



REQUEST FOR PROPOSALS
Housing Software

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I. INTRODUCTION

Delaware State Housing Authority (DSHA) is accepting proposal for a comprehensive housing management software system. The purpose of this Request for Proposals (RFP) is to provide a fair evaluation for all vendors and to provide vendors with the evaluation criteria.

II. PROPOSAL GUIDELINES AND REQUIREMENTS

This is an open and competitive process. Proposals received after Thursday, November 16, 2023 at 2:00 p.m. will not be considered. Submit proposal to: Steve G. Gherke, Facilities & Procurement Administrator, Steve@destatehousing.com. The proposal must contain the signature of a duly authorized officer or agent of the company submitting the proposal. The price you quote should be inclusive. If your price excludes specific fees or charges, you must provide a detailed list of excluded costs with a complete explanation of the nature of those fees.

If the execution of work to be performed by your company requires the hiring of subcontractors, you must clearly state this in your proposal. Sub-contractors must be identified, and their work must be defined. In your proposal, please provide the name and address of the subcontractor. DSHA will not refuse a bid based upon sub-contractors' use but retains the right to refuse the sub-contractors you have selected. Provisions of this RFP and the contents of the successful responses are considered available for inclusion in final contractual obligations.

III. CONTRACT TERMS

Delaware State Housing Authority will negotiate contract terms upon selection. A project will be awarded upon signing an agreement or contract outlining terms, scope, budget, and other necessary items. The successful bidder will be required to enter into DSHA's standard form contract inclusive of the agreed-upon scope of services and meet DSHA and State of Delaware (DTI) technical standards.

IV. BACKGROUND AND DEVELOPMENT OVERVIEW

A. DSHA MISSION

The mission of the Delaware State Housing Authority is to efficiently provide and assist others to provide, quality, affordable housing opportunities and appropriate supportive services to low-and moderate-income Delawareans.

DSHA Background

The Delaware State Housing Authority (DSHA) was founded in 1968. It has a 147-person staff with over \$500 million in assets. DSHA is committed to expanding and enhancing access to affordable housing options for the residents of Delaware. The Housing Choice Voucher program offers rental assistance to eligible low-income individuals and families to rent privately-owned dwelling units from participating landlords. DSHA administers 900 vouchers and about 270 units of public housing at six public housing sites.

A. Background and Description

DSHA is soliciting proposals from qualified firms with the capacity to provide Enterprise Resource Planning (ERP) application software, related software and interfaces, training and related implementation and maintenance and support services, as an integrated solution. The objective of this RFP is to establish the basic requirements for an ERP system and related services for DSHA. The specifications herein are intended to provide vendors with sufficient information to enable them to prepare a proposal in response to this RFP for an integrated software solution, which includes (at a minimum) the following:

1. Low Income Tenant Management/Processing
2. Market Rate Tenant Management/Processing
3. Project Based Voucher Tenant Management/Processing
4. Housing Choice Voucher Recipient (Section 8) Processing/Management
5. Section 8 Homeownership Processing/Management
6. Resident Application/Waiting List
7. Resident/Recipient 50058 Processing/Management
8. Family Self Sufficiency Management
9. HQS Processing
10. Inspections Processing/Management
11. FDS Processing and Reporting
12. VMS Processing and Reporting
13. General Ledger Functionality and Financial Reporting
14. Budgeting
15. Utility Tracking and Management
16. Grants Management
17. Bank Reconciliation
18. Accounts Payable
19. Accounts Receivable
20. Inventory and Fixed Assets Management
21. Work Orders Management
22. Contracts Management
23. Legal and Collections Management
24. Procurement including Purchase Orders and Requisitions
25. End-User Reporting
26. Executive Dashboard for Key Elements Processing and Reporting
27. Query and Analytics Tools/Applications
28. External reporting requirements, including reporting but not limited to investor requirements, Low Income Housing Tax Credit (LIHTC), etc.

