

EMERGENCY REQUEST FOR QUALIFICATIONS AND QUOTES:***GOHSEP Temporary Sheltering Solutions for Non-Congregate Sheltering*****Addendum No. 2 – Vendor questions and answers**

1. The quantity of housing units needed within 7 days is impossible for any number of camper vendors. The rv industry supply of materials to build campers has been a problem for the last year. A portion of these campers can be acquired by a few really large national rv dealers, but most state dealers have been short of normal inventories for the last year. I am sure that the state dealers can try to order lots of campers to be delivered over the next few months. This would keep the benefits of these orders within the local state companies paying local employees and local taxes. I am the president of our state rv association. We can organize a zoom meeting on Monday if needed to try to fulfill this rfq.

GOHSEP Response: After closing of this RFQ-IDA-08, GOHSEP may reach out to various vendors and/or associations for further clarification on bids received. There will be no meetings prior to closing of the RFQ.

2. Do you need the units set up for the individuals or will we just be dropping them off?

GOHSEP Response: GOHSEP is seeking bids for various temporary sheltering solutions. The solutions requested include, but are not limited to, vendors providing just the sale of the temporary sheltering solution unit, and vendors providing sale and delivery of the temporary sheltering solution unit.

3. What do you need the insurance information for? For our drivers that will be bringing them in or for when they are being lived in by these people? Do we just need to send you a copy of our insurance information for our business?

GOHSEP Response: The insurance requirements for the bidder's company/business.

4. When do you need them there by?

GOHSEP Response: As stated in the RFQ, GOHSEP requests temporary sheltering solutions provided within seven (7) days from award. In addition, GOHSEP requests that the full temporary sheltering solutions selected be provided within 60 days from award.

5. Is this the email where I submit the bid?

GOHSEP Response: Bidders shall submit bids to OSP-EOC@LA.GOV.

6. Will GOHSEP accept a 5th wheel type recreational vehicle (RV)?

GOHSEP Response: GOHSEP may consider 5th wheel type RV bids.

7. The quote submission form contemplates 1 row for each unity type/solution. Will GOHSEP select be each unit type/solution or will vendors be selected for all solutions

offered in their individual quote submission form? In other words, is an all or nothing selection per prospective vendor submission?

GOHSEP Response: As listed in the RFQ, GOHSEP intends to issue multiple awards to meet required temporary sheltering requirements. Bidders do not need to submit a temporary shelter solutions for all lines requested.

8. Will GOHSEP, the PM, or selected vendor(s) be responsible for:
- a. Utility negotiations/coordination
 - b. Site preparation
 - c. Site security
 - d. Unit maintenance

GOHSEP Response: The selected bidders from this RFQ will not be responsible for the items below.

GOHSEP and its Contractors or its Program Manager are responsible for the items below:

- a. Utility negotiations/coordination
 - b. Site preparation
 - c. Site security
 - d. Unit maintenance
9. Where utilities are not available, will the prospective vendor be responsible for providing:
- a. Generators or other non-permanent power source
 - b. Maintenance/fuel for non-permanent power sources
 - c. Temporary sanitary sewerage facilities
 - d. Temporary sewerage pump out/disposal
 - e. Temporary potable water supply and staging
 - f. Solid waste disposal
 - g. Communication service, i.e. land lines, cell phones, internet, etc.

GOHSEP Response: The selected bidders from this RFQ will not be responsible for the items below.

GOHSEP and its Contractors are responsible for the items below:

- a. Generators or other non-permanent power source
 - b. Maintenance/fuel for non-permanent power sources
 - c. Temporary sanitary sewerage facilities
 - d. Temporary sewerage pump out/disposal
 - e. Temporary potable water supply and staging
 - f. Solid waste disposal
 - g. Communication service, i.e. land lines, cell phones, internet, etc.
10. Where affixed to a parcel of vendor-provided land, will vendors be responsible for providing additional services related to land such as mowing, garbage disposal, etc.?

GOHSEP Response: Yes.

11. Are any elevation requirements anticipated for units temporarily placed in special flood hazard areas or other flood zones?

GOHSEP Response: None anticipated at this time.

12. The prior PM solicitation scope include language for “location services” including “site selection”. Please clarify the relationship between that role/scope of work and the requirement within this solicitation to indicate “available property within the target parishes identified above for placement of units”. This scope appears potentially duplicative in both procurements.

