practices and Policies.

19. Indemnification.

- a. Each party (the "Indemnifying Party") will indemnify, defend and hold harmless the other party and its affiliates, officers, directors, employees and agents (the "Indemnified Parties")

from and against any and all liability to third parties (including, without limit, all related damage, third party claims, demands, costs, judgments, fees, reasonable attorney's fees or loss), relating to or arising out of any third party claims resulting from (a) any breach or alleged breach of any representation or warranty contained in this Contract or any Task Order, (b) any breach or alleged breach of any covenant or other obligation or duty of the Indemnifying Party under this Contract, any Task Order or under applicable law, (c) any infringement of intellectual property, or (d) the gross negligence or willful misconduct of the Indemnifying Party, its affiliates, officers, directors, employees, and agents.

- b. The Indemnified Party (i) must make good faith efforts to provide timely written notice to the Indemnifying Party of any claim for which indemnification is sought, (ii) permits the Indemnifying Party to fully control the defense of any such claim, *provided, however*, the selection of counsel requires the Indemnified Party's written consent, such consent not to be unreasonably withheld; (iii) permits the Indemnifying Party to negotiate a settlement, *provided, however*, to the extent any settlement does not release the Indemnified Party from any and all liability, or admits liability, guilt or fault on the part of the Indemnified Party requires the Indemnified Party's written consent, such consent not to be unreasonably withheld, and (iv) provide reasonable assistance, at the Indemnifying Party's expense, in the defense of such claim as requested.
- c. The obligations of this Section shall survive the completion, expiration, cancellation or termination of this Contract or any Task Order.

20. Limitation of Liability.

- a. Limitation on Liability by Type. Neither party will be liable to the other party for any indirect damages (including incidental, special or consequential) or punitive damages unless said liability arises from (i) the Confidentiality provisions set forth in this Contract; (ii) the Personally Identifiable Information provisions set forth in this Contract; (c) the Indemnification provisions set forth in this Contract; or (d) a party's gross negligence or willful misconduct.
- b. Limitation on Liability Amount. Except for liability arising from (i) the Confidentiality provisions set forth in this Contract; (ii) the Personally Identifiable Information provisions set forth in this Contract; (iii) the Indemnification provisions set forth in this Contract or (iv) a party's gross negligence or willful misconduct, the aggregate liability of any Party arising in connection with this Contract, however caused, and on any theory of liability, including without limitation contract, strict liability, negligence and/or other tort, shall in no event exceed the amount of the Task Order associated with the liability.

21. Nonwaiver. The failure of either party in any instance to insist upon a strict performance of the terms of this Contract or any Task Order or to exercise any option hereunder must not be construed as a waiver or relinquishment for the future performance of such term or option.

22. Relationship of the Parties. Contractor is not an employee, partner, agent of or joint venturer with Enterprise for any purpose. Contractor is and will remain an independent contractor in its relationship to Enterprise pursuant to this Contract or any Task Order.

23. No Third-Party Beneficiaries. Nothing in this Contract or any Task Order, expressed or implied, is intended to confer upon any person other than the parties hereto or their respective successors, any rights,

remedies, obligations or liabilities under or by reason of this Contract or any Task Order.

24. Amendment. Any Amendment to the provisions of this Contract or any Task Order must be in writing and executed by both parties. In the event an administrative change or correction that does not affect the rights and obligations of Contractor is needed by Enterprise or Contractor (e.g., change in contact information, address or other corrections) (an “Administrative Change”), Enterprise or Contractor, as applicable, will provide notice in writing (email sufficient) to the other party of such Administrative Change.
25. Delegation; Assignment. Contractor shall not delegate any duties or assign any rights under this Contract and its related Task Orders without the prior written approval of Enterprise, such approval not to be unreasonably withheld or delayed. In the event Contractor desires an assignment of this Contract and its related Task Orders, Contractor must send a written request to Enterprise and provide background information to support the request. If the assignment is approved, Contractor shall submit to Enterprise all information and documents required by Enterprise, including full legal name of assignee, updated W-9 and ACH/payment information for assignee, any internal assignment documents, or other applicable items. Upon assignment approval and receipt of all required documentation, this Contract and the related Task Orders will be deemed assigned. No payments will be made to an assignee without the approval and documentation process being completed. For clarity, Contractor must be the same under this Contract and all related Task Orders.
26. Severability. If any provision of this Contract or any Task Order or application thereof to any person or circumstances is held invalid, such invalidity will not affect other provisions of this Contract or any Task Order that can be given effect without the invalid provision, and to this end the other provisions are deemed to be severable.
27. Parties Bound. The terms and provisions of this Contract or any Task Order are binding upon the parties hereto, their legal representatives, successors and assigns.
28. Notice. Any notice which either party desires to provide the other party under this Contract or any Task Order must be sufficiently given, in writing and delivered to the party’s address in this Contract or such other address as a party may specify in writing by (a) hand-delivery, (b) electronic mail, return receipt requested, (c) overnight courier, or (d) certified or registered first class mail, return receipt requested and postage prepaid. The notice shall be deemed to have been received: (a) if hand delivery, on the date of delivery if delivered during business hours on a business day (otherwise on the next business day), (b) if by electronic mail, on the date of delivery as stated on the return receipt; (c) if by overnight courier, the next business day; (d) if by mail, three (3) business days after mailing.
29. Entire Contract. No statement, promises or inducements made by any party hereto, or agent of either party hereto, which is not contained in this Contract or any Task Order, will be valid or binding; and this Contract or any Task Order may not be enlarged, modified or altered except in writing and signed by the parties, except for Administrative Changes.
30. Governing Law; Venue. This Contract and all related Task Orders must be construed and enforced in accordance with, and the rights of the parties shall be governed by, the laws of the State of Maryland exclusive of its conflicts of law rules. Contractor agrees that any litigation must be brought and prosecuted in any District or Circuit Court of Maryland, as appropriate, or Federal District Court, with venue in the United States Court for the District of Maryland, Baltimore Division and Contractor consents to the *in personam* jurisdiction of such courts. Contractor irrevocably waives any objection to, and any right of immunity from, the jurisdiction of such courts or the execution of judgments resulting