In addition to software licensing, the selected vendor will provide installation, configuration, data conversion, implementation, testing, go live support, and on-going maintenance and support of the software and related interfaces within a “Cloud”, “SaaS” or “Hosted” environment.

The Respondent will provide a recommendation to DSHA to determine in detail how the housing management software system will be used at DSHA to meet the project goals and system requirements. The Respondent will also detail the order and sequence of implementation for each module, what efforts including staffing and training will be necessary to implement each module, how connections to other systems will be designed, what data will be stored in the system, what historical data will be converted, etc. The Respondent will make the recommendation to DSHA on which environment to use. DSHA will utilize the 'best' available environment solution supported by the Respondent. The RFP response must describe in detail the proposed environment and licensing model, including whether the solution is provided from a common cloud or SaaS or a dedicated hosted instance of the Respondent's solution.

A. SYSTEM AND IMPLEMENTATION REQUIREMENTS

DSHA is requesting proposals from qualified vendors to provide ERP Application Software; interfaces with DSHA's existing software applications; data conversion; installation, implementation, configuration and testing services; administrative and end-user training; go live support; on-going technical support and maintenance; and product customization (to the extent needed to fill material product gaps) (any and all of the foregoing sometimes referenced as the "System" or "System Solution" whether or not capitalized). The ERP system to be procured by DSHA will include the following minimum functional components:

1. Low Income Tenant and Property Management/Processing
2. Market Rate Tenant and Property Management/Processing
3. RAD Project Based Voucher Tenant and Property Management/Processing
4. Housing Choice Voucher Recipient (Section 8) and Property
5. Processing/Management
6. Resident Application/Waiting List
7. Resident/Recipient 50058 Processing/Management
8. Family Self Sufficiency Management
9. HQS Processing
10. Inspections Processing/Management
11. FDS Processing and Reporting
12. VMS Processing and Reporting
13. General Ledger Functionality and Financial Reporting
14. Budgeting
15. Utility Tracking and Management
16. Grants Management
17. Bank Reconciliation
18. Accounts Payable
19. Accounts Receivable
20. Inventory and Fixed Assets Management
21. Work Orders Management

- 22. Contracts Management
- 23. Legal and Collections Management
- 24. Procurement including Purchase Orders and Requisitions
- 25. End-User Reporting
- 26. Executive Dashboard for Key Elements (Vacancy Rate, Turnover Days, etc.)
- 27. Query and Analytics Tools/Applications

RFP responses should identify the System Solution's ability to integrate with other commercially available software systems. In addition, the System Solution must be able to interface seamlessly with existing DSHA systems including Microsoft Office and Microsoft Exchange.

Further, the System Solution must be able to meet DSHA's requirements for form and report creation and customization.

Offerors shall have capacity to provide a fully integrated System Solution including ERP Application Software, data conversion, interfaces with DSHA's existing software applications, installation, implementation, configuration and testing services, administrative and end-user training, go live support, product customization, on-going technical support and maintenance, and other customary services for this type of solution. Each proposal submission must include a full description of the System Solution, including software functionality (including an indication of whether functionality exists out of the box or may require extensions or customizations) and the standard maintenance and support programs and capabilities. In addition, the proposal must identify the System Solution's ability to address proactively, and on a timely basis, changes in laws and regulations applicable to DSHA to ensure DSHA's timely compliance with all applicable laws. This includes HUD requirements and regulations as well as State of Delaware Tax Credit requirements and regulations.

The proposal must also identify the software/solution version(s) being proposed, how long it has been in production use by customers in the versions proposed, any DSHA required functionality that is not available in the Respondent's solution or will require extensions or customization, any third-party products or services that DSHA will need to procure in order to implement and use the Respondent's solution, as well as any known limitations on the available functionality or scalability of the System Solution.

Available out of the box APIs and interfaces for use with the System Solution must be identified as well as those that may need to be developed to meet DSHA's requirements. To the extent that any functionality proposed by the Respondent is at the time of the response in "beta" or other non-production form, it must be clearly identified as such in the response.