GOHSEP Response: GOHSEP's Program Manager will be responsible to conduct site assessments for vendor proposed available property within the target parishes.

13. In the event that the prospective vendor is to supply land as part of placement of temporary housing unit efforts in this contract, where should land pricing be identified in the solicitation quote submission form? In other words, how should the prospective vendor plan to recover the cost of land in our proposal?

GOHSEP Response: Bidders should provide rental cost for the proposed land in the supplemental information for item number 2 below.

2. Contractors should indicate available property within the Target Parishes identified above for placement of units proposed in bid to include latitude and longitude coordinates, if applicable.

14. Does GOHSEP have a preference for group sites or individual sites or other preferences that they can provide to prospective vendors on the nature and type of locations? Please provide, if so.

GOHSEP Response: GOHSEP has no preference for group sites or individual sites or other preferences on the nature and type of locations.

15. The solicitation does not currently include any provisions for the Hudson initiative. Will GOHSEP entertain inclusion of the Hudson program for this solicitation?

GOHSEP Response: No due to the emergency nature of this bid.

16. The solicitation explicitly states “GOHSEP will give preference to contractors with the ability to execute deliver, installation, and setup of unit at selected site locations within 7 days of award.” But does not indicate where in the submission prospective vendors should provide this information. There is no column in the table in the quote submission form and it is not identified in the supplemental and supporting information section. Where and how should this information be provided in order to ensure the information is captured in order to honor the stated preference?

GOHSEP Response: Bidders should provide a timeline(s) for delivery of rental units as part of the Supplemental Information for number 1 below.

1. Contractor should attach a detailed description with pictures and diagrams for each unit type, and include a list of any amenities (TV's, Linens, Kitchenware) provided within each unit.

17. The solicitation includes no scoring and/or selection rubric. Please provide clarity and how scoring/selection will be performed.

GOHSEP Response: GOHSEP will evaluate proposed cost, availability and delivery timeline in its selection of award(s).

18. Will GOHSEP allow additional written narrative beyond the specific elements identified in the "Supplemental and supporting information" section?

GOHSEP Response: Yes.

19. The solicitation does not include or identify any bid bond, performance bond, or payment bond requirements. Please specify if any bonding or other security device is required.

GOHSEP Response: No.

20. Please identify which party is responsible for obtaining and maintaining rights-of-entry (ROEs).

GOHSEP Response: GOHSEP is responsible.

21. Please clarify the column on the quote submission form labeled "Purchase price". Is this intended to be the purchase price of the unit prior to installation/occupancy or is this intended to indicate a salvage/purchase price post-occupancy? If post-occupancy, how long should we assume occupancy?

GOHSEP Response: The purchase price includes just the outright price of the unit. Installation, mobilization and transportation are itemized separately.

22. Please stipulate whether any ADA compliant alternatives are desired or required.

GOHSEP Response: Yes, GOHSEP desires approximately 10% of the total units be ADA compliant.

23. Please identify any other codes or standards which the units must comply with?

GOHSEP Response: Not at this time.

24. Louisiana law has strict requirements for dealership licenses in order to purchase from manufacturers, which have been waived in the past. Will the state modify existing legal restraints relative to license requirements for RV's?

GOHSEP Response: To be determined.

25. The cost of the units contemplated in this solicitation are significant and could represent a significant constraint on cash flow for prospective vendors;

- a. What expectations can GOHSEP provide with respect to the timeliness of payment of vendor invoices?

GOHSEP Response: GOHSEP will process payments via either Electronic Fund Transfer (EFT), if vendor is set up to receive within 3-5 days from receipt of invoice or mailed check within 10-14 days from receipt of invoice.

- b. Will GOHSEP consider advance payments or partial payments prior to work completion or other innovative mechanism to reduce prospective vendor exposure to cash-flow related concerns?

GOHSEP Response: GOHSEP will not issue advance payments. GOHSEP can accept invoices for partial payment for verified work completed.

26. Historically, local zoning and land use ordinances have limited the availability and utility of many locations for the types of usages contemplated in this solicitation. Will selected vendors be responsible for addressing/resolving concerns related to these issues in various Parishes and municipalities?, or will that be addressed by the State or another vendor

GOHSEP Response: This will be addressed by GOHSEP or its Program Manager.

