| **RFP ATTACHMENT 6.2. — Section A** |
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| **TECHNICAL RESPONSE & EVALUATION GUIDE**  **SECTION A: MANDATORY REQUIREMENTS.**  The Respondent must address all items detailed below and provide, in sequence, the information and documentation as required (referenced with the associated item references). The Respondent must also detail the response page number for each item in the appropriate space below.  The Solicitation Coordinator will review the response to determine if the Mandatory Requirement Items are addressed as required and mark each with pass or fail. For each item that is not addressed as required, the Proposal Evaluation Team must review the response and attach a written determination. In addition to the Mandatory Requirement Items, the Solicitation Coordinator will review each response for compliance with all RFP requirements. |

| **RESPONDENT LEGAL ENTITY NAME:** | | |  | |
| --- | --- | --- | --- | --- |
| **Response Page # (Respondent completes)** | **Item Ref.** | **Section A— Mandatory Requirement Items** | | **Pass/Fail**  **THDA USE ONLY** |
|  |  | The Response must be delivered to THDA no later than the Response Deadline specified in the RFP Section 2, Schedule of Events. | |  |
|  |  | The Technical Response and the Cost Proposal documentation must be packaged separately as required (refer to RFP Section 3.2., *et. seq.*). | |  |
|  |  | The Technical Response must NOT contain cost or pricing information of any type. | |  |
|  |  | The Technical Response must NOT contain any restrictions of the rights of THDA or other qualification of the response. | |  |
|  |  | A Respondent must NOT submit alternate responses (refer to RFP Section 3.3.). | |  |
|  |  | A Respondent must NOT submit multiple responses in different forms (as a prime and a subcontractor) (refer to RFP Section 3.3.). | |  |
|  | **A.1** | Provide the Statement of Certifications and Assurances (RFP Attachment 6.1.) completed and signed by an individual empowered to bind the Respondent to the provisions of this RFP and any resulting contract. The document must be signed without exception or qualification. | |  |
|  | **A.2** | Provide a statement, based upon reasonable inquiry, of whether the Respondent or any individual who shall cause to deliver goods or perform services under the contract has a possible conflict of interest (*e.g.*, employment by the State of Tennessee) and, if so, the nature of that conflict.  NOTE: Any questions of conflict of interest shall be solely within the discretion of THDA, and THDA reserves the right to cancel any award. | |  |
|  | **A.3** | Provide a statement confirming that the system will have a module to complete an initial certification based on resident demographic information and unit information in compliance with HUD and THDA State guidelines. | |  |
|  | **A.4** | Provide a statement confirming that the system will have a process to select applicants from a waitlist based on configurable preference information sourced from the application. | |  |
|  | **A.5** | Provide a statement confirming that the system will have a module to guide a selected applicant through an eligibility validation process and generate letters/emails, request documents, validate eligibility, generate briefing appointments and issue vouchers for eligible applicants. | |  |
|  | **A.6** | Provide a statement confirming that the system *shall support an agency with multi-jurisdictional rules by permitting rule configuration differences for up to ninety-five (95) counties.* | |  |
|  | **A.7** | Provide a statement confirming that the system will manage the following programs: Section 8 Voucher; Family Self Sufficiency, Section 8 Homeownership, Enhanced Voucher, portability move-ins and portability move-outs. | |  |
|  | **A.8** | Provide a statement confirming that the system will have a module to hold an RTA process, an inspection, and a lease up process to finalize the applicant getting housed. | |  |
|  | **A.9** | Provide a statement confirming that the system will have a module to request and store the details of inspection results. | |  |
|  | **A.10** | Provide a statement confirming that the system will have the ability to generate letters to be sent to Participants/Landlords/Owners. | |  |
|  | **A.11** | Provide a statement confirming that the system will have the ability to make read-only forms available within the system to be added as an attachment to a letter/email. | |  |
|  | **A.12** | Provide a statement confirming that the system shall be able to generate a custom flat file of payment information to be fed to the State of Tennessee's payment system (Edison). | |  |
|  | **A.13** | Provide a statement confirming that the system will have a module to review existing residents and determine if that resident remains eligible for section 8 benefits. | |  |
|  | **A.14** | Provide a statement confirming that the system will have a module or integrated solution to store rent comps, which will be used to determine unit eligibility. | |  |
|  | **A.15** | Provide a statement confirming that the system will have a repayment module or integrated external platform to track debt owed to THDA. | |  |
|  | **A.16** | Provide a statement confirming that the system will provide a way to generate reports that include, but are not limited to, any entry field in the system. | |  |
|  | **A.17** | Provide a statement confirming that the system shall have a module to hold multiple waitlists of section 8 rental assistance applicants, which can then be incorporated into the draw process. | |  |
|  | **A.18** | Provide a statement confirming that an online portal is available to be used to externally apply to the waitlist as well as a method to manually add applicants. | |  |
|  | **A.19** | Provide a statement confirming that the system will have a module to complete an initial certification based on resident demographic information and unit information in compliance with HUD and THDA State guidelines. | |  |
|  | **A.20** | Detail how the software will execute via a web-based client; no client-server locally installed applications or Citrix/RDP implementations will be considered | |  |
| *State Use – Solicitation Coordinator Signature, Printed Name & Date:* | | | | |
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| **RFP ATTACHMENT 6.2. — SECTION B** | | | | | |
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| **TECHNICAL RESPONSE & EVALUATION GUIDE**  **6.2. SECTION B: GENERAL QUALIFICATIONS & EXPERIENCE.** The Respondent must address all items (below) and provide, in sequence, the information and documentation as required (referenced with the associated item references). The Respondent must also detail the response page number for each item in the appropriate space below.  A Proposal Evaluation Team, made up of three or more THDA employees, will independently evaluate and score the response to each item. Each evaluator will use the following whole number, raw point scale for scoring each item: | | | | | |
| ***0 = little value*** | ***1 = poor*** | ***2 = fair*** | ***3 = satisfactory*** | ***4 = good*** | ***5 = excellent*** | |
| The Solicitation Coordinator will multiply the Item Score by the associated Evaluation Factor (indicating the relative emphasis of the item in the overall evaluation). The resulting product will be the item’s Raw Weighted Score for purposes of calculating the section score as indicated. | | | | | |

| **RESPONDENT LEGAL ENTITY NAME:** | | |  | | |
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| **Response Page #** (Respondent completes) | **Item Ref.** | **Section B— General Qualifications & Experience Items** | | | **Item Score**  (Max 5pts each)  **THDA USE ONLY** |
|  | **B.1** | Detail the name, e-mail address, mailing address, telephone number, and facsimile number of the person THDA should contact regarding the response. | | |  |
|  | **B.2** | Describe the Respondent’s form of business (*i.e*., individual, sole proprietor, corporation, non-profit corporation, partnership, limited liability company) and business location (physical location or domicile). | | |  |
|  | **B.3** | Detail the number of years the Respondent has been in business. | | |  |
|  | **B.4** | Briefly describe how long the Respondent has been providing the goods or services required by this RFP. | | |  |
|  | **B.5** | Describe the Respondent’s number of employees, client base, and location of offices. | | |  |
|  | **B.6** | Provide a statement of whether there have been any mergers, acquisitions, or change of control of the Respondent within the last ten (10) years. If so, include an explanation providing relevant details. | | |  |
|  | **B.7** | Provide a statement of whether the Respondent or, to the Respondent's knowledge, any of the Respondent’s employees, agents, independent contractors, or subcontractors, involved in the delivery of goods or performance of services on a contract pursuant to this RFP, have been convicted of, pled guilty to, or pled *nolo contendere* to any felony. If so, include an explanation providing relevant details. | | |  |
|  | **B.8** | Provide a statement of whether, in the last ten (10) years, the Respondent has filed (or had filed against it) any bankruptcy or insolvency proceeding, whether voluntary or involuntary, or undergone the appointment of a receiver, trustee, or assignee for the benefit of creditors. If so, include an explanation providing relevant details. | | |  |
|  | **B.9** | Provide a statement of whether there is any material, pending litigation against the Respondent that the Respondent should reasonably believe could adversely affect its ability to meet contract requirements pursuant to this RFP or is likely to have a material adverse effect on the Respondent’s financial condition. If such exists, list each separately, explain the relevant details, and attach the opinion of counsel addressing whether and to what extent it would impair the Respondent’s performance in a contract pursuant to this RFP.  NOTE: All persons, agencies, firms, or other entities that provide legal opinions regarding the Respondent must be properly licensed to render such opinions. THDA may require the Respondent to submit proof of license for each person or entity that renders such opinions. | | |  |
|  | **B.10** | Provide a statement of whether there are any pending or in progress Securities Exchange Commission investigations involving the Respondent. If such exists, list each separately, explain the relevant details, and attach the opinion of counsel addressing whether and to what extent it will impair the Respondent’s performance in a contract pursuant to this RFP.  NOTE: All persons, agencies, firms, or other entities that provide legal opinions regarding the Respondent must be properly licensed to render such opinions. THDA may require the Respondent to submit proof of license for each person or entity that renders such opinions. | | |  |
|  | **B.11** | Provide a brief, descriptive statement detailing evidence of the Respondent’s ability to deliver the goods or services sought under this RFP (*e.g*., prior experience, training, certifications, resources, program and quality management systems, *etc*.). | | |  |
|  | **B.12** | Provide a narrative description of the proposed project team, its members, and organizational structure along with an organizational chart identifying the key people who will be assigned to deliver the goods or services required by this RFP. | | |  |
|  | **B.13** | Provide a personnel roster listing the names of key people who the Respondent will assign to meet the Respondent’s requirements under this RFP along with the estimated number of hours that each individual will devote to that performance. Follow the personnel roster with a resume for each of the people listed. The resumes must detail the individual’s title, education, current position with the Respondent, and employment history. | | |  |
|  | **B.14** | Provide a statement of whether the Respondent intends to use subcontractors to meet the Respondent’s requirements of any contract awarded pursuant to this RFP, and if so, detail:  (a) the names of the subcontractors along with the contact person, mailing address, telephone number, and e-mail address for each;  (b) a description of the scope and portions of the goods each subcontractor involved in the delivery of goods or performance of the services each subcontractor will perform; and  (c) a statement specifying that each proposed subcontractor has expressly assented to being proposed as a subcontractor in the Respondent’s response to this RFP. | | |  |
|  | **B.15** | Provide documentation of the Respondent’s commitment to diversity as represented by the following:  (a) Business Strategy. Provide a description of the Respondent’s existing programs and procedures designed to encourage and foster commerce with business enterprises owned by minorities, women, service-disabled veterans, persons with disabilities, and small business enterprises. Please also include a list of the Respondent’s certifications as a diversity business, if applicable.  (b) Business Relationships. Provide a listing of the Respondent’s current contracts with business enterprises owned by minorities, women, service-disabled veterans, persons with disabilities, and small business enterprises. Please include the following information:  (i) contract description;  (ii) contractor name and ownership characteristics (*i.e.*, ethnicity, gender, service-disabled veteran-owned or persons with disabilities);  (iii) contractor contact name and telephone number.  (c) Estimated Participation. Provide an estimated level of participation by business enterprises owned by minorities, women, service-disabled veterans, persons with disabilities and small business enterprises if a contract is awarded to the Respondent pursuant to this RFP. Please include the following information:  (i) a percentage (%) indicating the participation estimate. (Express the estimated participation number as a percentage of the total estimated contract value that will be dedicated to business with subcontractors and supply contractors having such ownership characteristics only and **DO NOT INCLUDE DOLLAR AMOUNTS**);  (ii) anticipated goods or services contract descriptions;  (iii) names and ownership characteristics (i.e., ethnicity, gender, service-disabled veterans, or disability) of anticipated subcontractors and supply contractors.  NOTE: In order to claim status as a Diversity Business Enterprise under this contract, businesses must be certified by the Governor’s Office of Diversity Business Enterprise (Go-DBE). Please visit the Go-DBE website at <https://tn.diversitysoftware.com/FrontEnd/StartCertification.asp?TN=tn&XID=9810> for more information.  (d) Workforce. Provide the percentage of the Respondent’s total current employees by ethnicity and gender.  NOTE: Respondents that demonstrate a commitment to diversity will advance State efforts to expand opportunity to do business with THDA as contractors and subcontractors. Response evaluations will recognize the positive qualifications and experience of a Respondent that does business with enterprises owned by minorities, women, service-disabled veterans, persons with disabilities, and small business enterprises and who offer a diverse workforce. | | |  |
