



**TENNESSEE HOUSING DEVELOPMENT AGENCY  
REQUEST FOR PROPOSALS # 31620-00799  
FOR  
COMMUNITY SERVICES SOFTWARE  
AMENDMENT ONE**

**DATE: April 19, 2024**

**RFP# 31620-00799 is amended as follows:**

- A.** Paragraph three of Section 1.1 Statement of Procurement Purpose is hereby deleted and replaced with the following paragraph:

THDA intends to select a System that best meets the needs and requirements of the Community Services Division and THDA. THDA advises all interested prospective respondents to carefully review the requirements of this RFP. Responses passing all threshold requirements under Attachment 6.2 Section A will be scored and invited to make a mandatory Oral Presentation according to Section 5.2.1.5. The final selection will be based on the scores established from the evaluation criteria as outlined in SECTIONS 5.0, which must include oral presentations involving System demonstrations.

- B.** Please see below the Answers to the Questions submitted regarding the RFP in no particular order.

No.	Questions	Answer
1	ESG: How is client eligibility determined for ESG?	Grantees determine Client eligibility based on homelessness status, lack of resources, and in some cases income. Client eligibility will not be determined using the system.
2	ESG: Is the software expected to track client characteristics for applicants of the ESG program? Are we expected to determine eligibility and calculate a benefit?	The system will not need to track client characteristics or determine eligibility to calculate a benefit.
3	ESG: Can you provide any additional requirements or workflow diagrams for this program?	Please refer to email attachment.
4	ESG: Is there any legacy data related to the ESG program?	ESG data must be retained for 5 years. Therefore, THDA will want to import any data from that must be retained from our legacy system into the new software. THDA intends to decommission its legacy software within six (6) months of moving to the new software.
5	ESG: Will applications for ESG be taken in the field during Outreach activities using a mobile device?	No, the system will not be used for determination of eligibility of clients.
6	ESG: What kind of data will be collected to determine program eligibility.	The system will not be used for determination of eligibility of clients.
7.	LIHEAP: Which entity makes payments to the clients? The Grantee or the state?	The Grantee makes payments to the utility providers on behalf of a client. The State reimburses the Grantee for the payments made.
8.	LIHEAP: Do you have an external payment system you intend to use or do you expect the selected software to be able to make the payments?	Payments are made through the State of TN Edison system. An interface file is expected to be produced out of the selected software in order to facilitate those payments. See Mandatory Requirement A.13 and C.140.

<p>9.</p>	<p><b>Sub-Fund</b> Can you provide more requirements on Sub Funds?</p>	<p>Sub-Fund types may differ by program. For ESG, the Sub-Fund type will include only Administrative Funds, which are limited to 7.5% of the total ESG annual allocation. All other ESG resources will be allocated for eligible activities.</p> <p>For LIHEAP, the Sub-Funds will include Administrative Funds which are limited to 10% of the total allocation and Weatherization (LIHEAP Wx) Funds, which also are limited by THDA to a specific percentage which may vary annually. The remaining funds will be used for eligible activities.</p> <p>For WAP, the Sub-Funds will include Administrative Funds and Training and Technical Assistance (T&amp;TA) funds, which are limited to 11% and 9%, respectively, of the total annual allocation. The remaining funds will be used for eligible Weatherization activities.</p> <p>THDA must track the use of the Program Funds against these caps annually.</p>
<p>10.</p>	<p><b>Sub-Program</b> Can you provide more requirements on Sub Programs?</p>	<p>As described in Section A. 2. f. of the RFP, THDA will allocate its federal allocation of a resource (i.e. ESG, WAP, and LIHEAP) to one or multiple Sub-Programs to which it will implement a funding offering for eligible applicants. For instance, the ESG program will implement two Sub-Programs, that include (1) a competition to award ESG resources to eligible nonprofits and local governments to implement eligible activities and (2) a set-aside allocation to specific local governments to implement eligible activities.</p>
<p>11.</p>	<p>Are some programs only available to specific agencies? Are some programs only available to specific counties?</p>	<p>THDA's LIHEAP and WAP programs are available only to the same 19 and 13 agencies, respectively, each year to implement within their specific service area. Those service areas cover all 95 Tennessee counties. Currently, no annual competition for these resources is held. A portion of the LIHEAP funds set-aside for weatherization activities (LIHEAP Wx) under the weatherization Sub-Fund are made available to agencies also administering WAP resources.</p> <p>THDA's ESG program is allocated through two separate sub-programs. The first sub-program, the ESG Competition, is available for use in 92 of Tennessee's 95 counties by local nonprofit organizations or local governments that seek to directly implement ESG eligible activities. The ESG Competitive funds may not be used in 3 jurisdictions which receive a direct allocation of ESG resources from the U.S. Department of Housing and Urban Development. The second Sub-Program is the ESG Set-Aside, which provides a direct allocation to four localities to partner with eligible nonprofit or directly implement ESG eligible activities in their jurisdiction.</p>
<p>12.</p>	<p>Is the software required to manage the process of local governments and non-profit organizations applying for eligibility for grants?</p>	<p>Yes</p>
<p>13.</p>	<p>On average, how many people apply for LIHEAP, Weatherization, and ESG?</p>	<p>THDA receives applications from approximately 50 nonprofit and local government organizations annually under the ESG Competition Sub-Program. THDA receives an additional 4 applications under the ESG Set-Aside</p>