27. Is the prospective vendor/contractor required a Louisiana General Contractor?

GOHSEP Response: No

28. Will GOHSEP accept manufactured housing (singlewides) as an acceptable solution under the subject solicitation?

GOHSEP Response: GOHSEP may consider manufactured housing (singlewides) solution as part of the Unit Type: "Other Innovative Single Family Housing Accommodations".

29. For "other innovative single family housing accommodations", if applicable for initial designs, are any architectural or engineering services that may be required for initial site planning or unit conceptual designs to be included by the vendor in its fee proposal? Or should a separate fee schedule be provided by the vendors for these services?

GOHSEP Response: Bidders should include design in their temporary shelter solution unit cost price.

For Bidders providing their own available property, cost should include proposed site's planning, designs, etc. in the supplemental information.

30. Given the constraints with the RV/temp shelter market at this time, is GOHSEP requiring respondents to provide commitment letters, supplier agreements, or robust cash/banking capabilities demonstrating the respondent's ability to acquire and deliver required units?

GOHSEP Response: GOHSEP will request commitment letters or supplier agreements demonstrating the respondent's ability to acquire and deliver required units prior to award of any contract.

31. Will offering the units as rentals be a required component in the bid submission?

GOHSEP Response: No. Bidders are also allowed to submit pricing for outright purchase.

32. Who would be responsible for lease/rental payments to the contractor?

GOHSEP Response: GOHSEP.

33. Will the State entertain the idea to purchase units from local RV dealers?

GOHSEP Response: Yes.

34. Will the State entertain issuing a haul/Install contract to a qualified State Contractor?

GOHSEP Response: GOHSEP will evaluate the need for a haul/install contractor and issue subsequent request for bids for this requirement.

35. Are there any specifications for haul/Install? If not should we assume these units are to be installed using the current FEMA guidelines?

GOHSEP Response: At this time, due to the emergency nature of this bid, the vendors that provide haul/install units will be required to level the units and connect sewage, water and electric.

36. Would the contractor be responsible for routine/preventative maintenance for units installed?

GOHSEP Response: No.

37. What will be the minimum term of the contract?

GOHSEP Response: For units purchased there is no contract period. For units rented, it is anticipated that the minimum rental period will be 60 days.

38. Is the respondent to this solicitation responsible for leasing/purchasing or procuring installation sites for housing units?

GOHSEP Response: No.

39. Are housing units to be installed at Parish sites (RV parks), or individual homes?

GOHSEP Response: Combination of both.

40. If units are to be installed at RV parks, is electrical, sewer and plumbing infrastructure in place already?

GOHSEP Response: Bidders are not responsible for electrical, sewer and plumbing infrastructure.

41. Are permits required to install?

GOHSEP Response: Depending on location of where unit will be installed, permit fees may be required. If permit fees are required, bidder will invoice GOHSEP for reimbursement of actual cost. Permit fees should not be included in purchase or rental pricing.

42. Are permits required to install temporary power poles at the installation site?

GOHSEP Response: See response to question 41.

43. Does GOHSEP have a prospective project duration and/or overall timeline for this project?

GOHSEP Response: See response to question 37.

44. Is there a preference on a certain type of shelter vs another? (RV's/Cabin Homes 50 amps vs Single Wides 200 amps)

GOHSEP Response: No preference.

45. Is there a length of Lease Term GOHSEP anticipates or prefers? Net Payment Terms?

GOHSEP Response: See response to question 37 and response to question 25 a.

46. Can Mobilization and Demobilization be paid for in advance?

GOHSEP Response: See response to question 25 b.

47. Are there Deposits for the homes from GOHSEP?

GOHSEP Response: See response to question 25 b.

48. We are needing to know the timeframe the units would need to be supplied once bids are accepted and how the units would need to be set up.

GOHSEP Response: See response to question 4 and 35.

49. Can this RFQ be submitted electronically or must it be delivered in person?

GOHSEP Response: Bidders are required to submit electronically to the email provided.

50. Will the units provided be on homeowner properties? If not, will property be provided by contractor?

GOHSEP Response: Units may be installed on homeowner properties or other group sites.

51. Page 2 - "self-contained" meaning - water, electric, sewer all provided by contractor?

GOHSEP Response: See response to question 35.