|  | **B.16** | Provide a statement of whether or not the Respondent has any current contracts with the State of Tennessee or has completed any contracts with the State of Tennessee within the previous five (5) year period. If so, provide the following information for all of the current and completed contracts:  (a) the name, title, telephone number and e-mail address of the State contact knowledgeable about the contract;  (b) the procuring State agency name;  (c) a brief description of the contract’s scope of services;  (d) the contract period; and  (e) the contract number. | | |  |
|  | **B.17** | Provide customer references from individuals who are not current or former State employees for projects similar to the goods or services sought under this RFP and which represent:   * two (2) accounts Respondent currently services that are similar in size to THDA; and * three (3) completed projects.   References from at least three (3) different individuals are required to satisfy the requirements above, e.g., an individual may provide a reference about a completed project and another reference about a currently serviced account. The standard reference questionnaire, which must be used and completed, is provided at RFP Attachment 6.4. References that are not completed as required may be deemed non-responsive and may not be considered.  The Respondent will be solely responsible for requesting reference questionnaires. In order to obtain and submit the completed reference questionnaires, follow the appropriate process below.  **If by email:**  (a) Add the Respondent’s name to the standard reference questionnaire at RFP Attachment 6.4. and make a copy for each reference.  (b) Email a reference questionnaire to each reference.  (c) Instruct the reference to:  (i) complete the reference questionnaire;  (ii) sign and date the completed reference questionnaire (electronic signature is acceptable);  (iii) email the reference questionnaire DIRECTLY to the RFP Solicitation Coordinator.  (d) Do NOT add additional THDA email address(es) to the reference questionnaire email.  **If by traditional mail (usps, UPS, FedEx, etc.):**  (a) Add the Respondent’s name to the standard reference questionnaire at RFP Attachment 6.4. and make a copy for each reference.  (b) Send a reference questionnaire and new, standard #10 envelope to each reference.  (c) Instruct the reference to:  (i) complete the reference questionnaire;  (ii) sign and date the completed reference questionnaire;  (iii) seal the completed, signed, and dated reference questionnaire within the envelope provided;  (iv) sign his or her name in ink across the sealed portion of the envelope; and  (v) return the sealed envelope directly to the Respondent (the Respondent may wish to give each reference a deadline, such that the Respondent will be able to collect all required references in time to include them within the sealed Technical Response).  (d) Do NOT open the sealed references upon receipt.  (e) Enclose all sealed reference envelopes within a larger, labeled envelope for inclusion in the Technical Response as required.  NOTES:   * THDA will not accept late references or references submitted by any means other than that which is described above, and each reference questionnaire submitted must be completed as required. * THDA will not review more than the number of required references indicated above. * While THDA will base its reference check on the contents of the sealed reference envelopes included in the Technical Response package, THDA reserves the right to confirm and clarify information detailed in the completed reference questionnaires, and may consider clarification responses in the evaluation of references. * THDA is under no obligation to clarify any reference information. | | |  |
|  | **B.18** | Provide a statement and any relevant details addressing whether the Respondent is any of the following:   1. is presently debarred, suspended, proposed for debarment, or voluntarily excluded from covered transactions by any federal or state department or agency; 2. has within the past three (3) years, been convicted of, or had a civil judgment rendered against the contracting party from commission of fraud, or a criminal offence in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or grant under a public transaction; violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property; 3. is presently indicted or otherwise criminally or civilly charged by a government entity (federal, state, or local) with commission of any of the offenses detailed above; and 4. has within a three (3) year period preceding the contract had one or more public transactions (federal, state, or local) terminated for cause or default. | | |  |
|  | **B.19** | Provide generally accepted security control features which must be available and indicate whether there is a methodology to limit system access by IP address. | | |  |
|  | **B.20** | Provide information regarding whether the system requires customizable complex passwords with a minimum of 12 characters AND uses Multifactor Authentication. | | |  |
|  | **B.21** | Provide information regarding whether there is a record locking mechanism in the system such that the same record (or case file) could not be simultaneously accessed by two separate staff members. | | |  |
|  | **B.22** | Detail whether there are record release timeouts and how such operates should a staff member leave a file open for a period of time or there is a hardware issue that prohibits completion of a transaction. | | |  |
|  | **B.23** | If cloud-based software, provide information regarding how it will provide a valid SOC 2 Type 2 certification for the system itself, not just the hosting platform such as Azure or AWS. | | |  |
|  | **B.24** | If cloud-based software, provide information regarding whether it includes a custom-reporting module inherit to the system and makes a complete data export available to the user upon request. | | |  |
|  | **B.25** | Detail how the system will include an administrative or “SuperUser” role that is the only role that can perform user assignments and permission changes. | | |  |
|  | **B.26** | Describe how all data is housed in the system such as whether it is housed on premises or by the user’s host. Indicate whether the data can be requested and fully accessed in its entirety at any time or during specific hours, as applicable. | | |  |
|  | **B.27** | Provide the technical support hours in CST as well as details regarding emergency support after hours and during weekends. Provide specific contact information. | | |  |
|  | **B.28** | Provide information regarding whether there is an independent, stand-alone demonstration database for testing and how training will be provided and kept current with the system at all times. | | |  |
|  | **B.29** | Detail how you would deliver high-level data-flow, application system-flow, and process-flow diagrams. | | |  |
|  | **B.30** | Detail how you would provide a data element dictionary that will allow the identification of fields | | |  |
|  | **B.31** | Describe how you would manage the process of a system conversion if THDA were to select a new vendor to provide the contract service and requested 60 months of data history in order to be compliant with applicable state law. | | |  |
|  | **B.32** | Detail whether the software will allow for 40 concurrent users in one module at one time without loss of performance. | | |  |
|  | **B.33** | Describe whether the software will have a full testing suite to fully test internal and external systems and also include the ability to push configuration settings to either environment and refresh data upon request. | | |  |
|  | **B.34** | Detail whether you will have thorough release notes that contain detailed information about all changes made with each software iteration. | | |  |
|  | **B.35** | Provide your resolution time for level 1 tickets (simple questions about system use / problems / errors) & level 2 (complex questions / problems / errors). | | |  |
|  | **B.36** | Detail whether there is a standalone document storage solution that integrates with the application. | | |  |
|  | **B.37** | Detail whether the software system has the ability to have multiple modules open for extended periods in order to toggle back and forth to work between the modules. | | |  |
| **Total Item Score (Sum of all points for Section B) / 185 (Maximum Possible Points)**  **= Raw Weighted Score**  *Raw Weighted Score* ***X’s*** *30%* | | | | **Section B Score =** |  |
|  | | | | |  |

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| **RFP ATTACHMENT 6.2. — SECTION C** |
| **TECHNICAL RESPONSE & EVALUATION GUIDE**  **SECTION C: TECHNICAL QUALIFICATIONS, EXPERIENCE & APPROACH.** The Respondent must address all items (below) and provide, in sequence, the information and documentation as required (referenced with the associated item references). The Respondent must complete the Response Summary column as described in the table below and also detail the response page number for each item in the appropriate space below.  A Proposal Evaluation Team, made up of three or more State employees, will independently evaluate and score the response to each item. Each evaluator will use the following whole number, raw point scale for scoring each item:   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | ***0 = little value*** | ***1 = poor*** | ***2 = fair*** | ***3 = satisfactory*** | ***4 = good*** | ***5 = excellent*** | |
| The Solicitation Coordinator will multiply the Item Score by the associated Evaluation Factor (indicating the relative emphasis of the item in the overall evaluation). The resulting product will be the item’s Raw Weighted Score for purposes of calculating the section score as indicated.  Prior to the Oral Presentation, Respondent will be provided use cases which will be workflows designed to demonstrate all requirements listed in this section.  **The Item Score may be adjusted by the proposal evaluation team based on Oral Presentations.** |

| **RESPONDENT LEGAL ENTITY NAME:** | | | |  | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Response Page # (Respondent completes)** | **Item Category** | **Item Ref.** | **Section C— Technical Qualifications,  Experience & Approach Items**  Please describe if your product meets the below requirement in separate document and, if applicable, explain how the requirement is met. Provide Response Page #.  In the event Respondent is invited for an Oral Presentation, Respondent will be provided use cases based on the below requirements and asked to demonstrate how Respondent’s product meets the requirements. | | | **Response Summary**  Respondent shall complete this column as part of its response and respond with the letter D, P, M, or F for each Item:  **D**- Does Not Meet  **P**- Partially Meets  **M**- Meets (Completely)  **F**- Future Release | | | **Item Score** | **Evaluation Factor** | **Raw Weighted Score** |
| **THDA USE ONLY** | | |
|  | **Narrative** | **C.1** | Providea narrative that illustrates the Respondent’s understanding of THDA’s requirements and project schedule. | | |  | | |  | 6 |  |
|  | **Narrative** | **C.2** | Providea narrative that illustrates how the Respondent will complete the scope of services, accomplish required objectives, and meet THDA’s project schedule. | | |  | | |  | 6 |  |
|  | **Narrative** | **C.3** | Providea narrative that illustrates how the Respondent will manage the project, ensure completion of the scope of services, and accomplish required objectives within THDA’s project schedule. | | |  | | |  | 6 |  |
|  | **Abatements / Holds** | **C.4** | The system shall display HAP & UAP holds in a particular area to be worked. | | |  | | |  | 6 |  |
|  | **Abatements / Holds** | **C.5** | The system shall have the ability for a THDA user to classify a unit/owner as abated due to failing an inspection, making the repairs and returning the paperwork. An Abated unit/owner will have HAP payments suspended. | | |  | | |  | 10 |  |
|  | **Abatements / Holds** | **C.6** | The system shall have the ability to automatically start a unit/owner abatement, generate the amount abated and generate a letter based on customizable program criteria. The source of the criteria could be entered within the system or received from an external vendor. | | |  | | |  | 6 |  |
|  | **Abatements / Holds** | **C.7** | The system shall have the ability to automatically close an abatement based on custom criteria based on data entered into the system or received from an external vendor | | |  | | |  | 6 |  |
|  | **Abatements / Holds** | **C.8** | The system shall notify the external vendor when a resident moves out in the case when an inspection has been requested for that unit essentially canceling that inspection request | | |  | | |  | 4 |  |
|  | **Abatements / Holds** | **C.9** | The system shall have the ability to Create, Edit, End a HAP or UAP hold. This stops the payments from being generated and creates adjustments as appropriate. | | |  | | |  | 10 |  |
