



**TENNESSEE HOUSING DEVELOPMENT AGENCY
REQUEST FOR PROPOSALS # 31620-00667
FOR
SECTION 8 RENTAL ASSISTANCE SOFTWARE
AMENDMENT THREE**

DATE: May 23, 2022

RFP# 31620-00667 is amended as follows:

- A. Please see below the Answers to the Questions submitted regarding the RFP. Questions regarding the Master Lists will be published separately.

Questions Submitted by Potential Respondents		Answers
1	RFP page 41, Technical Qualification C.100. Please provide more information on this type of waitlist (due to unavailable staffing resources). Can you provide a scenario and how it should be handled in the software?	This requirement is for our FSS department and we may have the financial ability to support additional participants without having the staff to be able to support those participants. The need is to have some sort of queue or identifier to identify the next participant in the list to be served.
2	RFP page 10, Section 3.6. Additional Services. This section states, "Respondent's Cost Proposal must only record the proposed cost as required in this RFP and must not record any other rates, amounts, or information." Is the vendor allowed to include any pricing assumptions (for example, the right to negotiate pricing based on THDA's final software selections)?	No. Pricing assumptions should not be included in the cost proposal as this would potentially violate Section 3.1.2.1., Section 3.3.2., and/or Section 3.6. Any potential negotiations are covered by Section 5.3.5. and subject to THDA's sole discretion.
3	RFP page 12, Section 4.8.3. Regarding public release of proposals, will the vendor have an opportunity to provide a redacted copy of our proposal for public consumption to protect our confidential information?	Pursuant to section 4.8.1., all materials submitted to THDA in response to this RFP shall become the property of THDA. Selection or rejection of a response does not affect this 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. If a public records request is made, THDA reviews all documents and redacts any personal identifiable information. Other information, such as information that may be proprietary, is not redacted. Respondents would not be contacted by THDA in connection with a public records request.

4	<p>RFP page 16, Section 5.3.5. This clause indicates that THDA is open to negotiating certain terms and conditions of the eventual contract. Is this correct?</p>	<p>Yes. However, it should be emphasized that if THDA were to engage in negotiations, such would be limited. Per Section 5.3.5., negotiations may not materially affect the basis of response evaluations or have a negative impact on the competitive nature of the RFP and selection process.</p>
5	<p>RFP page 17, Statement of Certifications and Assurances. Item #3 states that “except as otherwise provided in the RFP,” the vendor must sign that they accept and agree to all terms. Can the vendor include exceptions in its proposal without being disqualified?</p>	<p>No. Per Section 3.3.1., a response must not include alternate contract terms and conditions. If a response contains such terms and conditions, THDA, at its sole discretion, may determine the response to be a nonresponsive counteroffer and reject it.</p>
6	<p>RFP page 18, Mandatory Requirement A.3. Please provide clarification on what THDA State guidelines may impact an initial certification for the HCV program.</p>	<p>The State of Tennessee requires certain demographic information that is then passed on to the State's payment system. Currently these are standard demographic fields like County and Name fields.</p>
7	<p>RFP page 19, Mandatory Requirement A.6. Please provide further details and examples of “multi-jurisdictional rules.”</p>	<p>THDA has found that some systems can only support PHAs that only service one or two different waitlist areas. This requirement is requiring our system to report and provide data for up to 95 different Tennessee counties or groupings of those counties. For example different FMR and VPS values.</p>
8	<p>RFP page 26, General Qualification B.31. Please provide further details on the legacy system(s) that will be the source for historical data.</p>	<p>This item is actually asking how you would provide THDA data from your system after the completion of the contract with your company. In other words your system would be the legacy system.</p>
9	<p>RFP page 26, General Qualification B.31. Please provide a high level listing of the data elements to be converted.</p>	<p>This is not a conversion but your company providing data because THDA is moving to a new system.</p>
10	<p>RFP page 26, General Qualification B.31. Does all data require 60 months of history to be converted?</p>	<p>This is not a conversion but your company providing data because THDA is moving to a new system.</p>
11	<p>RFP page 28-78, Attachment 6.2. – Section C. Technical Response & Evaluation. The instructions state, “Please describe if your product meets the below requirement in separate document and, if applicable, explain how the requirement is met.” We understand that we need to provide a separate narrative for items C.1-C.3. However, items C.4-C.362 look like the vendor only needs to respond by entering the applicable letter (D, P, M, or F) in the Response Summary column, and possibly provide an explanation if our response is “P” or “F”.</p> <ul style="list-style-type: none"> o Can you confirm that for items C.4 – C.362, the vendor only needs to provide a letter in the Response Summary column to be compliant? o If the vendor responds to one of these items with “M,” will that result in an item score of “5” for that item? 	<p>A narrative response is required for items C.1 - C.3. but not a D, P, M or F value. The vendor is only required to provide a value of D, P, M or F for items C.4 - C.362 and not a narrative. All points are awarded by THDA evaluators.</p>