		<p>Sub-Program. Grantees provide resources directly to eligible ESG clients, but those clients will not apply for assistance through the software.</p> <p>THDA does not award funds to its Grantees through a competitive process annually for WAP funds or LIHEAP Wx funds. Allocations are made to the same 13 Grantees annually. The number of applications received by each WAP Grantee varies; however, the total number of applications received annually by all Grantees is approximately 1,500.</p> <p>THDA does not award funds through a competitive process annually for LIHEAP funds. Allocations are made to the same 19 Grantees annually. The number of applications received by each LIHEAP Grantee varies; however, the total number of applications received annually by all Grantees is 127,400.</p>
14.	Is there an expected project cost for Implementation? If so, how much?	The respondent will need to provide their cost to implement and/or provide the items requested within this RFP.
15.	Is there an expected project costs for Maintenance and Support? If so, how much?	The respondent will need to provide their cost to implement and/or provide the items requested within this RFP.
16.	How does the RFP committee intend to conduct a Field Test?	THDA will only be requesting an Oral/Video Presentation.
17.	Is there a requested timeframe for implementing the various programs? Can they be staggered?	The requested time frame for the LIHEAP program is ideally by October 1, 2024. Yes, the remaining programs can be staggered.
18.	C.44: Please provide a definition of Reserved and Committed.	<p>At the Sub-Program levels, "Reserved" means the total of all funds that have been allocated to a Grantee.</p> <p>At the Grantee level, "Reserved" means those funds that have been allocated to the Grantee.</p> <p>At the Sub-Program levels, "Committed" means the total of all funds that have been set-aside to all Grantees through an executed grant contract.</p> <p>At the Grantee level, "Committed" means those funds that have set-aside for the Grantee through an executed grant contract.</p>
19.	C.49, C.60, C.63, C.69, C.73, C.76, C.85, C.86, C.87: It sounds like you may have a process where more than one reviewer/processor will evaluate an application, provide a score, and then an average score is assigned to the application. Please provide more details to the scoring process for THDA Reviewers. Please also include some details on the funding matrix and scoring fields. What program(s) does this apply to?	<p>For the ESG program, THDA will use the system to select its Grantees. The system will not be used by Grantees to select Client Households that the Grantee will assist.</p> <p>For the ESG program in its selection of Grantees, applications will be submitted and evaluated through the Software. THDA will have two reviews by separate reviewers of each grant application. Our current system has a scoring customization that allows reviewers to apply points to different answers, e.g. yes=2, no= 0. The application is broken down into 5 sections with multiple questions within each section: Program Design - 40 points, Applicant Capacity - 20 points, Fiscal Capacity - 20 points, Continuum of Care Coordination - 20 points, After each reviewer scores all sections, the two reviewer scores for each section are averaged and a total score determined for that application. THDA then pulls all of the application scores into a matrix by application score</p>