|  | **Abatements / Holds** | **C.10** | The system shall maintain history of HAP & UAP payments that were placed on hold. Reason for the hold, who created the hold and who released the hold along with the dates associated should be saved. | | |  | | |  | 6 |  |
|  | **Abatements / Holds** | **C.11** | The abatement / hold functionality is intuitive, user friendly, easy to learn and efficiently executed | | |  | | |  | 6 |  |
|  | **Accounting** | **C.12** | The system shall allow for a quick and easy setup of an accounting ledger with minimal information required to allow for THDA to use an external GL system. | | |  | | |  | 6 |  |
|  | **Accounting** | **C.13** | The system shall contain a robust list of searchable payment data points including but not limited to Payment date, VMS dates, resident/vendor/landlord, increment and payment amount. | | |  | | |  | 10 |  |
|  | **Accounting** | **C.14** | The system shall have the ability to maintain (add, change) a ledger of tenant and owner repayments and to automatically produce delinquent notices at 60, 90 day intervals. | | |  | | |  | 10 |  |
|  | **Accounting** | **C.15** | The system shall calculate correct Total Tenant Payments based on HUD regulations. | | |  | | |  | 10 |  |
|  | **Accounting** | **C.16** | The system shall calculate monthly Housing Assistance Payments (HAP) to owners and/or other PHAs | | |  | | |  | 10 |  |
|  | **Accounting** | **C.17** | The system shall calculate monthly Utility Reimbursements to Tenants. | | |  | | |  | 10 |  |
|  | **Accounting** | **C.18** | The system shall automatically stop payments on monthly Housing Assistance Payments for all owners/other PHAs and utilities to tenants if the annual recertification date has expired. | | |  | | |  | 6 |  |
|  | **Accounting** | **C.19** | The system shall calculate retroactive payments to owners and tenants based on appropriate Total Tenant Payment, Gross Rent, and effective date to be tracked and reported within HAP register and independent. | | |  | | |  | 6 |  |
|  | **Accounting** | **C.20** | The system shall prorate payments to owners and tenants based on appropriate Total Tenant Payment, Gross Rent, and effective date to be tracked and reported within HAP register and independent. | | |  | | |  | 6 |  |
|  | **Accounting** | **C.21** | The system shall allow adjustments to payments for overpayments or abatements. Allow for new payment to be added. | | |  | | |  | 6 |  |
|  | **Accounting** | **C.22** | The system shall calculate special claims payments. | | |  | | |  | 4 |  |
|  | **Accounting** | **C.23** | The system shall Produce a HAP and UAP check register(s). | | |  | | |  | 6 |  |
|  | **Accounting** | **C.24** | The system must round all payments to the nearest dollar using HUD standards with the exception of admin fee payments | | |  | | |  | 4 |  |
|  | **Accounting** | **C.25** | The system shall produce a Housing Assistance Payment (HAP) Register and Utility Assistance Payment (UAP) Register for every month or other designated period (every check run) identifying owner's name, tenant name, vendor (Edison) number, tenant contract number, amount of payment, and description of payment  (example: $250 August Rent for John Smith). | | |  | | |  | 6 |  |
|  | **Accounting** | **C.26** | The system shall have the ability to produce payment history by date. Show all information for payment. | | |  | | |  | 6 |  |
|  | **Accounting** | **C.27** | The system shall maintain file of each tenant payment showing name, SSN, amount of payments, dates of payments, and section 8 voucher numbers. | | |  | | |  | 6 |  |
|  | **Accounting** | **C.28** | The system shall have the ability to archive all payment data. | | |  | | |  | 6 |  |
|  | **Accounting** | **C.29** | The system must flag and option to stop any owner who is receiving more than one payment for the same tenant and for each unit for the same period of reference. | | |  | | |  | 6 |  |
|  | **Accounting** | **C.30** | The system must flag and option to stop any tenant or family member who is receiving more than one payment for the same time period of reference. | | |  | | |  | 6 |  |
|  | **Accounting** | **C.31** | The system shall active HAP/UAP overpayments list: System must calculate debt, track and generate debt letters to all landlords, PHAs and tenants. The information must include who owes the debt, details of their account, reason for debt and amount due. If the debt has been paid then the record would be removed. | | |  | | |  | 6 |  |
|  | **Accounting** | **C.32** | The system shall provide a way for caseworkers to submit requests to financial staff to investigate missing payments | | |  | | |  | 6 |  |
|  | **Accounting** | **C.33** | The accounting functionality is intuitive, user friendly, easy to learn and efficiently executed | | |  | | |  | 6 |  |
|  | **Alerts** | **C.34** | The system shall have a customizable process of alerts to notify users working with a participant to notify that user with important information pertaining to that participant. | | |  | | |  | 6 |  |
|  | **Alerts** | **C.35** | The system shall automatically generate and alert users when there is a current repayment agreement in place for the resident and how many historic repayments exist | | |  | | |  | 4 |  |
|  | **Alerts** | **C.36** | The system shall alert users when a payment cut off period is approaching | | |  | | |  | 4 |  |
|  | **Alerts** | **C.37** | The system shall alert users when a payment is on hold while working with the participant. | | |  | | |  | 4 |  |
|  | **Alerts** | **C.38** | The alert functionality is intuitive, user friendly, easy to learn and efficiently executed | | |  | | |  | 6 |  |
|  | **Appeals / Hearings** | **C.39** | The system shall have a module to track appeals and hearing information to hold detailed information including but not limited to dates appeals have been received, deadline date, terminations, letters generated, appeal decisions, details on the hearing, documents. | | |  | | |  | 6 |  |
|  | **Appeals / Hearings** | **C.40** | The system shall track different tasks for the appeals process required by regulations including tracking time between tasks and generating reminders for those tasks including the end of the process. | | |  | | |  | 6 |  |
|  | **Appeals / Hearings** | **C.41** | The system shall allow for the scheduling of hearings with details about the hearing | | |  | | |  | 6 |  |
|  | **Appeals / Hearings** | **C.42** | The system shall automatically send a receipt email who anyone who requests a hearing once that request has been entered into the appeals module. | | |  | | |  | 4 |  |
|  | **Appeals / Hearings** | **C.43** | The system shall be able to differentiate appeals by an applicant on the waitlist vs. an existing resident who is being recertified and be able to handle appeals, hearings or reviews and have different fields and workflows for each | | |  | | |  | 4 |  |
|  | **Appeals / Hearings** | **C.44** | The system shall be able to track the disposition of a ALJ hearing | | |  | | |  | 4 |  |
|  | **Appeals / Hearings** | **C.45** | The system shall have the ability to create and track how many times a resident has been proposed for termination and the reason for that proposal | | |  | | |  | 4 |  |
|  | **Appeals / Hearings** | **C.46** | The system shall notify the assigned specialist of the outcome of a review/hearing/appeal | | |  | | |  | 4 |  |
|  | **Appeals / Hearings** | **C.47** | The system must allow for pending termination based on programs violations by the tenant and notices to be sent to both parties informing them of the pending terminations and the appeal process. | | |  | | |  | 10 |  |
|  | **Appeals / Hearings** | **C.48** | The system must track the complete appeals process to include notification to tenant and landlords of the scheduled hearing dates, and results of the hearing. Payments will continue to be paid until the matter is resolved. (FSS clients escrow balance must be included in these notifications). | | |  | | |  | 4 |  |
|  | **Appeals / Hearings** | **C.49** | The system must record actions taken on the appeals record by the worker who initiated the actions. | | |  | | |  | 6 |  |
|  | **Appeals / Hearings** | **C.50** | The appeals / hearings functionality is intuitive, user friendly, easy to learn and efficiently executed | | |  | | |  | 6 |  |
|  | **Certification** | **C.51** | **The system shall have a module to complete an initial certification based on resident demographic information, unit information following HUD and THDA State guidelines** | | |  | | |  | 10 |  |
|  | **Certification** | **C.52** | The system shall hold a utility schedule matrix that can hold a list of utility types and allowances by county updated yearly to determine the calculation of UAP and must round to HUD specifications. | | |  | | |  | 6 |  |
|  | **Certification** | **C.53** | The system shall hold a matrix of Payment Standards that can be updated yearly and used in the recertification process to determine eligibility. | | |  | | |  | 6 |  |
|  | **Certification** | **C.54** | The system shall prompt the user to ask which year's payment standard to utilize if there is a decrease in the payment standard from the prior year. | | |  | | |  | 6 |  |
|  | **Certification** | **C.55** | The system shall auto implement voucher size (bedrooms allowed) based on household size and composition. If the resident is issued a larger voucher and the resident chooses a smaller unit, the payment needs to be calculated based on the smaller unit and not the voucher size. | | |  | | |  | 6 |  |
|  | **Certification** | **C.56** | When processing an interim or annual recertification, the system shall provide a means to automatically calculate the correct utility allowances | | |  | | |  | 6 |  |
|  | **Certification** | **C.57** | The system shall generate an automated calculation of HAP based on data entered into the system including but not limited to Household composition, assets, expenses (medical & childcare), income, and deductions including disabled and children. This will feed into the 50058. | | |  | | |  | 10 |  |
|  | **Certification** | **C.58** | The system shall hold the HUD Passbook rate for assets for over $5000 which automatically determines income from those assets. | | |  | | |  | 4 |  |
|  | **Certification** | **C.59** | The system shall calculate the eligibility for an RTA based on the 40% rule. | | |  | | |  | 10 |  |
|  | **Certification** | **C.60** | The system shall have a feature that will stop a cert from being locked in by detecting PIC errors with fatal errors vs warnings. I.e. you have an 18 year old marked as a child or that you are counting a 16 year old's income. The system shall prompt the user to fix the error. | | |  | | |  | 6 |  |
|  | **Certification** | **C.61** | The system shall upload a certification to PIC | | |  | | |  | 10 |  |
|  | **Certification** | **C.62** | The system shall allow for corrections to be made to certifications before and after a record is published to PIC including the ability to submit a void submission and stopping a specific certification from being submitted to PIC | | |  | | |  | 10 |  |
|  | **Certification** | **C.63** | The system shall automatically populate the next annual recertification date on the working certification to ensure the next annual date is transmitted to PIC consistently with every certification | | |  | | |  | 6 |  |
|  | **Certification** | **C.64** | The system shall alert users and force review of the next annual recertification date if it is greater than 12 months on the working cert prior to locking it | | |  | | |  | 6 |  |
|  | **Certification** | **C.65** | The system shall allow for reasonable accommodations to be approved or denied with fields available to track decisions. | | |  | | |  | 10 |  |
|  | **Certification** | **C.66** | The system shall calculate total tenant payment (TTP) HAP and tenant rent by HUD regulation and flag any ineligibility criteria (i.e. over 40%). | | |  | | |  | 10 |  |
|  | **Certification** | **C.67** | The system shall have the ability to electronically flag a tenant file and generate payment adjustments. This needs to be date driven with the ability to calculate a pro-rate payment. | | |  | | |  | 6 |  |
|  | **Certification** | **C.68** | The system shall display in a summary the status of all Section 8 allocations (i.e., vouchers under lease, vouchers remaining to be issued, etc.) within each voucher grouping, as well as by total agency | | |  | | |  | 4 |  |
|  | **Certification** | **C.69** | The system shall identify if a unit address has changed and update all forms and/or screens where that address is used. | | |  | | |  | 4 |  |
|  | **Certification** | **C.70** | The system shall update a participant record with the HAP change notice received and the landlord and tenant informed of changes by automatically generating a form letter. | | |  | | |  | 10 |  |
|  | **Certification** | **C.71** | The system should identify a participant where termination avoidance information was requested and it was not received by the end of the thirty (30) day period. | | |  | | |  | 6 |  |
|  | **Certification** | **C.72** | The system must have the capability to process enhanced vouchers as a result of HUD foreclosures, or HUD property disposition or any other HUD designated programs. | | |  | | |  | 10 |  |
|  | **Certification** | **C.73** | The system must allow staff to be able to enter a rent increase after receiving proper documentation from the landlord. The system would then trigger the user to complete a rent comparison to validate the increase. | | |  | | |  | 6 |  |
|  | **Certification** | **C.74** | The system must be able to identify the relationship of all family members to the head of household. | | |  | | |  | 10 |  |
|  | **Certification** | **C.75** | The system must be able to track Zero HAP and automatically prompt the user to notify the tenant and landlord of expiration/termination from the program. | | |  | | |  | 4 |  |