B. SYSTEM IMPLEMENTATION AND SUPPORT

Each proposal must include a full description of the services that will be required, or that are recommended the Respondent provide in connection with the System Solution, including without limitation implementation, configuration, extensions, interfacing, data migration, testing, training, go live support, product customization, and maintenance and support. The services described should, when completed, result in the provision to DSHA of an integrated and fully tested System Solution ready for go live and production use with a complete and accurate data set.

The proposal should describe the recommended go-live approach (i.e., a phase-in approach or single go live approach) and the reasons for such recommendations, and should take into account DSHA's abilities given its organizational size. Where more than one go live is the chosen approach, it is anticipated that the Respondent will test new aspects of the solution with existing live parts of the solution to determine whether deployed and new modules and interfaces work properly together and meet performance standards.

The selected Respondent shall be responsible for installation, configuration, implementation, customization, data conversion and testing of the system to the point of successful go live and independent operation by DSHA personnel post go live. The Respondent shall provide, configure and maintain three environments of the system, ("Training", "Test", & "Production" environments), within the Respondent recommended System Solution.

Without limiting the foregoing, the Respondent, as part of the proposal, shall describe in detail the services necessary to ensure successful implementation and operation of the System Solution including, but not limited to, the following:

- User Acceptance Testing (UAT) after implementation and full configuration in the agreed upon environment(s), as well as all other types of testing recommended by the Respondent and/or required by DSHA in order to determine that the system using DSHA's converted data is ready for go live. This should include without limitation suggested UAT testing and acceptance criteria based on criteria that has worked successfully for other installed customers and is approved by DSHA, and tests full features, functionality, interfaces and performance of the System Solution (or those portions thereof going live). There is a UAT phase for each part of the System Solution that goes live.
- Application Interface Description Development (or delivery if already existing), implementation, testing and maintenance/support of an interface to the existing application for generating DSHA Payroll transactions into the General Ledger and for Microsoft Exchange and Active Directory.
- Data conversion and migration services – DSHA anticipates converting for use with the new System Solution all existing data/data elements that relate to or are needed for using the functionality included in the System Solution.

The Respondent shall provide in detail a recommended approach and scope for data extraction, conversion, cleansing, migration, loading and testing, as well as describe any known limitations or challenges in such efforts based on the Respondent's data conversion experience. Go live support, with comprehensive participation and immediate availability of Respondent's personnel pre, during and post implementation. Maintenance and support, including without limitation for responding to user and admin inquiries, bug fixes, upgrades, updates, new releases, enhancements and timely tax and other (i.e. HUD, State of Delaware, DSHA) regulatory compliance updates.

The Respondent must also have the demonstrated ability to maintain and support the System Solution after implementation is completed and accepted by the DSHA. The support must take the form of on-going programming, engineering, technical and management support for immediate resolution of user and admin problems.

C. APPLICATION SOFTWARE REQUIREMENTS

DSHA has prepared a series of functional requirements for the proposed ERP application software. These core requirements are included in the System Solution Checklist found in Appendix I to this RFP. Appendix I must be reviewed, completed, and returned by Respondents with their completed submissions.

As described above, Respondent submissions must include a narrative discussing the functional fit of their software products to meet DSHA's business process requirements. The Respondent's response must address the System Solution's ability to generate other customary forms and communications typical of a housing authority.

The selected Respondent will be required to establish, deliver and maintain/support three complete and separate software environments: 1) Testing environment for updates, upgrades and new releases; 2) Training environment wherein end-users and technical staff can utilize the ERP application software with DSHA data; and 3) Production environment. These environments must permit full hands-on functionality and have procedures to update them and make them accessible independently from the production environment. This requirement must be addressed in detail in the Respondent's response, including proposed timeline for delivering each environment.

