



TENNESSEE HOUSING DEVELOPMENT AGENCY

REQUEST FOR PROPOSALS # 31620-00544

FOR SECTION 8 CONTRACT ADMINISTRATION SOFTWARE

AMENDMENT NUMBER ONE

DATE: January 28, 2020

RFP # 31620-00544 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.

QUESTION / COMMENT	THDA RESPONSE
<ul style="list-style-type: none">Who is your current software provider for the PBCA program?	<ul style="list-style-type: none">CGI Federal
<ul style="list-style-type: none">For the cost proposal section, how many years of annual maintenance and support do we need to include?	<ul style="list-style-type: none">5
<ul style="list-style-type: none">On the Statement of Purpose it is mentioned “Provide other divisions of THDA with statistical data necessary for Civil Rights compliance” Question: Can you elaborate or provide an example of the requirement to provide other divisions of THDA with statistical data for Civil Rights compliance?	<ul style="list-style-type: none">Software vendor should be familiar with HUD’s ACC and provide the services to meet HUD requirements (current and future requirements). For example: THDA’s annual Title VI and Fair Housing reporting activities include (but are not limited to):A demographic report for beneficiaries (or tenant head of households) that includes the following information by a specified date range:<ul style="list-style-type: none">a. Total # of households assisted;b. # of HOH by race/ethnicity;c. # of HOH in each income category (0-30% AMI, 31-50% AMI, 51-80% AMI)d. # of elderly HOH (62+) and # of disabled HOH
<ul style="list-style-type: none">Section 6.2 Technical Response: Question: Although on-premise is preferred, would you like to see optional proposal for hosted solutions?	<ul style="list-style-type: none">Yes

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<ul style="list-style-type: none"> On Attachment 6.1 item #3. Except as otherwise provided in this RFP. Question: How should alternative language to 6.6 Contract be provided in the RFP response? 	<ul style="list-style-type: none"> 5.3.4. The Respondent identified as offering the apparent best-evaluated response must sign a contract drawn by THDA pursuant to this RFP. The Contract shall be substantially the same as the RFP Attachment 6.6., Pro Forma Contract. The Respondent must sign the contract by the Contractor Signature Deadline detailed in the RFP Section 2, Schedule of Events. If the Respondent fails to provide the signed Contract by this deadline, THDA may determine that the Respondent is non-responsive to this RFP and reject the response. 5.3.5. Notwithstanding the foregoing, THDA may, at its sole discretion, entertain limited negotiation prior to Contract signing and, as a result, revise the pro forma contract terms and conditions or performance requirements in THDA's best interests, PROVIDED THAT such revision of terms and conditions or performance requirements shall NOT materially affect the basis of response evaluations or negatively impact the competitive nature of the RFP and contractor selection process.
<ul style="list-style-type: none"> Does THDA manage Section 811 contracts and should this be included in the offering feature? 	<ul style="list-style-type: none"> No we do not have any 811 contracts
<ul style="list-style-type: none"> On Section B 6.2, PAGE 19 Prior to the demonstration, vendors will be provided use cases which will be workflows to highlight all requirements listed in this section. Question: What is the time frame that vendors will be provided the cases? 	<ul style="list-style-type: none"> By February 20, 2020
<ul style="list-style-type: none"> Section B Item B-7: The system shall allow the user to create a new call by selecting the property and contract information from a drop-down feature. Selection of the property/contract will default property/agent/owner demographic information for display. Question: Are you looking for specific demographic fields and, if so, what are they? Or is the requirement for a place to type in information manually? 	<ul style="list-style-type: none"> Yes, the fields needed: name of entity, address, contact person, phone number and email address for the owner. For the management agent, we need company name, address, phone number, contact person, email address.
<ul style="list-style-type: none"> Section B Item B-9: The system shall allow for the selection of the unit and name of the tenant based on the property selected in the tenant details. User should be able to manually enter demographic information. Question: Are specific fields required or free-form data entry? 	<ul style="list-style-type: none"> Yes, the caller name, address, unit number, phone number.
<ul style="list-style-type: none"> Section B Item B-25: The system shall allow the user to search for a past and current voucher not limited to contract number, property name, Sent to TRACS date, SSN and Status. SSN values are not part of Voucher records. Question: Do you mean something else or is the request to be able to find vouchers that contain billing rows for specific households as identified by the SSN of the head-of-household? 	<ul style="list-style-type: none"> We would like the ability to search past certification history and generate the 5267 form.