|  | **Certification** | **C.76** | Utility allowance must correspond with the lesser of the allocated or selected bedroom size of the voucher. If the participant chooses a larger bedroom size then they would be paid with the allocated size. If the participant chooses a smaller bedroom size than what was allocated then they would be paid the lesser. | | |  | | |  | 4 |  |
|  | **Certification** | **C.77** | The system should have the ability to generate an interim certification to revise information like income which has changed prior to the annual recertification. | | |  | | |  | 10 |  |
|  | **Certification** | **C.78** | The system must detail all reasons for terminations and must include the effective date and allow for appropriate letters to landlord & tenant to be sent. The system must allow advance and retroactive terminations. | | |  | | |  | 10 |  |
|  | **Certification** | **C.79** | The system must flag/alert case workers for terminated participants for violations to include the length of ineligibility status. This should be visible upon application for new assistance. | | |  | | |  | 4 |  |
|  | **Certification** | **C.80** | The system must allow for the modification of a future move out date | | |  | | |  | 10 |  |
|  | **Certification** | **C.81** | The certification functionality is intuitive, user friendly, easy to learn and efficiently executed | | |  | | |  | 6 |  |
|  | **Draw** | **C.82** | **The system shall have a process to select applicants from a waitlist based on configurable preference information sourced from the application** | | |  | | |  | 10 |  |
|  | **Draw** | **C.83** | The system shall have a highly configurable method of using custom preferences such as but not limited to current location, areas that may have had a disaster, on a prior waitlist but returned due to funding limits and length of time on the waitlist. | | |  | | |  | 10 |  |
|  | **Draw** | **C.84** | The system shall have the ability to weigh preferences differently according to THDA policy which will affect the order of the draw. | | |  | | |  | 6 |  |
|  | **Draw** | **C.85** | The draw functionality is intuitive, user friendly, easy to learn and efficiently executed | | |  | | |  | 6 |  |
|  | **Eligibility Validation** | **C.86** | **The system shall have a module to walk a drawn applicant through an eligibility validation process where letters/emails can be triggered, documents requested, eligibility is validated, briefing appointments are generated and vouchers are issued for eligible applicants.** | | |  | | |  | 10 |  |
|  | **Eligibility Validation** | **C.87** | The system shall have the ability to classify in bulk any applicants that are considered a "No-Show" to appointments and are now not eligible to receive benefits. Those applicants will be brought through the close-out process automatically. | | |  | | |  | 6 |  |
|  | **Eligibility Validation** | **C.88** | The system shall Issue a voucher for applicants that are deemed eligible for benefits. The vouchers will reflect the correct bedroom size according to THDA policies and administrative plan. | | |  | | |  | 10 |  |
|  | **Eligibility Validation** | **C.89** | The system shall automate the creation of the search range of acceptable rent plus utilities and include that in the voucher issuance. | | |  | | |  | 6 |  |
|  | **Eligibility Validation** | **C.90** | The system shall allow for the customization of denial reasons if an applicant does not meet eligibility. | | |  | | |  | 10 |  |
|  | **Eligibility Validation** | **C.91** | The eligibility validation functionality is intuitive, user friendly, easy to learn and efficiently executed | | |  | | |  | 6 |  |
|  | **FSS** | **C.92** | The system shall hold a matrix of FMRs (Fair Market Rents) which will allow the FSS program to determine if the resident is over or under FMR for graduation purposes. | | |  | | |  | 6 |  |
|  | **FSS** | **C.93** | The system shall detect if an exit addendum is not created before an EOP (End of Participation) is generated. The system shall alert and present a PIC error if that is the case. | | |  | | |  | 10 |  |
|  | **FSS** | **C.94** | The system shall hold a matrix of maintenance and repair allowances by bedroom size to automatically calculate subsidy assistance to be applied to the HAP. | | |  | | |  | 4 |  |
|  | **FSS** | **C.95** | The system shall calculate escrow based on financial information entered for the applicant | | |  | | |  | 10 |  |
|  | **FSS** | **C.96** | The system shall be able to generate the FSS contract as a .pdf based on legal language and system fields | | |  | | |  | 6 |  |
|  | **FSS** | **C.97** | The system shall generate an ITSP (Individual Training Service Plan) for participants based on the FSS action plan. The plans should be customizable with the ability to apply participant specific goals and then track their progress. The plan should then be able to generate a .pdf. The goals need to be able to be modified or removed if situations change. | | |  | | |  | 6 |  |
|  | **FSS** | **C.98** | The system shall hold a FSS Resource database containing vendor/agency information with services and contact data. | | |  | | |  | 4 |  |
|  | **FSS** | **C.99** | The system shall detail HAP payment information by vendor (bank) to explain how direct payments should be divided by participant on a monthly basis | | |  | | |  | 6 |  |
|  | **FSS** | **C.100** | The system shall track applicants that are on a waitlist for qualified potential program clients due to staffing resources not being available yet. | | |  | | |  | 4 |  |
|  | **FSS** | **C.101** | The system shall be able to identify qualified program applicants based on set customizable criteria from their demographic and financial information | | |  | | |  | 4 |  |
|  | **FSS** | **C.102** | The system shall generate an alert or a task to notify a specialist when a 6 month FSS progress addendum needs to be entered into the system | | |  | | |  | 6 |  |
|  | **FSS** | **C.103** | The system shall submit a record to PIC for Initial, progress and exit Addendums | | |  | | |  | 10 |  |
|  | **FSS** | **C.104** | The system shall generate payments for escrow accounts with calculations automatically incorporating HAP payment information | | |  | | |  | 10 |  |
|  | **FSS** | **C.105** | The system shall be able to add accrued interest to escrow accounts automatically calculating the amount after the percentage has been entered | | |  | | |  | 10 |  |
|  | **FSS** | **C.106** | The system should calculate FSS escrow information including manual entry of interest. | | |  | | |  | 10 |  |
|  | **FSS** | **C.107** | The system should maintain FSS Program participation records on those Section 8 participants identified within the Recertification Module. | | |  | | |  | 6 |  |
|  | **FSS** | **C.108** | The system should have a distinct FSS Participation screen or screens must contain the following information relative to the FSS participant:  • Name (last, first Ml) • Date of birth • Unit address • County of current residence • Social Security number • Employment status (FT or PT or UE) • Number of years of education (up to 18) • Food stamps received (Y or N) • Medicaid received (Y or N) • Receiving services from JOBS (Y or N) • Receiving services from JTPA (Y or N) • Identification of services needed and number of household participants participating and completing: o Education o Remedial education o High school/GED o Post secondary o Vocation/job training o Job search/placement o Transportation o Health services o Alcohol/substance and other abuse counseling o Personal and parenting skills counseling o Household management and budget counseling o Homeownership counseling o Mental Health services | | |  | | |  | 10 |  |
|  | **FSS** | **C.109** | Maintain all tenant information relative to families enrolled in the Section 8 Family Self Sufficiency Program. The information/data must be utilized to produce a HUD 50058 FSS Form electronically. | | |  | | |  | 6 |  |
|  | **FSS** | **C.110** | System must be able to maintain the Escrow Account Balance Totals for each participant. It is required that the FSS Escrow Balance Totals are calculated by the system. | | |  | | |  | 10 |  |
|  | **FSS** | **C.111** | This includes format for data entry on FSS participants and a monthly report that identifies account status. The four accounts maintained in this module include:  • Current FSS Account Monthly Credit • Interest to be earned by participant • Current FSS Account Balance and date • FSS Account Amount Disbursed to the Family and date of Disbursement | | |  | | |  | 10 |  |
|  | **FSS** | **C.112** | The system must be able to produce a HUD 50058 FSS and electronically transmit form to HUD. HUD 50058 FSS must include applicable tenant information from other fields and allow for the following information to be identified on the report: a. Type of report (enrollment/progress/exit) C. Effective date of FSS action (mm/dd/yyyy) c. Initial start and end dates of contract participation (mm/dd/yyyy) d. Contract date extended to (mm/dd/yyyy) e. Number of family members with services plan f. Reason for exit: • Left voluntarily • Asked to leave program • Left because essential service was unavailable • Contract expired but family did not fulfill obligations | | |  | | |  | 10 |  |
|  | **FSS** | **C.113** | The system must be able to produce on a monthly/quarterly/annual basis the following FSS program reports: | | |  | | |  | 10 |  |
|  | **FSS** | **C.114** | The system shall allow for corrections of FSS addendums without having to void past certifications. | | |  | | |  | 6 |  |
|  | **FSS** | **C.115** | The FSS functionality is intuitive, user friendly, easy to learn and efficiently executed | | |  | | |  | 6 |  |
|  | **HOV** | **C.116** | The system must be able to generate inspection letters to the homeowner and not the Lender/HAP Payee | | |  | | |  | 6 |  |
|  | **HOV** | **C.117** | The system must have a homeownership tab in order to list monthly HOV payments and maintenance allowances, HOV expenses | | |  | | |  | 6 |  |
|  | **HOV** | **C.118** | The system must have a defined field to list HAP Payee | | |  | | |  | 6 |  |
|  | **HOV** | **C.119** | The system must be able to differentiate between a HOV inspection and HCV inspection | | |  | | |  | 6 |  |
|  | **HOV** | **C.120** | The system must be able to differentiate between a HOV and HCV participants | | |  | | |  | 6 |  |
|  | **HOV** | **C.121** | The HOV functionality is intuitive, user friendly, easy to learn and efficiently executed | | |  | | |  | 6 |  |
|  | **General** | **C.122** | **The system shall accommodate agencies with multi-jurisdictional rules and configuration** | | |  | | |  | 10 |  |
|  | **General** | **C.123** | **The system must manage the following programs: Section 8 Voucher; Family Self Sufficiency, Section 8 Homeownership, Enhanced Voucher, portability move-ins and portability move-outs.** | | |  | | |  | 10 |  |
|  | **General** | **C.124** | The system shall provide a spell checking tool for all narrative fields | | |  | | |  | 4 |  |
|  | **General** | **C.125** | The system shall store all changes to records in a record history area (audit trail) available within the system | | |  | | |  | 10 |  |
|  | **General** | **C.126** | The system shall have the ability to require any field and not let the user continue to the next screen without populating that field | | |  | | |  | 6 |  |
|  | **General** | **C.127** | The system shall have help features to provide help to system users including a customizable system training feature / user manual and individual help tags for fields that may require further explanation | | |  | | |  | 4 |  |
|  | **General** | **C.128** | The system shall have a separate area for specific THDA Program training documents, FAQs and resource libraries | | |  | | |  | 4 |  |
|  | **General** | **C.129** | The system shall have the ability to add custom fields for additional information required in any module | | |  | | |  | 4 |  |
|  | **General** | **C.130** | The system shall have configurable field validations to insure data manually typed in conforms to required formats. Examples include but are not limited to: A supplier number must be 10 digits, SSN must be 9, Phone number formatting, email address must have an @.XXX, etc... | | |  | | |  | 6 |  |
|  | **General** | **C.131** | The system shall have the configurable ability to identify potential duplicate records at the time of the creation of a new landlord/owner/resident/unit | | |  | | |  | 6 |  |
|  | **General** | **C.132** | The system shall allow a user to identify where a field on the UI is within the database | | |  | | |  | 6 |  |
|  | **General** | **C.133** | The system shall allow for the creation of a variety of voucher program types to accommodate new and distinct programs. | | |  | | |  | 6 |  |
|  | **General** | **C.134** | The system must contain a calculator program that will return the sum into the currently selected data entry field. This program must be accessible throughout the system. | | |  | | |  | 6 |  |
|  | **General** | **C.135** | The system shall have the ability to assign caseworkers to a set of tenants and/or applicants, and the caseworker name should display in various search boxes as one of the output fields. Example: search for a tenant and the assigned caseworker name shall display along with the tenant's information. | | |  | | |  | 6 |  |
|  | **General** | **C.136** | The system shall prompt a user to select the proper US Postal standardization format when an incorrect format has been entered | | |  | | |  | 6 |  |
|  | **General** | **C.137** | The system shall have a module or an external integration for criminal background checks with the ability to store the results of that check in the system. | | |  | | |  | 10 |  |
|  | **General** | **C.138** | The system shall allow for a supervisor to reassign tasks in mass or individually | | |  | | |  | 6 |  |
|  | **General** | **C.139** | The system shall have a dashboard which will show users and management a summary of tasks due by module | | |  | | |  | 4 |  |