D. ORIENTATION, TRAINING AND IMPLEMENTATION SERVICES

Proposals must describe the recommended System Solution implementation methodology and approach including kick-off and orientation, implementation planning, implementation timeline, roles and responsibilities for DSHA and the Respondent for all critical functions, training, and implementation support services. Proposals must include a detailed description of the recommended methodology including levels of recommended training for administrative and technical staff and end-users, and associated timelines.

It is important that proposals discuss in detail how the Respondent intends to approach the implementation planning phase of the project. DSHA anticipates that the Respondent will provide an initial period in which Respondent staff will work with DSHA management and

end-users to: review current and planned business processes including approval and other workflows; assess the fit-gap between current processes and software functionality; identify options to address gaps; identify other ways to maximize use of the “out of box” functionality in support of DSHA’s business objectives; identify table set-up parameters; firm up forms and reports requirements, etc. Based on their prior experiences in comparable installations, Respondents should fully describe their approach to these tasks and associated timelines and roles/responsibilities.

Proposals must also describe the level of DSHA staff effort required to implement the system up to go live including identifying recommended internal review and approval processes for the implementation period. DSHA will require a formal functional, performance, data conversion and data processing/transactional acceptance period before the system goes live based on criteria acceptable to DSHA; the Respondent must include their proposal in that regard. DSHA requires that acceptable levels of system performance (in addition to functionality and other customary elements) be identified, benchmarked during the project, tested, and validated during the testing phase prior to go live, and that acceptable levels be maintained and warranted during the post go live warranty and services period by the Respondent.

DSHA has also placed a high priority on selecting a Respondent with an experienced training staff and/or subcontractors. DSHA will carefully review Respondent training proposals for scope, accuracy and completion. Note that the selected Respondent will be required to submit training agendas and materials for review by DSHA in advance of the training. Further, Respondents will be required to conduct an evaluation at the end of each training session to assess the level of knowledge transferred to DSHA staff and identify areas where additional or supplemental training is needed. Recommendations for refresher or supplemental training post implementation may also be included in the proposal. The Respondent will include in the proposal a proposed timeline for providing the various training, and the proposed means of conducting the training (onsite, remote, specific to DSHA or group classes, etc.).

Without limiting the foregoing, the Respondent must describe when, after award of the contract, the Respondent is prepared to kick off the project, the executive sponsor and key personnel proposed for the engagement (including who will be dedicated to the project), what services will be at DSHA’s site or the Respondent’s site, what (if any) services will involve the use of subcontractors to the Respondent, and what (if any) services will be provided from locations outside the United States. All Respondent personnel (including those of subcontractors) must agree to comply with DSHA’s policies, procedures and requirements when on-site at DSHA premises and when accessing or using data, systems or materials belonging to DSHA or DSHA’s customers, stakeholders, licensors and other third parties. The Respondent will confirm that it will remain contractually responsible for the performance and contractual compliance of any of its affiliates and subcontractors involved in the performance of the contract with DSHA.

E. DATA CONVERSION AND APPLICATION INTERFACE

As noted in this RFP, DSHA requires that the selected Respondent assist DSHA in converting and migrating existing data to the new ERP system and related testing and data validation, as well as delivering, implementing, testing and maintenance/support of interfaces to allow seamless exchange of data between the new system and DSHA's existing platforms. The Respondent shall describe its approach, scope of work, respective roles and responsibilities, and any limitations or conditions regarding those requirements.