therefrom, on the grounds of venue or the convenience of the forum.

31. Waiver of Jury Trial. CONTRACTOR HEREBY EXPRESSLY WAIVES ANY RIGHT TO TRIAL BY JURY OF ANY CLAIM, DEMAND, ACTION OR CAUSE OF ACTION AS MAY BE SET FORTH IN THIS CONTRACT OR ANY TASK ORDER.
32. Counterparts. This Contract and all Task Orders may be executed in one or more counterparts, each of which shall be deemed an original, but all of which together shall constitute one and the same instrument.

Electronic Signature. The use of an electronic signature (“E-Signature”) by any party in executing this Contract or any Task Order shall constitute the legal equivalent of a manual or handwritten signature as if the party signed this Contract or the Task Order in writing. No certification authority or other third-party verification shall be required to validate the party’s E-Signature, and the lack of such certification or third-party verification will not in any way affect the enforceability of the E-Signature(s), this Contract or an

ATTACHMENT 2 - STANDARD INSURANCE REQUIREMENTS

If Contractor is not certain about the insurance requirements, Enterprise suggests that Contractor provide this information directly to Contractor’s insurance provider to ensure exact coverage.

REQUIREMENTS FOR ALL INSURANCE:

- Carrier must be rated “A-” or higher in the AM Best Guide with a Financial Size Category of at least VI
- Named Insured must be Contractor’s full legal name
- Policy must be current, not expired, and include all endorsements
- ACORD 25 or other similar certificate must be signed by an authorized representative of the insurance carrier
- **Certificate Holder and Additional Insured (as required below) must appear as:**

**ENTERPRISE COMMUNITY PARTNERS
INC. (“Enterprise”)
11000 Broken Land Parkway, Suite 700
Columbia, MD 21044**

REQUIRED FOR ALL CONTRACTS
<p>Certificate of Insurance (ACORD 25) evidencing Contractor’s <u>Commercial General Liability Insurance</u></p> <ul style="list-style-type: none">• in amounts not less than \$1,000,000 per occurrence and \$2,000,000 in the annual aggregate• naming Enterprise as an <u>Additional Insured</u> as listed above
<p>Certificate of Insurance (ACORD 25 or other state issued certificate) evidencing Contractor’s <u>Worker’s Compensation Insurance</u></p> <ul style="list-style-type: none">• a minimum of \$500,000 Employers’ Liability Limit or consistent with state statute <p>OR</p> <ul style="list-style-type: none">• Sole Proprietors may provide their state authorized exemption form

Certificates evidencing such insurance must also be submitted to Enterprise as policies renew during the term of this Contract. Upon completion or termination of the Contract, Contractor should notify its

insurance provider that it may cease sending evidence of such insurance to Enterprise.

**SUPPLEMENTAL INSURANCE(S) TO ADD
BASED ON CONTRACTOR’S SCOPE OF WORK / SERVICES /ACCESS TO FACILITIES,
STAFF, OR SYSTEMS**

Professional Liability

WHEN REQUIRED: Required for all contractors operating under a professional license (Examples may include attorneys, engineers, architects, environmental consultants, insurance or other counselors and consultants, accountants, real estate agents, health/medical advisors) and all contractors engaged in public or private presentations, workshops, or trainings or provide technical assistance or produce content that Enterprise publishes to the public.