|  | **General** | **C.140** | The system shall track tasks for anything that has a due date including but not limited to Interim certifications, relocation paperwork, annual certifications, for participants and applicants then visually notify the caseworker when a due date is approaching and past due. | | |  | | |  | 4 |  |
|  | **General** | **C.141** | The system shall allow for 36 months of history to be loaded from the prior system | | |  | | |  | 10 |  |
|  | **General** | **C.142** | The system shall have an integrated ability to collect E-signatures from participants for various documents | | |  | | |  | 6 |  |
|  | **General** | **C.143** | The system shall have a module to contain Project Based Vouchers with standard project based fields and reporting capabilities.” | | |  | | |  | 6 |  |
|  | **Housing the applicant** | **C.144** | **The system shall have a module to hold an RTA process, an inspection and a lease up process to finalize the applicant getting housed.** | | |  | | |  | 10 |  |
|  | **Housing the applicant** | **C.145** | The system shall automatically determine the applicant's eligibility of a proposed unit based on HUD guidelines including but not limited to Income, expenses, deductions, rent and utility schedules. The system shall contain tables to hold all of the required ranges. | | |  | | |  | 6 |  |
|  | **Housing the applicant** | **C.146** | The system shall have a clock for the RTA process to track the time allowed for that process with the ability to stop the clock according to customizable approved reasons. | | |  | | |  | 10 |  |
|  | **Housing the Applicant** | **C.147** | The system shall share applicant data from waiting list program to participant program file automatically when applicant becomes a participant. | | |  | | |  | 6 |  |
|  | **Housing the Applicant** | **C.148** | The system shall have the ability to indicate an appointment as a no show or other denial reasons and be removed from a waiting list (with reason code), unless it has been marked for reschedule. | | |  | | |  | 10 |  |
|  | **Housing the Applicant** | **C.149** | The system shall auto-assign a voucher number to eligible applicants and generate a HUD voucher form for each eligible applicant with all required fields. | | |  | | |  | 6 |  |
|  | **Housing the Applicant** | **C.150** | The system shall keep track of 75% admissions at or below 30% of median income; 25% between 30% and 50% of median income and notify THDA leadership if this becomes out of alignment | | |  | | |  | 10 |  |
|  | **Housing the Applicant** | **C.151** | The system shall have the ability to track all special programs vouchers (Mainstream, VASH, EHV, etc.) | | |  | | |  | 10 |  |
|  | **Housing the Applicant** | **C.152** | The system shall perform on-screen calculation for purposes of estimating the applicant's maximum initial rent burden once verification is received and income calculated to provide the participant with the 40% estimate. | | |  | | |  | 6 |  |
|  | **Housing the Applicant** | **C.153** | The system shall provide the ability to generate a Request for Tenancy Approval | | |  | | |  | 6 |  |
|  | **Housing the Applicant** | **C.154** | The system shall provide a queue of expired vouchers to then be worked by the caseworker that issued them | | |  | | |  | 6 |  |
|  | **Housing the Applicant** | **C.155** | The Housing the applicant functionality is intuitive, user friendly, easy to learn and efficiently executed | | |  | | |  | 6 |  |
|  | **Inspection** | **C.156** | **The system shall have a module to request and store inspection result details** | | |  | | |  | 10 |  |
|  | **Inspection** | **C.157** | The system shall have a module for inspection details including but not limited to the ability to request and submit to external sources, track results and automatically determine when the next inspection is due | | |  | | |  | 10 |  |
|  | **Inspection** | **C.158** | The system shall be able to generate a file or json record to be sent to an external vendor who completes inspections for THDA. The file shall include inspection request data including but not limited to details about the resident and unit. The system shall then be able to receive a return record to populate in the system the results of the inspection. | | |  | | |  | 6 |  |
|  | **Inspection** | **C.159** | The system shall have the ability for a real time API data transfer for the external vendor requests and receipts | | |  | | |  | 4 |  |
|  | **Inspection** | **C.160** | The system shall be able to automatically generate annual vs. bi-annual inspection requests based on customizable Program Criteria | | |  | | |  | 6 |  |
|  | **Inspection** | **C.161** | The system shall be able to automatically generate randomized quality control inspection requests based on customizable Program Criteria | | |  | | |  | 4 |  |
|  | **Inspection** | **C.162** | The system shall be able to accept an external file that contains requests for extensions with the ability to approve or deny that extension, add details to the record and send it back to the external vendor with that response. The system shall update any tasks/notifications of the updated inspection due date | | |  | | |  | 6 |  |
|  | **Inspection** | **C.163** | The system shall identify late inspections that would show up as a failed HQS PIC measure before they meet the late classification and identify them as a high priority task for THDA inspection staff and be able to submit them to the external vendor as a high priority inspection request. | | |  | | |  | 6 |  |
|  | **Inspection** | **C.164** | The system shall automatically transmit data to the third party inspection vendor notifying them or canceling the scheduled inspection when a resident moves out of a unit to prevent unnecessary inspections of vacant units for annual and biennial inspections. | | |  | | |  | 6 |  |
|  | **Inspection** | **C.165** | The system shall check for the presence of the tenant's name when transmitting an initial inspection requests. If no tenant name is present, the system shall alert appropriate staff. | | |  | | |  | 6 |  |
|  | **Inspection** | **C.166** | The system shall be compliant with the 52580 HUD form and include all pass/fail items and rooms. If HUD updates the form, then the system shall be updated to comply. | | |  | | |  | 10 |  |
|  | **Inspection** | **C.167** | The system shall have an inspection summary section that lists all pass/fail items with the ability to filter for all items that have passed and all items that have failed. | | |  | | |  | 6 |  |
|  | **Inspection** | **C.168** | The system shall indicate on the inspection results each failed item and if the responsibility is landlord or tenant | | |  | | |  | 6 |  |
|  | **Inspection** | **C.169** | The system shall provide an inspection history of fail, pass and pass with comments from the prior years by unit | | |  | | |  | 6 |  |
|  | **Inspection** | **C.170** | The system shall tie the Inspection to the RTA so we know which tenant contact to add to the inspection request | | |  | | |  | 6 |  |
|  | **Inspection** | **C.171** | The system shall track any re-inspections or emergency inspection requests passed to THDA from an external vendor | | |  | | |  | 6 |  |
|  | **Inspection** | **C.172** | The system shall have a dashboard to display any inspections at risk of expiring with configurable settings | | |  | | |  | 4 |  |
|  | **Inspection** | **C.173** | The system shall have the capability of conducting HQS inspections at the same time as recertification. | | |  | | |  | 6 |  |
|  | **Inspection** | **C.174** | The Inspection functionality is intuitive, user friendly, easy to learn and efficiently executed | | |  | | |  | 6 |  |
|  | **Letters** | **C.175** | **The system shall have the ability to generate letters to be sent to Participants/Landlords/Owners** | | |  | | |  | 10 |  |
|  | **Letters** | **C.176** | **The system shall have the ability to make read only forms available within the system to then be added as an attachment to a letter/email** | | |  | | |  | 10 |  |
|  | **Letters** | **C.177** | The system shall allow for a physical letter and or emails with a letter attachment to be sent to residents, landlords, owners and other entities containing information entered in any module individually or by a batch. | | |  | | |  | 6 |  |
|  | **Letters** | **C.178** | The vendor shall have canned letters available for use under the category of Accounting / Financial. Please review the master list of letters addendum and indicate which reports you have available that are similar to the title and description provided. | | |  | | |  | 6 |  |
|  | **Letters** | **C.179** | The vendor shall have canned letters available for use under the category of Certifications. Please review the master list of letters addendum and indicate which reports you have available that are similar to the title and description provided. | | |  | | |  | 6 |  |
|  | **Letters** | **C.180** | The vendor shall have canned letters available for use under the category of FSS. Please review the master list of letters addendum and indicate which reports you have available that are similar to the title and description provided. | | |  | | |  | 6 |  |
|  | **Letters** | **C.181** | The vendor shall have canned letters available for use under the category of Intake. Please review the master list of letters addendum and indicate which reports you have available that are similar to the title and description provided. | | |  | | |  | 6 |  |
|  | **Letters** | **C.182** | The vendor shall have canned letters available for use under the category of Housing the Applicant. Please review the master list of letters addendum and indicate which reports you have available that are similar to the title and description provided. | | |  | | |  | 6 |  |
|  | **Letters** | **C.183** | The vendor shall have canned letters available for use under the category of Other Documents. Please review the master list of letters addendum and indicate which reports you have available that are similar to the title and description provided. | | |  | | |  | 6 |  |
|  | **Letters** | **C.184** | The vendor shall have canned letters available for use under the category of Portability. Please review the master list of letters addendum and indicate which reports you have available that are similar to the title and description provided. | | |  | | |  | 6 |  |
|  | **Letters** | **C.185** | The system shall automatically generate an email copy to the recipient for any physical letters generated. | | |  | | |  | 4 |  |
|  | **Letters** | **C.186** | The system shall store all letters generated within the system with the ability to regenerate the letter and send again retaining the original date. | | |  | | |  | 6 |  |
|  | **Letters** | **C.187** | The system shall auto generate repayment letters when a monthly payment has been determined | | |  | | |  | 6 |  |
|  | **Letters** | **C.188** | The system shall store all documents & letters within the system including those entered by THDA users and via any linked portal | | |  | | |  | 4 |  |
|  | **Letters** | **C.189** | The system shall hold HUD-mandated (i.e. HAP contract, Tenancy Addendum) and State specified forms or letters. These forms should automatically populate tenant information from the system database. | | |  | | |  | 6 |  |
|  | **Letters** | **C.190** | The Letter functionality is intuitive, user friendly, easy to learn and efficiently executed | | |  | | |  | 6 |  |
|  | **Letters** | **C.191** | The system shall allow for the automation of English or Spanish language to be sent to the participant based on the participant’s preferred language. | | |  | | |  | 6 |  |
|  | **Notes** | **C.192** | The system shall provide a function to generate and store notes for Residents, Owners and Property Managers for all modules in the system | | |  | | |  | 6 |  |
|  | **Notes** | **C.193** | The system shall have a note type for notes to make them easier to identify in a list. This will make notes available either within a module or provide a central view of all notes throughout the system | | |  | | |  | 4 |  |
|  | **Notes** | **C.194** | The system shall be able to filter notes by different note criteria restricting what types of notes are viewed | | |  | | |  | 4 |  |
|  | **Notes** | **C.195** | The system shall allow the ability to select multiple tenant files to place the same note without having to place the notes in each file individually. | | |  | | |  | 4 |  |
|  | **Notes** | **C.196** | The notes functionality is intuitive, user friendly, easy to learn and efficiently executed | | |  | | |  | 6 |  |
|  | **Payment System Interface** | **C.197** | **The system shall be able to generate a custom flat file of payment information to be fed to the State of Tennessee's payment system called Edison** | | |  | | |  | 10 |  |
|  | **Payment System Interface** | **C.198** | The system shall distinguish between sub programs, agency type and transaction type in the payment file with the ability to customize the fields included in each type. | | |  | | |  | 6 |  |
|  | **Payment System Interface** | **C.199** | The system shall be able to populate an ERP transaction file as required for purchase orders, accounts payable vouchers or others similar transactions as required with a variable data set for the account distribution line (account coding consists of GL Account number, department ID, contract number, payment amount, invoice number, transaction description, program code and other similar data as required) | | |  | | |  | 6 |  |
|  | **Payment System Interface** | **C.200** | The system shall automatically import and populate the supplier number, address and location code from an external payment system into the resident/vendor/landlord/owner and other fields as required | | |  | | |  | 6 |  |
|  | **Payment System Interface** | **C.201** | The system shall indicate if a payee has a direct deposit setup for them with the ability to import that data from an external payment system | | |  | | |  | 6 |  |
|  | **Payment System Interface** | **C.202** | The system must be able to produce a monthly or interim text file for HAP & UAP Payments, which can occur at any time of our choosing. | | |  | | |  | 6 |  |