F. BUSINESS CONTINUITY, SOURCE CODES AND DOCUMENTATION

Respondent must describe business continuity protections that it makes available to other customers and will be available to DSHA for DSHA to maintain on-going operations and continue use of the System Solution in the event the Respondent is unable to provide the level of services, hosting or support required in the contract or no longer supports the System Solution or if there is a force majeure event. At a minimum, the Respondent shall agree to implement and maintain during the term of the agreement a stand-alone instance of the System Solution (together with all required documentation and other materials) with a mutually agreeable software escrow agent and/or make all System Solution source codes and all annotations, documentation and instructions necessary for a trained programmer to use and manipulate the source code available to DSHA in the event that the Respondent is materially unable to provide the solution as required, ceases to conduct its business in the regular course or to exist as a business, is in financial distress, fails to meet the service levels in a recurring manner, or otherwise is unable to provide adequate software support. It is required that this be accomplished via an independent and certified third party software escrow company. DSHA must be made a party to a three way escrow agreement which requires the Respondent to post updates to the escrowed software source code (and related documentation) no less than twice yearly. Upon an event triggering the release of the source code, DSHA shall have the right to use such source code to support, maintain and enhance its own instance of the solution and further, in the case of a cloud or hosted solution, to receive from the Respondent a copy of the solution in use by DSHA with the right to install and implement it at DSHA's or its third party provider's data center with a perpetual license at no added cost.

The Respondent may also describe in the proposal other commitments by which uninterrupted access and use of the System Solution will be available to DSHA in the event the Respondent is unable to perform.

Copies of supporting technical and end-user documentation and training materials shall be supplied by the Respondent with the system in electronic formats, as well as any changes, updates and new versions thereof subsequently issued by the Respondent. In addition, DSHA shall be granted the right to copy, modify and create derivative works of all such documentation and materials for internal use at DSHA.

G. GO LIVE SUPPORT, WARRANTY, SERVICE LEVELS AND ESCALATION

The Respondent shall specify with detail in the proposal the services, staffing and support that will be provided to DSHA immediately prior, during and post go live, including a

description of any onsite team and engineering assistance and escalation commitments that will be provided during those critical project stages to achieve a timely and successful go live. An estimate timeline from contract award to launch with expected steps and benchmarks should be provided.

In addition, the Respondent shall specify the warranty that the Respondent will provide to DSHA for the implementation work, the data conversion and the System Solution (which shall apply to each go live if more than one is agreed to). DSHA requires a minimum post go live warranty on the implementation, data conversion and the software of not less than one hundred and eighty (180) days. That warranty must address data errors, defects, bugs, inaccuracies, functional and performance issues with the solution and interfaces. The Respondent must provide a detailed description of the warranty offered including who provides the warranty, how warranty service will be accessed and any warranty limitations or out of scope efforts.

In addition, DSHA requires that the Respondent commit to on-going service levels for the response and resolution of support requests (with 24x7 support included for critical or priority one issues). DSHA also requires 99.9% uptime commitment for the System Solution (including interfaces hosted by the Respondent and the related databases) and a reasonable performance service level for latency and speed between system calls or transactions. The Respondent shall provide its service levels proposal and identify the service credits that will be provided for failure to meet the committed levels. This description shall also identify the routine maintenance windows for the solution and any limitations or restrictions on the applicability of the service levels.

H. DATA PROTECTION, DISASTER RECOVERY AND BUSINESS CONTINUITY

The Respondent's proposal must include a detailed description of the controls, policies, procedures, redundancies and facilities the Respondent has in place (and is committed to have in place) for ensuring continued access and use of the System Solution and access by Respondent personnel to the Respondent's systems necessary to provide the services to DSHA in the event of a disaster or other similar events, and to ensure business continuity. The Respondent will indicate whether it undergoes SOC audits and assessments and provide a summary of any material adverse finding in such audits and assessments upon DSHA's request. The Respondent will be required to agree to provide SOC or similar reports to DSHA if requested, and to undergo DSHA Respondent security and similar audits as requested.

The Respondent's proposal must include a detailed description of the protocols, policies, procedures, controls, facilities and safeguards that it has in place (and is committed to have in place) with respect to the access, use, hosting and protection of personal data provided by or hosted for DSHA or generated by DSHA's use of the System Solution, which shall be not less than on conformance with prevailing industry practices and standards. The Respondent must also identify how the proposed System Solution can be configured to ensure DSHA can limit access and use of personal data to those with a need-to-know as

determined by DSHA based on roles and authorizations. DSHA personal data cannot be transferred, stored, used or accessed from outside the United States; Respondent must indicate if it is able to comply with this requirement or offers an alternate approach to data storage, access or transfer.

