



**TENNESSEE HOUSING DEVELOPMENT AGENCY**

**REQUEST FOR PROPOSALS # 31620-00537**

**FOR LINE OF CREDIT SERVICES**

**AMENDMENT NUMBER ONE**

**DATE: November 25, 2019**

**RFP # 31620-00537 is amended as follows:**

**1. THDA responses to questions and comments in the table below amend and clarify this RFP.**

**Any restatement of RFP text in the Question/Comment column shall NOT be construed as a change in the actual wording of the RFP document.**

<b>QUESTION / COMMENT</b>	<b>STATE RESPONSE</b>
Will this answer suffice to address sections (a), (b) and (c) of Section B.14?  "Due to the proprietary nature of our software and processes, all servicing, programming, implementation and support is accomplished in-house and we are unable to outsource any element of the service to M/WBE or SDVOP entities."	B. 14. Is intended to address business relationships generally, not limited to merely the direct production of the software product. This could encompass a wide range of vendors or suppliers of services, such as payroll or HR services, suppliers of necessary goods or services utilized by the applicant, or any other business relationship in which a good or service is received by the applicant.
Are there any external factors driving launch timing? If so what are they and what is the ideal launch target?	No. The ideal launch is within 90 days to launch housing locator and 180 days for rent reasonableness component after the contract is executed.
Are there any marketing requirements to drive renter traffic? How will the site be promoted by the State of Tennessee, individual cities, non-profits, or others outside the scope of this RFP?	None specifically, other than the site is designated as THDA's HCV program landlord listing (all THDA HCV clients are referred to the system for housing search).  THDA has a limited marketing budget for the housing locator. THDA designs and provides logos, taglines and other marketing materials to PHAs, state agencies and cities/non-profits as requested, and directly markets the site through its social media accounts. THDA maintains regular contact with other agencies within the state of Tennessee who work with individuals seeking

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	<p>housing, cities and PHAs. Some agencies (PHAs, non-profits, state agencies) refer individuals seeking housing to THDA's housing locator or include a link to the locator on their websites. THDA markets the site at grantee and developer meetings hosted by the agency and at annual housing and other related conferences attended by persons who may have an interest in the locator. A number of PHAs across the state refer HCV program clients to the housing locator.</p>
<p>We expect the scope of the call center services to be limited to the functional navigation and use of the software. Are there any other use cases that the call center needs to support?</p>	<p>The call center should offer navigation and listing support that goes beyond functional support. The call center should be equipped to directly assist listing agents, searchers, THDA staff and partner agencies with using the system to list or find a unit during regular (central time) business hours (5 days a week) via phone or email. For listing agents, in addition to functional support, the call center should be prepared to intake information on a listing agent; set up an account and intake information on a specific property(ies), including all property features when requested. The call center also should be prepared to navigate the system for a caller directly (perform a housing search and discuss the results) via phone when requested. The call center should be prepared to work directly with registered case managers who may use the site to find designated special needs housing units. The call center should be equipped to provide support for the rent reasonableness functions, including finding and adding listings to the tool that meet HUD requirements when requested by agency staff. The call center should be prepared to provide routine support (targeted emails or phone call reminders) to THDA funded properties and other subsidized properties that THDA identifies to encourage initially listing or updating property listings on the site. Finally, the call center should be prepared to provide targeted and more intensive listing and search support within a short time frame during a disaster event as described in the RFP.</p>
<p>We expect the system to perform on the most recent versions of the following browsers: Google Chrome, Mozilla Firefox, Apple Safari and Microsoft Edge. Are there any other browser requirements?</p>	<p>No</p>
<p>Google Translate no longer supports an embeddable translation tool. We would expect that acceptable alternatives will be another embeddable translation tool or Google Translate through a browser. Can you confirm?</p>	<p>Yes, an acceptable alternative to Google Translate for translating simple Web content into as many languages as possible may be considered. Respondents should provide sufficient detail on the translation tool/process in the RFP response.</p>
<p>You ask that we would work with PHAs to integrate the tool into their programs. What are the mechanisms outside of the call center you expect to be included?</p>	<p>PHAs should have password protected access to the rent reasonableness components of the system where they may use the data in the system for rent comparables for their HCV programs in the same manner that THDA utilizes this feature. The call center should be responsible for working with THDA and an individual PHA to approve access to the system for this function. THDA also encourages PHAs to list properties they own/manage</p>

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	on the site and requires PHAs who own/manage properties with THDA funding to list the properties on the site.
Are there any requirements or obligations for properties to list on the site once launched?	THDA funded properties that are in active monitoring status are required to be listed on the agency's housing locator. No other properties are required to be posted. The State of Tennessee does not require property owners to list their rental properties on any public facing site. THDA strives to have 100% of the affordable housing properties in the state on the site (wait listed and available), but is only able to require properties with THDA funding in active monitoring status to list. THDA also strives to have a robust number of non-subsidized properties listed on the site, but listings are voluntary.