|  | **Payment System Interface** | **C.203** | The system must allow for user defined fields, these fields will be assigned values by the State of TN and is part of the text file created by the System. | | |  | | |  | 6 |  |
|  | **Payment System Interface** | **C.204** | The system shall allow for the integration of a payment system via an API or nightly file transfer | | |  | | |  | 4 |  |
|  | **Payment System Interface** | **C.205** | The system shall generate a unique invoice ID (identifier) that would be distinct across all vendors and be included with all payment transactions. It would be helpful if the ID would consist with a combination of system identifier, vendor identifier and payment id. | | |  | | |  | 4 |  |
|  | **Payment System Interface** | **C.206** | The system shall identify any individual items in the batch file a failure to submit to the external payment system to allow a user to rework that submission and generate an error file for items to be worked. There would be an ability to resubmit any fixed items and a reconciliation report that can be run to find mismatches between items in the system vs. items in the external payment system. | | |  | | |  | 4 |  |
|  | **Payment System Interface** | **C.207** | The system shall have the ability to integrate payment failure data from an external system and trigger tasks for those payments to be resolved. | | |  | | |  | 4 |  |
|  | **Payment System Interface** | **C.208** | The payment system interface functionality is intuitive, user friendly, easy to learn and efficiently executed | | |  | | |  | 6 |  |
|  | **Payments** | **C.209** | The system shall be able to process HAP and UAP payments separately to accommodate a vendor or resident that does not have required demographic information complete. Once the Demographic information has been completed the missing payment would be processed. | | |  | | |  | 6 |  |
|  | **Payments** | **C.210** | The system shall have the ability to flag potential duplicate payments based on configurable comparable fields | | |  | | |  | 6 |  |
|  | **Payments** | **C.211** | The system shall be able to identify missing information required for our state payment processor and alert and flag those items for easy removal and reintegration once the missing data has been entered. The system will alert the payment staff of potential missing items before the payment processing starts. | | |  | | |  | 6 |  |
|  | **Payments** | **C.212** | The system shall have a process of payment holds that will automatically trigger off of events that occur within the system. An example could be that a 1099 is returned which is information fed from an external system. | | |  | | |  | 4 |  |
|  | **Payments** | **C.213** | The system shall have a payment processing workflow that is streamlined with automated features that does not require a subject matter expert to complete. | | |  | | |  | 6 |  |
|  | **Payments** | **C.214** | The system shall have a payment process where if an item is placed on hold, there will be a reminder configured to remind the specialist to follow up on the hold reason to resolve. An example could be if a vender ID is missing from a certification, we would want to allow for the certification to be locked but a reminder for the specialist to locate and populate the vendor ID before the payment processed would be generated. | | |  | | |  | 4 |  |
|  | **Payments** | **C.215** | The system shall auto-generate negative and positive adjustments on certifications including retroactive with the ability to manually create them when necessary. | | |  | | |  | 6 |  |
|  | **Payments** | **C.216** | The system shall have flags to indicate duplicate payments based on configurable data points. If a duplicate payment is identified, the system shall alert the user. | | |  | | |  | 6 |  |
|  | **Payments** | **C.217** | The system shall allow for the search for a landlord, owner or resident by the vendor supplier number | | |  | | |  | 6 |  |
|  | **Payments** | **C.218** | The system shall allow for the voiding of a payment with the option to generate a payment again or not | | |  | | |  | 6 |  |
|  | **Payments** | **C.219** | The system shall allow the ability for accounting to move a negative payment amount into accounts receivable when a negative payment is due | | |  | | |  | 6 |  |
|  | **Payments** | **C.220** | The system shall have a payment history ledger with payment details (payment type, dates, amount, check number, payee) for all payments by resident | | |  | | |  | 6 |  |
|  | **Payments** | **C.221** | The system shall restrict a Tax ID to be owned by only one vendor record | | |  | | |  | 6 |  |
|  | **Payments** | **C.222** | The system shall allow payment staff to set the cut off calendar which restricts other users from creating new certifications with the effective dates on or before the cut off period | | |  | | |  | 6 |  |
|  | **Payments** | **C.223** | The system shall have a payment system for portability vouchers to generate account receivable/payable records for incoming and outgoing port agreements with other agencies | | |  | | |  | 6 |  |
|  | **Payments** | **C.224** | The system shall allow manual payment adjustments to be created and deleted by the user. | | |  | | |  | 6 |  |
|  | **Payments** | **C.225** | The system shall lock the users from creating new certifications during a configurable cut off period | | |  | | |  | 6 |  |
|  | **Payments** | **C.226** | The payment functionality is intuitive, user friendly, easy to learn and efficiently executed | | |  | | |  | 6 |  |
|  | **Portability** | **C.227** | The system shall have a place to store and update the PHA admin fee schedule published by HUD to then be used to automatically and correctly calculate the admin fees that generate accounts receivable and payable records according to the effective date. Individual PHA Schedules shall be able to be individually updated. | | |  | | |  | 10 |  |
|  | **Portability** | **C.228** | The system shall be able to hold PHA Agency information including but not limited to Name, PHA Code, Contact information | | |  | | |  | 6 |  |
|  | **Portability** | **C.229** | The system shall have a place in the certification module to track port records that include initiating and receiving PHA, the PHA code and the admin fees associated with the cert. | | |  | | |  | 10 |  |
|  | **Portability** | **C.230** | The system shall automate the sending of the 52665 form to an originating PHA whenever the 50058 is generated. | | |  | | |  | 10 |  |
|  | **Portability** | **C.231** | The system shall alert users when a voucher is a portability. | | |  | | |  | 6 |  |
|  | **Portability** | **C.232** | The system shall automatically warn a user before they lock the certification that a port voucher requires an admin fee if the admin fee is blank. | | |  | | |  | 6 |  |
|  | **Portability** | **C.233** | The system shall automatically update admin fees within active certifications when a new admin fee schedule is updated if the active cert is within the new effective date period. | | |  | | |  | 6 |  |
|  | **Portability** | **C.234** | The system needs to be able to enter the HUD portability percentage and national proration factor | | |  | | |  | 10 |  |
|  | **Portability** | **C.235** | The System must be able to track all incoming and outgoing portables. | | |  | | |  | 6 |  |
|  | **Portability** | **C.236** | The System must have the ability to notify the receiving PHA (either in writing or by email) at least 120 days prior to the anniversary date of the lease for the recertification process. | | |  | | |  | 10 |  |
|  | **Portability** | **C.237** | The system should allow tracking capability to identify absorption. The system must allow information to be sent to the originating housing authority. | | |  | | |  | 6 |  |
|  | **Portability** | **C.238** | The System must be able to forecast the Administration Fees and the system must automatically pay outgoing portable just like any other contract. | | |  | | |  | 10 |  |
|  | **Portability** | **C.239** | The system must automatically send billing information to the originating PHA. | | |  | | |  | 10 |  |
|  | **Portability** | **C.240** | The system shall time and date stamp the 52665 form and have a confirmation of receipt | | |  | | |  | 6 |  |
|  | **Portability** | **C.241** | The portability functionality is intuitive, user friendly, easy to learn and efficiently executed | | |  | | |  | 6 |  |
|  | **Portal** | **C.242** | The Online portal where the applicant applies to the waitlist will have the ability for the applicant to check their status or update their address among other features. If the applicant updates their address, a history of the original address at the time of the application will be held for eligibility verification. | | |  | | |  | 10 |  |
|  | **Portal** | **C.243** | The system shall provide an external online portal to accept applications for open section 8 waitlists collecting demographic, financial and customizable questions. The system will also have the ability to turn waitlists on and off to external applications according to THDA voucher availability. | | |  | | |  | 10 |  |
|  | **Portal** | **C.244** | The waitlist portal shall have a feature that requires an email address and sends the applicant a confirmation email before they can proceed. | | |  | | |  | 10 |  |
|  | **Portal** | **C.245** | The system shall allow the option of uploading documents to the waitlist portal at the time of application. | | |  | | |  | 4 |  |
|  | **Portal** | **C.246** | The system shall have a resident portal that allows for the submission of initial certs and recertifications | | |  | | |  | 6 |  |
|  | **Portal** | **C.247** | The system shall capture documents and data which will be entered externally via the portal but also be available via the internally viewed resident record | | |  | | |  | 6 |  |
|  | **Portal** | **C.248** | The system shall allow for a resident to request an appeal through the portal with all of the required fields necessary to process that request. The resident will receive an email confirming that request. | | |  | | |  | 6 |  |
|  | **Portal** | **C.249** | The system shall allow for electronic signatures for residents/owners/landlords for sign off requirements | | |  | | |  | 6 |  |
|  | **Portal** | **C.250** | The system's external portal shall remind participants when a document is coming up on a due date | | |  | | |  | 6 |  |
|  | **Portal** | **C.251** | The portal functionality is intuitive, user friendly, easy to learn and efficiently executed | | |  | | |  | 6 |  |
|  | **Portal** | **C.252** | The system shall allow FSS and HOV program applicants to apply on an on-line portal answering program specific questions and providing demographic & financial information via distinct fields or attachments | | |  | | |  | 6 |  |
|  | **Portal** | **C.253** | The FSS/HOV portal shall have distinct applications for FSS vs. HOV with customization available to support the distinct programs | | |  | | |  | 6 |  |
|  | **Portal** | **C.254** | THE FSS/HOV portal shall feed the application information into the main system allowing the FSS/HOV staff to accept or reject the applications | | |  | | |  | 6 |  |
|  | **QA** | **C.255** | The system shall automatically generate a random configurable case sample set based on multiple possible criteria points. | | |  | | |  | 6 |  |
|  | **QA** | **C.256** | The system shall have a module to document a QA review of a selection of certifications including the draw, RTA, new admission or recertification, including not limited to the date of the review, comments and outcome | | |  | | |  | 6 |  |
|  | **QA** | **C.257** | The QA functionality is intuitive, user friendly, easy to learn and efficiently executed | | |  | | |  | 6 |  |
|  | **Recertification** | **C.258** | **The system shall have a module to review existing residents and determine if that resident is still eligible for section 8 benefits.** | | |  | | |  | 10 |  |
|  | **Recertification** | **C.259** | The system shall utilize existing data collected for the new admission certification to prompt the specialist to re-confirm the data for a recertification | | |  | | |  | 6 |  |
|  | **Recertification** | **C.260** | The system shall include the latest inspection data in with the recertification review to then be ultimately used for the PIC submission. | | |  | | |  | 6 |  |
|  | **Recertification** | **C.261** | The system shall pull the most recent utility allowances and payment standards to be used with the recertification review | | |  | | |  | 10 |  |
|  | **Recertification** | **C.262** | The system shall enforce the recertification timeline and stop payments for a delinquent annual review | | |  | | |  | 10 |  |
|  | **Recertification** | **C.263** | The system shall provide a way for a manager to make a modification to the voucher to accommodate reasonable accommodations, family members aging up or other for other policy reasons | | |  | | |  | 10 |  |
|  | **Recertification** | **C.264** | The system shall maintain a comprehensive historical record of all tenant certifications, interim and annual recertifications (50058 forms) and housing assistance payments to reflect at a minimum:  • Household members, including names, birth dates, and social security numbers of each • Unit address and mailing address for each HOH and family member if different that the unit address • Owner name, address, and social security or tax id number • TTP • Contract and gross rent • Housing assistance payments to owners and tenants indicating dates of payments and amounts • Transaction type and effective date • HUD project number | | |  | | |  | 10 |  |
|  | **Recertification** | **C.265** | Create and electronically transmit HUD Form 50058 to HUD in accordance with HUD requirements.  • Must report effective date of transmission • Must report effective month of transmission • Must edit for all HUD fatal errors (as defined by HUD) prior transmittal to HUD. • Must be able to breakdown the warning and error message from MTCS, allow the operator to correct the errors, and only re-transmit corrected records. • Must sequence transactions for transmittal by effective date. | | |  | | |  | 10 |  |