		<p>ranked in descending order. Scores that tie are ranked by tie breaking factors included in the program description. Funding is applied within the matrix and distributed to the highest scoring grantee based on their request until all funds are allocated.</p> <p>For LIHEAP and Weatherization, THDA will not use the system to select its Grantees. However, the software system will be used by Grantees to select its Client Households based on a priority scoring matrix of approved applications that have been evaluated in the software by each Grantee for eligibility.</p>
20.	How many THDA users will require access?	<p>Grantee Users: ESG – 265, LIHEAP – 650, WAP -65</p> <p>THDA Staff: ESG – 20, LIHEAP – 15, WAP – 6 THDA Support Staff across all programs – 9</p> <p>LIHEAP Client Household Applicants 127,400 WAP Client Household Applicants – 1,500</p>
21.	Per RFP, "THDA plans to implement new programs as additional resources are made available using the System selected under this RFP." What additional programs would be relevant? Would these add any additional users?	The number and type of future programs are unknown. However, a system should be configurable to enable THDA to implement future funding opportunities within the software.
22.	The RFP says you are looking to select one system or multiple systems depending on the responses. Can you explain what that might look like?	This statement was in error and will be corrected. THDA intends to select only one software solution through this RFP.
23.	Can you clarify or provide an example for requirement C. 49: The System should provide functionality to allow each Tennessee county to be assigned to certain designated fields, including Urban/Rural status, the appropriate Continuum of Care, Grand Division Designation, County Need Score, County Disaster Area declaration, or other county level designation determined by THDA based on an effective date for each designation.	<p>The software solution should enable THDA to categorize a county based on a variety of factors, which may be applicable across one or multiple programs based on an effective date for that factor. For instance, Tennessee is divided into three Grand Divisions (East, Middle, and West) with each county assigned to one Grand Division according to State law.</p> <p>Additionally, a county may be rated on its Economic Status (Distressed, At-Risk, Transitional, Competitive, Attainment), which may change from year to year. County "A" may be determined to have an At-Risk designation effective 7/1/2022; however, the designation may change to Transitional effective 7/1/2023. The system should record both designations by effective date.</p> <p>These are only two examples of potential categories that might be tracked at the county level. Others will be included as noted in requirement C.49.</p>
24.	Can you clarify requirement C.92: The System should include functionality to identify if a household member has been served during a date range by the Grantee or other Grantees.	LIHEAP Client Households can only be served once per program year. If a household is applying for a program, we would like the system to look and determine if the household has already received benefits during that program year and, if so, prevent the household from applying again.
25.	Can you provide more information for requirement C.150: The System should have the functionality to generate the results of a compliance review. Findings should be able to be categorized as defined by THDA.	<p>THDA has designated staff to perform Grantee compliance reviews funded under the ESG, LIHEAP, and WAP programs.</p> <p>The software solution should have the functionality to generate the results of these program specific Grantee compliance reviews. For each Grantee being monitored, there should be a drop-down menu to denote whether</p>

		<p>there is a finding, concern, observation, and/or recommendation. There should be a drop-down menu with common findings, concerns, observations, and/or recommendations listed where THDA staff can select any that match and an "other" area where THDA staff can type one if there are none that match in the drop-down menu. There should be a drop-down menu with a list of corrective actions that can be selected by the coordinator along with an "other" corrective action where THDA staff can type the corrective action if there are none that match in the drop-down menu. There should also be a drop-down menu where common citations can be entered and saved for future selection to reference the finding, concern, observation and/or recommendation. These findings, concerns, observations and/or recommendations along with the corrective actions and citations should then be able to be placed in a grid within a "program specific" form letter on formal THDA letterhead. Sample "monitoring report" form letters can be provided as a template to provide consistency, and to provide the wording that would go before and after the grid for each Sub-Program.</p>
26.	<p>Can you provide more information regarding requirement C.152: The System should provide a configurable tool to track status of monitoring results and findings.</p>	<p>All notifications for monitoring, reports, and closeouts will be done through the software system. The System will also be used to collect data pertaining to corrective action. The System should track when these notifications are sent, when requested information is uploaded into the System, when the monitoring reports are sent, when responses are due, and when the closeout letter is sent and when the next monitoring is due. The System should also be able to configure, based on the grid mentioned in the response to question 25, the overall number of findings, concerns, observations and/or recommendations per type of finding, concern, observation, or recommendation. All data should be available to be downloaded into an Excel spreadsheet in order to sort and filter this data.</p>
27.	<p>Section 3.1.1.1 requires that "Respondent should duplicate and use the RFP Attachment 6.2., Technical Response &amp; Evaluation Guide to organize, reference, and draft the Technical Response by duplicating the attachment," Can a Word or Excel version of the Requirements tables be made available to facilitate the assembly and organization of our response as requested?</p>	<p>THDA will provide an excel template with this Q&amp;A response.</p>
28.	<p>Homes that qualify for measures funded by the DOE WAP and LIHEAP Wx grants are also entitled to measures funded by Bipartisan Infrastructure Law and Inflation Reduction Act. Grantees will be challenged to braid these funding sources together in one weatherization project for maximum household benefit. Will THDA be interested in functionality that enables Grantees to leverage these additional DOE funds for weatherization?</p>	<p>No. THDA is only using WAP-Bipartisan Infrastructure Law funds on multifamily properties with occasional use of Weatherization Readiness Funds.</p>
29.	<p>Requirement C.10 includes the ability to export data to NEAT/MHEA. What percentage of homes are modeled in NEAT? There are no requirements for home energy audit - will home energy audit data be collected and stored in this system? If not, what data would be sent to NEAT/MHEA?</p>	<p>NEAT/MHEA is the tool that generates the home audit. All data points and copies of audits need to be contained within the software system. All required data is sent to NEAT/MHEA.</p>