12	RFP page 29, Technical Qualification C.6. Please provide example(s) of customizable program criteria.	An example of desired customizable program criteria could be a letter is generated if the HAP contract for the unit goes into abatement. If the unit initially fails then the unit has 30 days to make the repairs. The 30 days is custom criteria for the letter to generate.
13	RFP page 29, Technical Qualification C.6. Please explain what an external vendor is. Can you give examples or a listing of the external vendors?	THDA today utilizes a company called CGI Federal who performs our inspections. CGI Federal utilizes an API to receive inspection requests from THDA and provide inspection results.
14	RFP page 29, Technical Qualification C.7. Please provide example(s) of custom criteria.	An example of desired custom criteria could be if an abatement expires after 30 days and termination is effective, we want the abatement to automatically close and generate a letter.
15	RFP page 29, Technical Qualification C.8. Please explain this requirement further, including a scenario.	If a tenant moves out, we do not want an empty unit to generate an annual inspection.
16	RFP page 34, Technical Qualification C.44. Please define the acronym "ALJ" and what the hearing is for.	ALJ stands for Administrative Law Judge. This is the 2nd phase of a formal hearing if a participant is disputing a termination.
17	RFP page 38, Technical Qualification C.79. What data should be visible regarding the applicant when new assistance is requested?	Examples would be any debt owed or if the participant was banned and when the ban is lifted.
18	RFP page 40, Technical Qualification C.94. Please explain the role of maintenance and repair allowances in the HCV program.	Please refer to the homeownership CFR related to that section for maintenance allowance
19	RFP page 41, Technical Qualification C.102. Please explain what a 6-month progress addendum is and how it is being used currently	Please refer to HUD FSS regulations.
20	RFP page 49, Technical Qualification C.159. Is the data transfer required to be a real-time API, or is THDA open to alternative methods of data transfer?	An acceptable alternative method could be a non-real time multiple scheduled file transfer. Any file transfer that occurs during the day could not slow down the user experience.
21	RFP page 49, Technical Qualification C.162. Who is the external vendor or source of the external file, and what data are included?	Today THDA uses CGI Federal for our inspections. Data currently transferred includes Date requested, Tenant Name, Unit Address, Owner information, inspection checklist results and other similar data points.
22	RFP page 51-52, Technical Qualifications C.178-184. The vendor did not see a master list of letters addendum in the RFP. Will this addendum be provided later in the RFP process?	An addendum has now been published for both the letter and report list.
23	RFP page 61, Technical Qualification C.255. Please provide example(s) of possible criteria points.	The requirement refers to the SEMAP requirement of pulling a case sample universe with the criteria points provided by HUD regulations.
24	RFP page 70-71, Technical Qualifications C.316-321. The vendor did not see a master list of reports amendment the RFP. Will this amendment be provided later in the RFP process?	An addendum has now been published for both the letter and report list.
25	RFP page 77, Technical Qualification C.355. Please provide an example of merging waiting lists and the reason for doing so.	THDA recently merged single county waitlists into groupings of counties. This was done because of efficiency.