|  | **Recertification** | **C.266** | The system shall validate the Payment Standard for recertifications to assist with data accuracy | | |  | | |  | 10 |  |
|  | **Recertification** | **C.267** | The system shall allow for multiple users to populate information on the recertification but the effective date of the information should be used to determine what information is effective vs. historical. | | |  | | |  | 6 |  |
|  | **Recertification** | **C.268** | The system shall have the ability to change allowances including but not limited to Utilities, dependents, disability or medical which will modify the Total Tenant Payment and produce letters notifying tenant and owner of the change. | | |  | | |  | 10 |  |
|  | **Recertification** | **C.269** | The system shall have the ability to maintain and recall dates of annual and interim recertifications needed for each tenant. | | |  | | |  | 6 |  |
|  | **Recertification** | **C.270** | The system shall track the following information on all approved units for head of household and for all the associated household members:  • Full Name • Date of birth • Social Security Number • Relation (Head, Spouse, Co-Head, etc.) • Race • Ethnicity • Sex • Citizenship or Alien Status • Status (Disabled, Elderly, Handicapped, Single/Pregnant, Emancipated Minor) • Reasonable Accommodation Required • All Sources of Income (type and amounts) • Employer name and address • Assets (including location and address of asset) • Exclusions • Tenant Mailing Address • Tenant Unit Address • Owner Social Security or Tax Identification Number • Owner Name • Agent Name • Owner/Agent Mailing Address • Owner/Agent Phone • Date of 1st appt (For annual recertification appointments) • Time 1st appt (For annual recertification appointments) • Date of 2nd appt (For annual recertification appointments) • Time of 2nd appt (For annual recertification appointments) • Date of termination • Reason for termination • County or MSA • Program Type • Project Number • Bedroom Size Allocated • Local Preference Status • Hard to House Status • Income Limits • Unit Type • Leased in Place Status • Living in Other Subsidized Property • Date of Last HQS Inspection • Pass Date of Last HQS Inspection • Pass/Fail Status • Damages or Other Debt Owed • Fair Market Rent or Payment Standard • Allowances and Types • Deductions and Types • Contract Rent • Utility Allowance • Gross Rent • Total Tenant Payment • Housing Assistance Payment • Utility Reimbursement • Contract Effective Date • Contract End Date • Lease Effective Date • Lease Expire Date • ACC Number • Cost Center (required for Payment Processing) • Census Tract • Transaction Type • Transaction Effective Date • Next annual recertification and/or interim date • Security Deposit • Exception Rent • FSS Participant (Y or N) • Base Rent • Portability Status • All other information required for HUD 50058 processing • Assigned field representative • Years of Education (HOH only) • TennCare/Medicaid Enrolled (HOH only) • Food Stamp Enrolled (HOH only) • Such other additional fields as may be desired or required by the State or HUD | | |  | | |  | 10 |  |
|  | **Recertification** | **C.271** | The system shall have the ability to calculate gross and adjusted annual income. | | |  | | |  | 10 |  |
|  | **Recertification** | **C.272** | The system shall have the ability to Calculate Assets. | | |  | | |  | 10 |  |
|  | **Recertification** | **C.273** | The system shall have the ability to maintain and modify each of the following HUD parameters • Allowances for Dependents • Allowances for Elderly Household • Passbook Savings Rate • Minimum Rent | | |  | | |  | 10 |  |
|  | **Recertification** | **C.274** | The system shall have the ability to future or back date revised information, i.e income, changed prior to effective date of recert. The user should be able to change the date or delete if the record has not been submitted to PIC. | | |  | | |  | 10 |  |
|  | **Recertification** | **C.275** | The recertification functionality is intuitive, user friendly, easy to learn and efficiently executed | | |  | | |  | 6 |  |
|  | **Rent Comparables** | **C.276** | **The system shall have a module or integrated solution to store rent comps which will be used to determine unit eligibility** | | |  | | |  | 10 |  |
|  | **Rent Comparables** | **C.277** | The system shall have a module or an external integration of a rent comparable source to verify that proposed units meet the allowable criteria. If the vendor is supplying the comparable units, the units provided must be compliant to the THDA admin plan. | | |  | | |  | 10 |  |
|  | **Rent Comparables** | **C.278** | The system should have a Rent Comparable database that is able to import data from other sources. | | |  | | |  | 6 |  |
|  | **Rent Comparables** | **C.279** | The system must utilize a database of rent reasonableness to automatically suggest three appropriate comparable units. | | |  | | |  | 6 |  |
|  | **Rent Comparables** | **C.280** | The system must update rent comparables at least annually. | | |  | | |  | 10 |  |
|  | **Rent Comparables** | **C.281** | The Rent Comparable module must have the ability to use geo searches to look for comparables within a certain mile radius | | |  | | |  | 6 |  |
|  | **Rent Comparables** | **C.282** | The Rent Comparable module must have the ability to compare similar bedroom size, structure types and distance in choosing comparable units. | | |  | | |  | 10 |  |
|  | **Rent Comparables** | **C.283** | The system must allow for case workers to search in similar demographic areas if no units are available within the area. | | |  | | |  | 6 |  |
|  | **Rent Comparables** | **C.284** | The system shall hold at least three comps per unit type, county and bedroom size | | |  | | |  | 10 |  |
|  | **Rent Comparables** | **C.285** | The rent comparables functionality is intuitive, user friendly, easy to learn and efficiently executed | | |  | | |  | 6 |  |
|  | **Repayments** | **C.286** | **The system shall have a repayment module or integrated external platform to track debt owed to THDA** | | |  | | |  | 10 |  |
|  | **Repayments** | **C.287** | The system shall have the ability to store repayment information for a resident who owes THDA funds | | |  | | |  | 10 |  |
|  | **Repayments** | **C.288** | The system shall automatically calculate the total repayment amount and what the monthly payment should be with a configurable option for a down payment. The system shall have the ability to mandate a configurable payment in full option based on the amount owed and the number of months the payments need to be made. | | |  | | |  | 6 |  |
|  | **Repayments** | **C.289** | The system shall have the ability to round up cents to the nearest dollar for repayments | | |  | | |  | 4 |  |
|  | **Repayments** | **C.290** | The system shall submit repayment information to PIC to prevent PIC discrepancies including but not limited to findings on the IVT report & new hire processes. | | |  | | |  | 6 |  |
|  | **Repayments** | **C.291** | The system shall automatically generate payment adjustments to be used for the creation of the repayment | | |  | | |  | 6 |  |
|  | **Repayments** | **C.292** | The system shall track the number of historic repayments by resident and allow for the configurable ability to stop a new repayment from being created | | |  | | |  | 6 |  |
|  | **Repayments** | **C.293** | The system shall have the ability to schedule a case conference to discuss the repayment process with the resident | | |  | | |  | 6 |  |
|  | **Repayments** | **C.294** | The system shall allow for a resident to pre-pay several months of their repayment balance but the prepayment will go to the end of the balance. If the resident pays the entire balance of the repayment, the system shall close out the repayment and cancel the remaining monthly payments. | | |  | | |  | 6 |  |
|  | **Repayments** | **C.295** | The system shall only allow one repayment to be current at the same time. However, the resident shall be allowed to pay the balance of the lesser repayment to then be setup with a second repayment. | | |  | | |  | 6 |  |
|  | **Repayments** | **C.296** | The system shall allow or three types of trackable repayment agreements. (1) Active agreements (2) Inactive agreements where payments can still be received and (3) agreements that have not been signed and will not be considered an accounts receivable but is still a debt owed to THDA. | | |  | | |  | 6 |  |
|  | **Repayments** | **C.297** | The system shall allow for the repayment to be converted to a write off status but is still visible and trackable as a write off in the UI. The repayment is still considered a debt owed to THDA. The write off classification can be reversed. | | |  | | |  | 6 |  |
|  | **Repayments** | **C.298** | The system shall provide a repayment module that is configurable to changing HUD or State requirements | | |  | | |  | 10 |  |
|  | **Repayments** | **C.299** | The system shall auto generate 30/60/90 day reminder letters for late repayments | | |  | | |  | 6 |  |
|  | **Repayments** | **C.300** | The system shall auto generate a monthly statement/receipt letter for repayments that includes remaining debt owed and payment information | | |  | | |  | 6 |  |
|  | **Repayments** | **C.301** | The repayment functionality is intuitive, user friendly, easy to learn and efficiently executed | | |  | | |  | 6 |  |
|  | **Reporting** | **C.302** | **The system shall provide a way to generate reports that include but are not limited to any entry field in the system.** | | |  | | |  | 10 |  |
|  | **Reporting** | **C.303** | Please provide THDA a list of all of your ready-made reports that you will be providing upon implementation | | |  | | |  | 6 |  |
|  | **Reporting** | **C.304** | The system shall allow for the use of SSRS as a reporting platform and embed the links into the system allowing for users to launch the reports seamlessly | | |  | | |  | 6 |  |
|  | **Reporting** | **C.305** | Do you have the capacity to created or edit complex reports and what is the rate for doing so | | |  | | |  | 6 |  |
|  | **Reporting** | **C.306** | The system shall allow for the reporting of a system calculated field as easily as a data entered field | | |  | | |  | 6 |  |
|  | **Reporting** | **C.307** | The system shall provide an appeal tracking report that shows the status of all open appeals/hearings | | |  | | |  | 6 |  |
|  | **Reporting** | **C.308** | The system shall be able to automatically generate and send a printable escrow statement for the FSS program on an annual or user defined basis | | |  | | |  | 6 |  |
|  | **Reporting** | **C.309** | The system shall provide an easy to use simple report builder that does not require the user to have knowledge of SQL. The user would be able to add or remove fields from existing reports as well when needed. | | |  | | |  | 6 |  |
|  | **Reporting** | **C.310** | The system shall provide a complex report builder that allows users with SQL knowledge to pull data from every table and field in the database | | |  | | |  | 6 |  |
|  | **Reporting** | **C.311** | The system shall provide the ability for users to run existing reports and select simple parameters like date ranges, staff and voucher types then have the ability to export the data in an Excel, Text, .pdf or other formats | | |  | | |  | 6 |  |
|  | **Reporting** | **C.312** | The system shall fulfill HUD reporting requirements and generate the VMS & PIC Reports | | |  | | |  | 10 |  |
|  | **Reporting** | **C.313** | The system shall be able to mirror the various HUD PIC Reports which will then allow for THDA to compare the data between the system and PIC to locate reporting gaps. | | |  | | |  | 10 |  |
|  | **Reporting** | **C.314** | The system shall provide a report that mirrors the EIV FSS SEMAP report so that we can compare the HUD report vs. who the current participants are in FSS Program and fix any EIV gaps. | | |  | | |  | 10 |  |
|  | **Reporting** | **C.315** | The system shall make all reports available to be run from within the system regardless of the source data | | |  | | |  | 6 |  |
|  | **Reporting** | **C.316** | The vendor shall have canned reports available for use under the category of Accounting / Financial. Please review the master list of reports amendment and indicate which reports you have available that are similar to the title and description provided. | | |  | | |  | 6 |  |
|  | **Reporting** | **C.317** | The vendor shall have canned reports available for use under the category of Certifications / Recertifications. Please review the master list of reports amendment and indicate which reports you have available that are similar to the title and description provided. | | |  | | |  | 6 |  |
|  | **Reporting** | **C.318** | The vendor shall have canned reports available for use under the category of FSS. Please review the master list of reports amendment and indicate which reports you have available that are similar to the title and description provided. | | |  | | |  | 6 |  |
|  | **Reporting** | **C.319** | The vendor shall have canned reports available for use under the category of Housing the Applicant. Please review the master list of reports amendment and indicate which reports you have available that are similar to the title and description provided. | | |  | | |  | 6 |  |
|  | **Reporting** | **C.320** | The vendor shall have canned reports available for use under the category of Inspections. Please review the master list of reports amendment and indicate which reports you have available that are similar to the title and description provided. | | |  | | |  | 6 |  |
|  | **Reporting** | **C.321** | The vendor shall have canned reports available for use under the category of Waitlist Please review the master list of reports amendment and indicate which reports you have available that are similar to the title and description provided. | | |  | | |  | 6 |  |
|  | **Reporting** | **C.322** | The system shall include a feature to randomly pull a set of sample tenants to assist with populating the "universe" for SEMAP reporting. | | |  | | |  | 10 |  |