52. Page 2 - Who is responsible for continuing fresh water supply?

GOHSEP Response: GOHSEP.

53. Page 2 - Who would be responsible for waste water removal?

GOHSEP Response: GOHSEP.

54. Page 2 - Is electricity provided or will generators be necessary?

GOHSEP Response: GOHSEP will provide power.

55. Do the travel trailers and destination trailers require black water and grey water holding tanks (less expensive without)?

GOHSEP Response: GOHSEP will accept bids for both with and without holding tanks.

56. Are slick side travel trailer bunkhouse units acceptable? The units can sleep up to 6 personnel.

GOHSEP Response: Yes, as long as units meet the requirements of the RFQ.

57. Due to the very aggressive initial delivery guidelines, would travel trailers originating from RV dealers be acceptable? The initial pricing would be more expensive.

GOHSEP Response: Yes.

58. Would the State be able to assist the various subcontractors in the permitting and inspection process?

GOHSEP Response: GOHSEP and its Program Manager are responsible for this process.

59. Would the State entertain elements of the Federal Acquisition Requirements and more specifically prompt payment discounts?

GOHSEP Response: See response to question 25 a and b.

60. Due to the very aggressive manufacturing and setup with installation schedule, would the State be able to forward a deposit on the setup and installation phase as well as the mobilization portion?

GOHSEP Response: See response to question 25 a and b.

61. Will there be multiple staging areas applicable to the four parishes?

GOHSEP Response: Yes.

62. Would the State have on-site personnel to accept our incoming THU products?

GOHSEP Response: Yes.

63. With regards to the deactivation phase, is that under the demobilization one-time charge line item?

GOHSEP Response: Yes.

64. It does appear that this is an initial six month duration for the provision, transportation and setup with installation. Would it be acceptable for this entity to provide overall extended pricing for 12,750 THU products?

GOHSEP Response: See response to question 4.

65. Are there any IAQ requirements other than CARB II certification and will we need to provide actual MSDS individual sheets for all contents of our products?

GOHSEP Response: Bidder is responsible for identifying any product in their recommended unit that requires Safety Data Sheets (SDSs).

66. Will the State accept typical FEMA type credits for companies with Service Disabled, Veteran Owned Small Business and companies that include large veteran employees in the manufacturing work force?

GOHSEP Response: No.

67. What is the anticipated longevity of the temp units?

GOHSEP Response: Units should be warrantied for a minimum of one year.

68. Who will be funding these?

GOHSEP Response: GOHSEP.

69. When will they be ordered?

GOHSEP Response: GOHSEP will issued award(s) after the RFQ evaluation is complete. GOHSEP estimates the award(s) to begin within 7 calendar days.

70. Where are they going?

GOHSEP Response: Either to one of our staging locations or within the Target Parishes.

71. Will you except HUD Code manufactured homes?

GOHSEP Response: Yes, as long as units meet the requirements of the RFQ.

72. Does this RFP ask for a prime to conduct purchase, delivery and set up?

GOHSEP Response: See response to question 2.

73. Does GOHSEP have pre-selected, stabilized property for housing units?

GOHSEP Response: GOHSEP is in the process of completing site selection.

74. If the contractor has identified property to utilize in the project, will there be the ability for the contractor to make site & infrastructure improvements to receive the housing units?

GOHSEP Response: Bidders can submit available property for consideration. GOHSEP will evaluate each property for applicability and feasibility.

75. Will GOHSEP consider 'green field' temporary infrastructure to support housing units? Is utility-based infrastructure required for properties or may self-sustained power generation, water, services, etc. be considered?

GOHSEP Response: Yes.

76. Does absence of land options negatively affect a contractor evaluation ranking?

GOHSEP Response: No.

77. What appliances are required to constitute a kitchen?

GOHSEP Response: Sink, stove and refrigerator.

78. Is a washer and dryer combination considered a value addition that would enhance contractor ranking?

GOHSEP Response: No.

79. What contracting vehicle will be employed? BPA so that as additional units can be sourced after initial deployment the PO's can be upward modified?

GOHSEP Response: No GOHSEP will not issue a Blanket Purchase Agreement (BPA).

80. Is contractor responsible for maintenance of any or all RVs, MHUs, etc.? If not, is maintenance a value addition that would enhance the contractor evaluation rating?