Certificate of Insurance (ACORD 25) evidencing Contractor’s **Professional**

Liability (also known as Errors and Omissions coverage)

- in an amount not less than \$1,000,000 per claim and \$1,000,000 in annual aggregate

Auto Insurance

WHEN REQUIRED: If auto is used in performance of services, one or more of the following policies will be applicable

Certificate of Insurance (ACORD 25) evidencing Contractor’s **Auto Insurance**

- Commercial Auto Insurance in amounts not less than \$1,000,000 for combined liability/physical damage for all owned, non-owned and hired automobiles;
OR
- If no owned autos, Commercial General Liability may be substituted by coverage extended from the Commercial General Liability Hired/Non-Owned Auto in amounts not less than \$1,000,000 Combined Single Limit
OR
- **SOLE PROPRIETORS ONLY:** Personal Auto Insurance in amounts of not less than \$100,000 per person and \$300,000 per accident Bodily Injury Liability and \$100,000 per accident in Property Damage Liability
- naming Enterprise as an **Additional Insured** as listed above

Cyber Insurance

WHEN REQUIRED: Required for contractors who have access to Enterprise's Information Technology systems or hardware, where they have access to Confidential or Restricted data defined by the Data Classification Policy or they have access to or collect Personally Identifiable Information (PII) as defined by the PII Policy.

Certificate of Insurance (ACORD 25) evidencing Contractor's **Cyber Insurance**

- in amounts not less than \$1,000,000 per claim with third party coverage
- naming Enterprise as an Additional Insured as listed above

Sexual Abuse and Molestation

WHEN REQUIRED: Required when contractors (or their employees) will come into contact with vulnerable individuals or minor children as part of the services provided under the contract.

Certificate of Insurance (ACORD 25) evidencing Contractor's **Sexual Abuse and Molestation**

- in amounts not less than \$1,000,000 per claim
- naming Enterprise as an Additional Insured as listed above

Crime

WHEN REQUIRED: Required where a contractor (or their employees) have access to Enterprise facilities that contain property that could be stolen.

Certificate of Insurance (ACORD 25) evidencing Contractor's **Crime**

- in amounts not less than \$500,000 per claim with third party coverage
- naming Enterprise as an Additional Insured as listed above

Attachment 3: Partner Demographics Questionnaire (Optional)

Every Enterprise business is implementing a standard set of demographic questions to gather self-identified information from partners whenever we close a deal, issue an RFP, or execute a contract.

Legal Disclaimer: The following four questions are optional and will be used for general analytical use only and not for purposes of evaluating the proposal.

The questions to the optional Partner Demographics Questionnaire may be answered in the prompts in Slideroom.

1. Which of the following best describes the race and ethnicity of your organization's Chief Executive Officer, Executive Director, General Partner, or Managing Member? (Select one)

- Asian
- Black or African American
- Hispanic or Latino
- Native American / Alaska Native / Native Hawaiian or Other Pacific Islander
- White
- Two or more races
- A race/ethnicity not listed here
- Choose not to disclose

2. Do more than 50% of your organization's board members identify as Black, Indigenous, or as people of color (BIPOC)? (Select one)

- Yes
- No
- Prefer not to answer / Not Applicable

3. Which best describes the gender of your Chief Executive Officer, Executive Director, General Partner, or Managing Member of your organization? (Select one)

- Female
- Male
- Non-binary
- A gender/identity not listed here

Choose not to disclose

4. Does the Chief Executive Officer, Executive Director, General Partner, or Managing Member of your organization identify as a member of the LGBTQ+ community? (Select one)

Yes

No

Choose not to disclose

Attachment 4 Project Experience Matrix Template

ORGANIZATION NAME:

POINT OF CONTACT (include phone number and email address):

SERVICE AREA:

Project #1:

Client/sector (If client name is confidential, please describe client type):

Project duration:

Role on project:

Brief description of project scope (no more than 50 words):

Evaluation questions and data collection and analysis methods (if applicable):

Deliverables produced (with links, if possible; if not possible, please upload a representative example):

Project #2:

Client/sector (If client name is confidential, please describe client type):

Project duration:

Role on project:

Brief description of project scope (no more than 50 words):

Evaluation questions and data collection and analysis methods (if applicable):

Deliverables produced (with links, if possible; if not possible, please upload a representative example):

Project #3:

Client/sector (If client name is confidential, please describe client type):

Project duration:

Role on project:

Brief description of project scope (no more than 50 words):

Evaluation questions and data collection and analysis methods (if applicable):

Deliverables produced (with links, if possible; if not possible, please upload a representative example):

Bios for each key staff person highlighting relevant experience and qualifications:

Client references (no more than 3) for similar services with current contact information:

Rate schedule applicable to service area:

Attachment 5 Scoring Rubric

Scoring uses a 1–5 scale for each criterion (1 = Poor, 3 = Meets Expectations, 5 = Excellent).

Formula note: *Weighted score* = (Score ÷ 5) × *Weight*. *Total score* = sum of all weighted scores (maximum = 1.00 or 100%).

Criterion (weighted)	Weight
Project Experience Matrix	70%
Key Staff	20%
References	10%
Total	100%

- **5 – Excellent:** Exceeds requirements; highly relevant; strong evidence of rigor, quality, and impact; low risk.
- **4 – Good:** Above average; minor gaps only; strong evidence in most areas.
- **3 – Meets Expectations:** Adequate and credible; meets stated requirements; some limitations but acceptable.
- **2 – Needs Improvement:** Limited relevance and/or limited evidence; notable gaps or unclear information; higher risk.
- **1 – Poor:** Does not meet requirements; insufficient or non-responsive information.