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<ul style="list-style-type: none"> Section B Item B-40: The system should capture the certification information from the HUD 50059 data submitted by the owner and be accessible. The user should be able to click a button to export the 50059. Question: By “export” above do you mean print the 50059? If not, what is meant by “export?” 	<ul style="list-style-type: none"> Yes, we would like to be able to extract the data into a pdf to print.
<ul style="list-style-type: none"> Section B Item B-41: The system should show a Unit Detail chart displaying the unit information in detail allowing the user to make changes to the status, category, or type as necessary. The user should also be able to navigate to the associated certifications. The user should be able to merge, apply gross rent and save changes if user security allows. Question: What is meant by “merge” above? Can you provide more information on what you want to merge. Are you referring to merging unit information or is it something else? 	<ul style="list-style-type: none"> The system should show a Unit Detail chart displaying the unit information in detail allowing the user to make changes to the status, category, or type as necessary. The user should also be able to navigate to the associated certifications. The user should be able to merge, apply gross rent and save changes if user security allows. Sometimes when an owner submits new unit number changes THDA has to merge the old unit with the new unit number so the new unit number will be active.
<ul style="list-style-type: none"> Section B Item B-48: The system shall automate an email to the owner for a TRACS response and allow for the system user to view this email Question: Is “email” above to be taken literally? HUD is starting to require that any PII sent through email be encrypted. TRACS responses often contain PII and are not suitable for normal email. 	<ul style="list-style-type: none"> It is not to be taken literally. We would like to be able to view the files to identify errors that the owners cannot see or discover on their own.
<ul style="list-style-type: none"> Section B-52 Question: Under what circumstances would you merge a resident? 	<ul style="list-style-type: none"> Currently when THDA receives a Move in or Initial recertification CAVS creates it’s a system generated resident ID. When a Move-in or Initial recertification correction is received that changes the head of household SSN or Birthdate information CAVS creates a new system resident ID. We have to search the head of household information and merge the old system generated ID with the new one so the resident’s certifications dated after the MI or Initial certification are accepted by the system. This is found when the new full recertification is submitted and is fatal for not having a prior certification in the system.
<ul style="list-style-type: none"> Section B-130: Question: Under what circumstances would you have property information in your system for a HUD administered property? 	<ul style="list-style-type: none"> THDA has multiple processes in our current system with the property information to auto populate for letters used for multiple processes (IBPS 3, IBPS 6 late pay and no pay letters, and IBPS 14), auto generated emails (voucher reconciliation reports, late pay, and no pay letters), MORs to be new ones added in new system, and resident issues call log information.
<ul style="list-style-type: none"> Section B Item B-134: The system administrator should be able to import messages (vouchers) to HUD when there is delay in sending or receiving. It is unclear what is being referred to above “Import to HUD?” Vouchers are sent or transmitted to HUD via iMAX. HUD response messages are received or downloaded from HUD. Question: Is some other process or system being referred to here? 	<ul style="list-style-type: none"> No. We’ve had timing issues in the past where they system administrator had to manually send files or check that files were sending because of a timing issue.
<ul style="list-style-type: none"> Page 11. Section 4.8 Disclosure of Response Contents All materials submitted to THDA in response to this RFP shall become the property of THDA of Tennessee. Selection or rejection of a response does not affect this 	<ul style="list-style-type: none"> THDA agrees to protect, to the fullest extent permitted by state law, the confidentiality of information expressly identified by the Respondent as confidential and proprietary, including

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<p>right. By submitting a response, a Respondent acknowledges and accepts that the full response contents and associated documents will become open to public inspection in accordance with the laws of the State of Tennessee.</p> <p>Question: How should a respondent present material considered to be proprietary trade secrets and protected from public disclosure?</p>	<p>information that would allow a person to obtain unauthorized access to confidential information or to electronic information processing systems owned by or licensed to THDA.</p>
<ul style="list-style-type: none"> Section D-4: Would a web service based server component that can be installed on premise or in Azure, with a windows based client that does not require anything to be installed on each local work station, the client files can just be dumped in a network folder and executed on all workstations directly from the network folder be considered acceptable? 	<ul style="list-style-type: none"> Yes, a client/server solution MAY be considered provided it is not a ClickOnce application AND that it can be run via a VPN/remote connection with no performance degradation and doesn't have to be implemented via Citrix/Terminal Serve