30.	There is no requirement for importing of results from NEAT/MHEA. How does THDA envision Grantees will include results like recommended measures, energy savings, and SIR in their DOE mandated reporting?	It is our expectation that the software will contain all of the information and allow for DOE mandated reporting.
31.	Would THDA be willing to consider a DOE approved offline mobile audit tool to facilitate energy audit data collection and energy modeling (in lieu of NEAT/MHEA) for the Grantees?	No
32.	Requirement C.30 identifies functionality to notify inspectors and record results of the inspection installed WAP measures. How does THDA intend for inspectors to be informed of the specific measures to be inspected? Where are installed measures tracked?	Software will need to have an inspection module for approving or failing each individual measure with room for a reinspection for any failed measure. We would like the system to be able to send email notifications to inspectors upon project completion. Also, the system needs to include capacity for photos of each measure.
33.	Other than applicant qualification and final inspection, there are no WAP workflow management requirements. Do Grantees have other systems for tracking home energy audit, installation work orders, photos, contractor management, measure invoicing, inventory management, etc. - or, should that work be tracked in this system as well?	We would like it to be tracked in the proposed system.
34.	How many homes are anticipated to be weatherized each year of the term of the contract?	450
35.	Requirement C.18 calls for unlimited access for THDA staff, Grantees, and applicants. How many users of each type are anticipated?	<p>Grantee Users: ESG – 265, LIHEAP – 650, WAP -65</p> <p>THDA Staff: ESG – 20, LIHEAP – 15, WAP – 6</p> <p>THDA Support Staff across all programs – 9</p> <p>LIHEAP Client Household Applicants 127,400</p> <p>WAP Client Household Applicants – 1,500</p>
36.	Multifamily homes are included in the WAP program. Do Grantees do energy modeling of these buildings or work from a DOE approved priority list? There are no requirements for maintaining a catalog of measures, savings calculations, or measure costs. Should that be done in this system or elsewhere?	Multifamily home of less than 4 units will be treated under standard requirements of NEAT/MHEA. Tennessee has a statewide subgrantee that completes projects of 5 units and greater. We anticipate using a combo of priority list and TREAT modeling. We would like this to be included in this proposed system for reporting purposes.
37.	There are no requirements for tracking installed energy efficiency or health and safety measures. A current resident may not be aware of previous weatherization work already done in their home. How would the system evaluate applications of current residents of homes that have already had some weatherizing done in the past?	System would need to cross reference, by mailing address, based on THDA's history of previously weatherized homes.
38.	How many internal staff users will access the system more than 40 hours/month?	Approximately 40.
39.	How many internal staff will access the system for less than 40 hours/month?	Approximately 10.
40.	How many external users will access the system per month concurrently?	<p>Grantee Users: ESG – 265, LIHEAP – 650, Weatherization -65</p> <p>THDA Staff: ESG – 20, LIHEAP – 15, Weatherization – 6</p> <p>THDA Support Staff across all programs – 9</p>