26	RFP page 79, Cost Proposal. Can you clarify the first cells under 2022? - For instance, are you expecting all implementation costs to occur in 2022? - Can you define a “data cut?” - Does yearly licensing include cloud hosting, if applicable?	- Yes, we would want all implementation costs to incur in the first contract year not necessarily within a calendar year - a cut is how many time will you take a “fresh” cut of our database and convert into a sandbox area we can test and verify - Yes, yearly licensing would include cloud hosting
27	RFP page 79, Cost Proposal. To help us estimate training costs in 2022, please provide approximate head counts for different roles needing to be trained initially, such as case managers, intake specialists/waitlist, inspectors, accounting/finance, and managers.	66
28	RFP page 79, Cost Proposal. To help us estimate training costs in 2023 and beyond, how many staff does THDA expect to be trained each year?	18
29	RFP page 80, Cost Proposal. Can you provide an example of how you will apply the cost formula to a vendor’s proposal?	Please see Attachment A
30	General question. Due to the volume of information the vendor is clarifying, and to allow the vendor to offer a comprehensive proposal for evaluation, will THDA consider extending the RFP due date to two calendar weeks after the State response to written questions and comments is published?	The new schedule has been published allowing extended submission time
31	What software vendor are you currently using?	Emphasys Elite
32	Can you please confirm if a Work Orders Module will be required for the software?	Work Orders are not part of THDA’s book of business
33	Can you please confirm (if known) how many inspectors you will have completing Inspections for your organization. If a total is not known, an estimate or n/a is acceptable.	THDA utilizes CGI Federal for all inspections

Requested Contract Terms to Negotiate		Comments
1	Section C1: Maximum Liability [The dollar value was left blank in the sample contract so would need to understand what the proposed amount is.]	The Maximum Liability cannot be completed until reviewing the cost proposals and determining an overall awardee.
2	Section D.18: Limitation of Contractor’s Liability	THDA would not be in a position to negotiate any material changes to paragraph D.18.
3	In addition, we would expect the ability to add provisions related to the provision of software services, including but not limited to IP ownership rights and licensing provisions.	THDA would discuss such matters with any potential Contractor for negotiation purposes to determine whether an agreement could be reached on language related to software licensing and similar matters.

ATTACHMENT A

Example Submission #1									
Cost Item Description	2022	2023	2024	2025	2026	Sum of Cost	Evaluation Factor	Evaluation Cost	
Implementation (1st Year)	\$3,000					\$3,000	1	\$3,000	
Data Conversion (per Data Cut)	\$4,000					\$4,000	3	\$12,000	
Yearly Licensing (per year)	\$1,200	\$1,200	\$1,200	\$1,200	\$1,200	\$6,000	1	\$6,000	
Training (per year)	\$500	\$500	\$500	\$500	\$500	\$2,500	1	\$2,500	
Annual Maint. & Support (per year)	\$300	\$300	\$300	\$300	\$300	\$1,500	1	\$1,500	
								\$25,000	Tota Estimated Cost
Example Submissions	Example Costs		Calculation	Weight 10%	Cost Score				
Example Submission #1	\$25,000		$\$10,000/\$25,000 = 0.4$	$0.4 \times 10\% = .04$	4.00%				
Example Submission #2	\$30,000		$\$10,000/\$30,000 = 0.3$	$0.33 \times 10\% = .03$	3.00%				
Example Submission #3	\$10,000	Lowest Cost*	$\$10,000/\$10,000 = 1$	$1 \times 10\% = .1$	10.00%	The lowest cost will received the full 10% possible for this section.			
Example Submission #4	\$11,500		$\$10,000/\$11,500 = 0.9$	$0.33 \times 10\% = .09$	9.00%				