|  | **Reporting** | **C.323** | The system shall provide canned reports that provide the SEMAP requirement for indicator 1 that includes the following: A report that provides the required parameters of a wait list that shows applicant name, date and time of application, preference, race and voucher size. | | |  | | |  | 10 |  |
|  | **Security** | **C.324** | The system shall provide a security role for Hearing officers with limited visibility to the appeals module to allow for that position to be non-partial. | | |  | | |  | 10 |  |
|  | **Security** | **C.325** | The system shall have security for letters and reports with the ability to limit access by role or individual | | |  | | |  | 10 |  |
|  | **Security** | **C.326** | The system shall have role based security with the ability to limit modules, screens and fields within the system by user role. | | |  | | |  | 10 |  |
|  | **Tenant/Owner/Landlord/Vendor** | **C.327** | The system shall allow for the modification of name, SSN and other demographic information with the ability determined by security role | | |  | | |  | 10 |  |
|  | **Tenant/Owner/Landlord/Vendor** | **C.328** | The system shall allow for the entry of an alternative ID generated by PIC to replace the SSN. | | |  | | |  | 10 |  |
|  | **Tenant/Owner/Landlord/Vendor** | **C.329** | The system shall provide a search engine to locate a landlord, owner, resident, household members or applicant by various demographic information including but not limited to Name, address, email address, phone number or SSN. Once found the head of household record would display in the correct module (applicant would be brought up in the waitlist, resident would be brought up in the certification module) | | |  | | |  | 10 |  |
|  | **Tenant/Owner/Landlord/Vendor** | **C.330** | The system shall allow users to filter units for Owners by active participants. This will enable users to view only the units with active residents under vendor management module, so you can see only the units that need a change of ownership | | |  | | |  | 6 |  |
|  | **Tenant/Owner/Landlord/Vendor** | **C.331** | The system shall provide for alternative addresses for an owner and HAP payee so that payments may be sent to one address (such as a corporate office) and correspondence (such as to a property manager) may be mailed to another address. | | |  | | |  | 10 |  |
|  | **Tenant/Owner/Landlord/Vendor** | **C.332** | The system shall allow for the archiving of a vendor keeping intact history but allowing for the vendor to not be selected for future work | | |  | | |  | 10 |  |
|  | **Tenant/Owner/Landlord/Vendor** | **C.333** | The system shall hold a list of vendors with standardized information | | |  | | |  | 6 |  |
|  | **Tenant/Owner/Landlord/Vendor** | **C.334** | The system shall hold a section of critical information that can be used to alert users when performing different actions. I.e.. if a resident has prior repayments and is requesting a new repayment, the system shall alert the user of the prior repayments | | |  | | |  | 6 |  |
|  | **Tenant/Owner/Landlord/Vendor** | **C.335** | The Tenant/Owner/Landlord/Vendor functionality is intuitive, user friendly, easy to learn and efficiently executed | | |  | | |  | 6 |  |
|  | **Units** | **C.336** | The system shall be able to store and display information on HCV units, including, but not limited to: address, current occupant, occupancy history, owner, HAP Payee, FMR area, number of bedrooms, square footage, year built, and structure type. | | |  | | |  | 10 |  |
|  | **Units** | **C.337** | The system shall provide a method to easily determine the number of occupied HCV units. | | |  | | |  | 6 |  |
|  | **Units** | **C.338** | The system shall provide a method to easily determine the number of owners who are active on the program, but do not have any currently occupied units, and shall be able to provide a list of these owners which includes their contact information. | | |  | | |  | 6 |  |
|  | **Units** | **C.339** | The system shall allow for the change of the head of household for a unit by updating the social security number with an automated feature that submits the change to PIC to prevent duplicate entries. | | |  | | |  | 10 |  |
|  | **Units** | **C.340** | The system shall provide an efficient method to bulk change the owner of record, or the address for an owner of record, for a set of units, giving the user the option to select which unit(s) are getting assigned to the new owner/address. | | |  | | |  | 10 |  |
|  | **Units** | **C.341** | The Unit functionality is intuitive, user friendly, easy to learn and efficiently executed | | |  | | |  | 6 |  |
|  | **Waitlist** | **C.342** | **The system shall have a module to hold multiple waitlists of section 8 rental assistance applicants which can then be used to feed into the draw process. An online portal is available to be used to externally apply to the waitlist as well as a method to manually add applicants.** | | |  | | |  | 10 |  |
|  | **Waitlist** | **C.343** | The system shall have the ability to display the application in multiple languages | | |  | | |  | 10 |  |
|  | **Waitlist** | **C.344** | The system shall have a conditional preference system that will allow for follow up questions and exclusions for the preferences such as not letting an applicant select a Local Preference when they may live out of area by validating the current home address entered. | | |  | | |  | 6 |  |
|  | **Waitlist** | **C.345** | The system shall display and store a confirmation and time stamp to the applicant when they finalize the submission of their application to the waitlist | | |  | | |  | 10 |  |
|  | **Waitlist** | **C.346** | The system shall enforce an alignment between the ZipCode and the city for a waitlist application | | |  | | |  | 10 |  |
|  | **Waitlist** | **C.347** | The system shall complete address validation with USPS for a waitlist application | | |  | | |  | 6 |  |
|  | **Waitlist** | **C.348** | The system shall allow for a restricted waitlist opening that would be open to special agency referral only. An example of a solution would be a password requirement. | | |  | | |  | 10 |  |
|  | **Waitlist** | **C.349** | The system shall allow for the mass purging of a waitlist for aged applicants including letter generating and closing of the applicant waitlist record | | |  | | |  | 6 |  |
|  | **Waitlist** | **C.350** | The system shall have the ability to add custom denial reasons | | |  | | |  | 6 |  |
|  | **Waitlist** | **C.351** | The system shall have the ability to identify applicants who need to be denied on the waiting list due to specific denial reasons and automatically close the application and generate an email to the applicant. | | |  | | |  | 10 |  |
|  | **Waitlist** | **C.352** | The system shall maintain all applicant information relative to Head of Household waiting to participate in Section 8 Voucher Program. Database fields required at a minimum: • Applicant Social Security Number • Email • Applicant Name • Applicant Addresses (residence and mailing) • Date and time that Application is received by State • Status of Elderly, Disabled, Handicapped, Family, or Single • Debt owed to PHA or eviction by PHA • Eligible/Ineligible • Race • Ethnicity • Sex • Date of Birth • Total Household Income • Reasonable Accommodation Required • County or Counties applied for • Multiple Telephone Numbers • Number of Household Members • Number of Minors • Bedroom Size indicated • Local Preference • Household member demographic and income information | | |  | | |  | 10 |  |
|  | **Waitlist** | **C.353** | The system shall maintain in the database the disposition of of the applicant:  • Program applied to • Current Status (Issued/Searching, Denied or Active) • Dates of purge(s): indicate response or no response • Dates notified of appointment(s) • Dates and reasons of denied preference(s) • Date and reason application is denied • Date issued: designate Voucher or Moderate Rehabilitation • Date(s) of Extensions of Vouchers • Lease effective or housed date • Date Voucher expired without leasing • Number of units inspected for applicant | | |  | | |  | 6 |  |
|  | **Waitlist** | **C.354** | The system shall have the ability to add, delete, change counties, MSA areas and/or other user-defined areas within the State from time to time. | | |  | | |  | 6 |  |
|  | **Waitlist** | **C.355** | The system shall have the ability to automatically merge waiting lists if needed within the system | | |  | | |  | 6 |  |
|  | **Waitlist** | **C.356** | The system shall have the ability to change the method of ranking based on preferences or other criteria. | | |  | | |  | 10 |  |
|  | **Waitlist** | **C.357** | The system shall have the ability to select applicants by date, preference, and/or any other defined criteria and show ranking. | | |  | | |  | 10 |  |
|  | **Waitlist** | **C.358** | The system shall have the ability to reactivate applicants (if they reapply after having been denied or issued and never leased, etc.) | | |  | | |  | 10 |  |
|  | **Waitlist** | **C.359** | The system shall have the ability to transfer application data automatically to Section 8 Participant database upon acceptance of housing. | | |  | | |  | 10 |  |
|  | **Waitlist** | **C.360** | The system shall have the ability to display the current status of an applicant including: • Indicate active tenant (Y or N) • Indicate former tenant (Y or N) • Indicate ineligibility • Indicate former repayment agreement • Indicate the position of the applicant of the waiting list • Local Preference (Y or N) | | |  | | |  | 6 |  |
|  | **Waitlist** | **C.361** | The system shall have the ability to utilize a duplicate check feature to identify when the same social security number is utilized twice for different applicants and/or household members. | | |  | | |  | 10 |  |
|  | **Waitlist** | **C.362** | The waitlist functionality is intuitive, user friendly, easy to learn and efficiently executed | | |  | | |  | 6 |  |
| *The Solicitation Coordinator will use this sum and the formula below to calculate the section score. All calculations will use and result in numbers rounded to two (2) places to the right of the decimal point.* | | | | | | | **Total Raw Weighted Score =** | | | |  |
| ***Total Raw Weighted Score / Maximum Possible Raw Weighted Score = Raw Weighted Score***  ***Raw Weighted Score X 60% = Section C Total Score*** | | | | |  | | | **Section C Total Score =** | | |  |
| *State Use –Evaluator Identification:* | | | | | | | | | | |
| *State Use – Solicitation Coordinator Signature, Printed Name & Date:* | | | | | | | | | | | |

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| **RFP ATTACHMENT 6.3.** | | |
| **COST PROPOSAL & SCORING GUIDE** *NOTICE: THIS COST PROPOSAL MUST BE COMPLETED EXACTLY AS REQUIRED*  **6.3 COST PROPOSAL SCHEDULE—** The Cost Proposal, detailed below, shall indicate the proposed price for providing goods or services as defined in the Scope of Services of the RFP Attachment 6.6., *Pro Forma* Contract, for the entire contract period. The Cost Proposal shall remain valid for at least 120 days subsequent to the date of the Cost Proposal opening and thereafter in accordance with any contract resulting from this RFP. All monetary amounts shall be in U.S. currency and limited to two (2) places to the right of the decimal point. | |
| **NOTICE:** | The Evaluation Factor associated with each compensable unit is for evaluation purposes only. The evaluation factors do NOT and should NOT be construed as any type of volume guarantee or minimum purchase quantity. The evaluation factors shall NOT create rights, interests, or claims of entitlement in the Respondent.  Notwithstanding the cost items herein, pursuant to the second paragraph of the *Pro Forma* Contract, Section C.1. (refer to RFP Attachment 6.6.), “THDA is under no obligation to request any goods or services from the Contractor in any specific dollar amounts or to request any goods or services at all from the Contractor during any period of this Contract.”  This Cost Proposal must be signed, in the space below, by an individual empowered to bind the Respondent to the provisions of this RFP and any contract awarded pursuant to this RFP. If the individual signing this Cost Proposal is not the *President* or *Chief Executive Officer*, the Respondent must attach evidence to the Cost Proposal showing the individual’s authority to legally bind the Respondent. |

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **RESPONDENT SIGNATURE:** |  | | | | | | | | | | |
| **PRINTED NAME & TITLE:** |  | | | | | | | | | | |
| **DATE:** |  | | | | | | | | | | |
| **RESPONDENT LEGAL ENTITY NAME:** |  | | | | | |  | | | | |
| **Cost Item Description** | **Proposed Cost** | | | | | | **State Use Only** | | | | |
| **2022** | **2023** | | **2024** | **2025** | **2026** | **Sum of Cost** | | **Evaluation Factor** | | **Evaluation Cost**  (cost x factor) |
| Implementation | **$**  **/ Year** |  | |  |  |  |  | | **1** | |  |
| Data Conversion | **$**  **/ Data Cut** |  | |  |  |  |  | | **3** | |  |
| Yearly Licensing | **$**  **/ Year** | **$**  **/ Year** | | **$**  **/ Year** | **$**  **/ Year** | **$**  **/ Year** |  | | **1** | |  |
| Training | **$**  **/ Year** | **$**  **/ Year** | | **$**  **/ Year** | **$**  **/ Year** | **$**  **/ Year** |  | | **1** | |  |
| Annual Maintenance and Support | **$**  **/ Year** | **$**  **/ Year** | | **$**  **/ Year** | **$**  **/ Year** | **$**  **/ Year** |  | | **1** | |  |
| **EVALUATION COST AMOUNT** (sum of evaluation costs above)**:** | | | | | | | | | |  | |
| The Solicitation Coordinator will use this sum and the formula below to calculate the Cost Proposal Score. Numbers rounded to two (2) places to the right of the decimal point will be standard for calculations. | | | | | | | | | |
| **lowest evaluation cost amount from all proposals** | | | **x (10%)** | | | | | **= SCORE:** | |  | |
| **evaluation cost amount being evaluated** | | |
| *State Use – Solicitation Coordinator Signature, Printed Name & Date:* | | | | | | | | | | | |