		LIHEAP Applicants 127,400 annually, with a high concentration occurring within the October – November time period.  Weatherization Applicants – 1,500
41.	Please specify your preferred hosting option- Private Cloud or Public Cloud?	Private Cloud is preferred but Public Cloud is acceptable as long as all security requirements such as SAML and on-shore data centers are met.
42.	Can this procurement be administered via NASPO?	THDA expects to work directly with the vendor chosen
43.	Could the system be hosted within the State's existing server infrastructure?	No, we are seeking a cloud-based, SAAS solution only.
44.	Will this project be managed by THDA's technology division (STS)?	Yes it will be managed by THDA's IT division but THDA is NOT part of the State of TN's infrastructure or systems, i.e. STS. We run a 100% completely independent Information Technology division, systems, and LAN/WAN.
45.	In the mandatory requirement A.14, you mention SOC 2 Type 2 to be submitted. The vendor requires an NDA to be signed in order to provide the copy. Is it acceptable? Or are you willing to sign an NDA before RFP submission?	We can take the statement that one will/can be provided and then as we enter contract negotiations we would sign the NDA if required and obtain a copy before a contract is fully executed.
46.	With regards to references, will THDA accept references of a different State agency from the same state (Tennessee)??	Per the Reference Questionnaire The individual contact reference provided for each contract or project shall not be a current State employee of the procuring State agency. Procuring State agencies that accept references from another State agency shall document, in writing, a plan to ensure that no contact is made between the procuring State agency and a referring State agency. The standard reference questionnaire, should be used and completed, and is provided on the next page of this RFP Attachment 6.4.
47.	A.6 Mandatory requirements, can you explain this requirement? Will grantees be involved in the evaluation process? Do you support both online and offline applications? How are hard copies received?	LIHEAP and WAP Grantees collect applications via online application or paper application. The software should be able to analyze/evaluate certain data and be able to identify eligibility. If a Grantee is not using the online application with their clients or a Client Household does not have access to appropriate technology, a Grantee will accept a hard copy of an application and the Grantee will be responsible for entering the application information into the system.
48.	A.10 Mandatory requirements, do you also require grantees to create data fields in the system?	THDA wants to be able to modify data fields under a new contract year if federal or THDA requirements have changed. Grantees would not be allowed to modify any THDA generated fields. If a Grantee wishes to use the software as their agency software solution and needs to add fields to make it more useful for their data collection needs, THDA will support a Grantee's "customizing" parts of the system and adding fields to meet their agency needs.
49.	A.11 mandatory requirements, could you specify what kind of duplicate check are you looking for? What data needs to be checked for duplication?	The system should be able to look across multiple fields and identify the potential for duplication of an application. The system may look at last name, last four digits of the social security number, date of birth, and/or street address and if more than two of those identifiers match, flag the file for review and confirmation of duplication or confirmation of unique entry.

50.	The supplier has attached a red lined version of the contract for your review. Could you please advise if this is acceptable?	A reply will be provided in separate email.
51.	<p>Our business structure does not allow us to maintain all corporate records in accordance with GAAP. With other State of Tennessee contracts, we have reached mutually agreeable terms to keep engagement-related financial records in accordance with GAAP. Will this be acceptable in this procurement as well?</p> <p><i>RFP Attachment 6.6, Pro Forma Contract, Provision D.11 (Records)</i></p>	We would need to see the other contracts to see if we would be agreeable to it or not. Once we had it, it would depend on what's in it whether it is a legal or program call.
52.	<p>Would the State please consider entertaining limited negotiations to the pro forma and insurance requirements that are consistent with the contract precedent set with our organization's other contracts with the State of Tennessee?</p> <p><i>RFP Attachment 6.6, Pro Forma Contract, Provision D.32 (Insurance)</i></p>	We would need to see the other contracts to see if we would be agreeable to it or not. Once we had it, it would depend on what's in it whether it is a legal or program call.
53.	<p>Can the State please confirm that this provision is only intended to apply to the production environment used to host the proposed SaaS solution?</p> <p><i>RFP Attachment 6.6, Pro Forma Contract, Provision E.5 (Contractor Hosted Services Confidential Data, Audit, and Other Requirements)</i></p>	This provision applies to any environment where confidential data and/or anything containing PII might be stored or processed.
54.	<p>There are certain terms and conditions related to our grants management SaaS solution that are not otherwise addressed in the State's draft pro forma contract. Would the State be amenable to negotiating limited terms and conditions with bidders related to the operations and use of their software platforms?</p> <p><i>RFP Attachment 6.6, Pro Forma Contract</i></p>	THDA is willing to consider them as we understand SAAS solutions often have their own provisions, but ultimately this will be up to legal and IT review during contract review.
55.	<p>Could THDA provide the estimated or expected number of applications per month and per year for the in-scope programs?</p>	<p>The number of Client Household applications received per Grantee varies. The average number of total Client Household applications received annually for LIHEAP is 127,400 and 1,500 for WAP.</p> <p>ESG will not use the system for client level applications. THDA generally receives approximately 50 grant applications annually over a three-month application period.</p>