GOHSEP Response: Bidder is not responsible for maintenance. No maintenance is not a valued added addition.

81. With respect to the RFQ notation of "GOHSEP will give preference to contractors with the ability to execute delivery, installation and set-up of unit at selected site locations within 7 days of award.", what is the anticipated date of award so that contractor might better understand how to respond in order to receive an enhanced contractor evaluation rating?

GOHSEP Response: See response to question 69.

82. Unit Types – Installation/Setup (Page 2): Will the contractor be responsible for providing an adequate amp electrical pedestal/power pole for the unit to hook up to?

GOHSEP Response: No.

83. Unit Types – Installation/Setup (Page 2): How many feet of utilities will the contractor be required to provide?
GOHSEP Response: Maximum of 30 feet provided with the RV unit type.
84. Unit Types – Installation/Setup (Page 2): Will the state require travel trailers/ RVs to be anchored?
GOHSEP Response: No.
85. Unit Types – Installation/Setup (Page 2): Will the units be placed on the applicant's property or a group site?
GOHSEP Response: Either.
86. Unit Types – Installation/Setup (Page 2): If the State is providing a staging yard, what City will this be located in?
GOHSEP Response: To be determined.
87. Unit Types – Installation/Setup (Page 2): Following demobilization, where will the unit be relocated?
GOHSEP Response: In GOHSEP staging area.
88. Unit Types – Installation/Setup (Page 2): Have group sites been determined or individual recipient locations determined?
GOHSEP Response: In process.
89. Unit Types – Installation/Setup (Page 2): Are utilities restored at determined locations?
GOHSEP Response: Units will not be placed in locations without working utilities.
90. Supplemental and Supporting Information (Page 2): Is the "available property" to be used for a staging yard or a group site? Will the contractor be reimbursed for this "available property"?
GOHSEP Response: Available property is to be used for group sites. See response to question 13.
91. Unit Types – Mobilization One Time Charge (Page 2): Is mobilization/demobilization for rental units only?
GOHSEP Response: Bidders may charge mobilization for purchased units if bidder will also transport and install.
92. Unit Types – Award (Page 2): What is the anticipated award date?

GOHSEP Response: See response to question 69.

93. Unit Types – Installation/Setup; Unit Types – Mobilization & Demobilization (Page 2) - Is there any estimated breakdown of group sites vs. individual sites?

GOHSEP Response: No.

94. Unit Types – Mobilization & Demobilization (Page 2): Will the State request The Department of Transportation to waive the standard protocol related to transporters having to log their hours?

GOHSEP Response: No.

95. Unit Types – Mobilization & Demobilization (Page 2): Will the State request The Department of Transportation to waive the standard protocol related to transporters having to meet curfew?

GOHSEP Response: No.

96. Unit Types – Mobilization & Demobilization (Page 2): Will the State request The Department of Transportation to waive the standard protocol related to transporters having pull permits?

GOHSEP Response: Appropriate permits are required and will not be waived.

97. Unit Types – Mobilization & Demobilization (Page 2): Will the contractor be responsible for clearing/ making a site ready to receive a unit?

GOHSEP Response: Site proposed should be ready to receive units.

98. Unit Types – Mobilization & Demobilization (Page 2): If groups sites are to be used, will the contractor be responsible for developing these sites?

GOHSEP Response: See response to question 97.

99. Unit Types – Mobilization & Demobilization (Page 2): What is the State's anticipated timeline for providing all 12,750 units?

GOHSEP Response: 60 days.

100. In regards to Supplemental and Supporting Information #2, is GOHSEP requesting land to build a group site or will existing camp sites and trailer parks be sufficient?

GOHSEP Response: All sites will be evaluated for applicability and feasibility.

101. In regards to Installation/set-up quote, will the sites include utilities hook-ups? Have sites already been arranged? Or will installation be on private properties and need to be connected to existing utilities on the property?

GOHSEP Response: Yes. Sites are under being assessed. Installation will be on both private properties and in group sites. Units will not be placed in locations without working utilities.

102. Do the temporary shelter units have an elevation requirement?
- GOHSEP Response: No.
103. Since this is a multiple award response, is it possible to provide an hourly rate for mobilization and demobilization? These prices will vary depending on the quantity awarded to each contractor.
- GOHSEP Response: No.
104. What are the payment terms for this project? Will full payment be received upon release of order? On a weekly basis, etc.?
- GOHSEP Response: See response to question 25 a and b.
105. Is there a minimum or maximum number of contractors GOHSEP intends to award?
- GOHSEP Response: No.
106. Is there a minimum or maximum size of units required? (e.g., 1 bed, 2 beds, etc.)
- GOHSEP Response: The minimum is one bedroom and there is no maximum as long as it meets the requirements of the RFQ.
107. Where in the quote should the contractor include pricing for a staging area?
- GOHSEP Response: Bidders should not include staging area cost in their bids. Vendor services ends once the units are delivered to staging.
108. Will generators be needed for temporary power?
- GOHSEP Response: No.
109. Who are the points of contact for the utility companies in the targeted parishes to arrange permanent power setup?
- GOHSEP Response: Bidders are not responsible for coordinating with utility companies.
110. Will the contractor be responsible for preventative maintenance after installation?
- GOHSEP Response: No.
111. Will the contractor be responsible for cleaning, etc. for setup and move-in?
- GOHSEP Response: Units delivered to individual properties or group sites should be clean and ready for occupancy. Bidder are responsible for removal of all trash materials resulting from installation.
112. Please define sleeping quarters. Does this mean places to sleep (beds) or rooms closed off to other areas of the temporary shelter unit?

GOHSEP Response: Sleeping quarters is defined as beds to sleep and rooms do not need to be closed off.

113. The current structure of the quote requests by unit type. Historically, this is per assignment. Will GOHSEP be restructuring the quote request or is GOHSEP requesting a mobilization charge for each type of unit?

GOHSEP Response: To clarify, bidders should include a mobilization charge per unit. Bidders with rental unit type should include a demobilization charge per unit.

See updated bid quote form attached.

114. Will pricing include the uninstallation of the temporary shelter units or will that be done through another award?

GOHSEP Response: See question 113.

115. To assist with pricing for demobilization, how long does GOHSEP foresee these units being in use?

GOHSEP Response: The duration of the units is to be determined.

116. Do the temporary shelter units need to be new?

GOHSEP Response: All units will be evaluated for applicability and feasibility.

117. Do we need to build the temporary structure or can we just supply the shelter for somebody else to build? We manufacture temporary housing for the homeless as well as factory-built homes for individuals or contractors to build. If we must associate with a contractor to be eligible for the award. Can you the supply the names of contractors for us to contact?

GOHSEP Response: See response to question 116.

118. Is there a minimum and maximum number of people per shelter requirement?

GOHSEP Response: See response to question 106.

119. How many bathroom facilities are required per number of people? (ie if the shelter houses 10 or more you will need two bathrooms)

GOHSEP Response: Ratio is 20:1.

120. What is the timing of the delivery of the shelter? We need approx. 60-70 days for delivery based on the number of shelters required.

GOHSEP Response: See response to question 4.

121. Are there basic appliance we need to supply or do we need to supply all the kitchen appliances including the stove, refrigerator and dishwasher and some small appliances?

GOHSEP Response: See response to question 77.

122. Will Bonding be required

GOHSEP Response: See response to question 19.

123. How will payments be set up after delivery of services and equipment?

GOHSEP Response: See response to question 25 a and b.

QUOTE SUBMISSION FORM:
Temporary Sheltering Solutions for Non-Congregate Sheltering

Bidder must provide the following information to be considered for award.

COMPANY INFORMATION:

- Company Name: _____
- Company Address: _____

- Contact Name/Title: _____
- Contact Email: _____
- Contact Phone Number: _____

Quantity	Unit Type	Sleeping Capacity	Dimensions	Amperage Requirements	Transportation Rate (Price per Mile)	Installation /Set Up	Mobilization One Time Charge, Per Unit	Demobilization One Time Charge, Per Unit	Monthly Rental Rate (If applicable)	Purchase Price (If applicable)

Note: Bidder may add additional rows as needed. Bidder may copy the above chart into an Excel Workbook and submit it with the bid.

Supplemental and Supporting Information:

1. Contractor should attach a detailed description with pictures and diagrams for each unit type, and include a list of any amenities (TV's, Linens, Kitchenware) provided within each unit.
2. Contractors should indicate available property within the Target Parishes identified above for placement of units proposed in bid to include latitude and longitude coordinates, if applicable.