For a cloud or hosted solution, the Respondent must describe how DSHA may copy its data stored with the Respondent at any time or obtain a copy upon request. It will be a requirement of the definitive agreement with the selected Respondent that the Respondent agree to provide reasonable transition services to DSHA for not less than eight (8) months upon expiration or termination of the agreement for any reason, as reasonably requested by DSHA, including without limitation for the return and transfer of DSHA's data. The Respondent's proposal shall address Respondent's commitments in this regard.

I. THIRD PARTY ITEMS, LICENSING AND ON-GOING AVAILABILITY

DSHA expects the selected Respondent to provide a full, integrated solution licensed or supplied by or through the selected Respondent. To the extent, if any, that the Respondent expects DSHA to procure separately any software, equipment, services, data sources or other items supplied by third parties, those must be identified with specificity in the Respondent proposal, including an indication of whether the Respondent or the third party will implement, integrate or support the third-party item.

The Respondent's proposal must describe in detail the licensing/use rights model for the ERP system proposed by the Respondent, including any limitations or restrictions applicable to the use, access or support of the system or any part thereof. DSHA requires that all its internal and external users be able to access and use the proposed system in connection with the present and future business of DSHA and its affiliates without material restrictions. The licensing approach proposed must assure DSHA continued access and use of the ERP system during the term of the agreement with the selected Respondent. The selected Respondent will agree not to de-support or phase out any of the material software or functionality of the System Solution for a period of at least seven (7) years from go live, or remove any material functionality of the DSHA System Solution and require that DSHA purchase or pay for a different module or service in order to regain such functionality.

VI. PROPOSAL FORMAT

Please use the following guidelines to format your proposal:

- a. **Length and Font Size.** Please use fonts no smaller than 12 point. Maximum proposal length including title page, cover letter, proposal, qualifications and costs should not exceed 30 pages. Submit electronically and 1 hard copy.

- b. **Title Page to Include.** Delaware State Housing Authority, Housing Software, your company name, address, web site address, telephone number, fax number, e-mail address and primary contact person.
- c. **Cover Letter.** Signed by the person or persons authorized to sign on behalf of the company.
- d. **Approach related to Scope items:** The Respondent's recommendation to DSHA include in detail:
 - a. Full description of the System Solution to be used at DSHA to meet the project goals,
 - b. System requirements and functionality
 - c. Software/ Solution version(s) being proposed
 - d. Standard maintenance and support program capabilities
 - e. Order and sequence of implementation method for each module including:
 - i. Approach during kickoff and orientation,
 - ii. Implementation planning and timeline,
 - iii. Roles and responsibilities for DSHA and the respondent for critical functions
 - f. Staffing and training efforts needed
 - g. Design of connections to other systems
 - i. Identify System Solution's ability to integrate with other commercially available software systems
 - ii. The seamless integration of DSHA's existing software such as Microsoft Office and Microsoft Exchange
 - h. Recommended environment for DSHA to use including:
 - i. Testing environment for updates
 - ii. Training environment
 - iii. Production environment
 - i. The System's ability to address changes in laws and regulations applicable to DSHA proactively
 - j. Description of business continuity protections
 - k. Respondent may include description of other commitments by which uninterrupted access and use of the System Solution will be available to DSHA in the event the Respondent is unable to perform.
 - l. Specifications of services, staffing and support that will be provided to DSHA immediately prior, during and post go live, including a description of any onsite team and engineering assistance and escalation commitments that will be provided during those critical project stages to achieve a timely and successful go live.
 - m. Details about warranty Respondent will provide to DSHA.
 - n. detailed description of the controls, policies, procedures, redundancies and facilities the Respondent has in place for ensuring continued access and use of the System Solution and access by respondent personnel to the Respondent's systems necessary to provide the services to DSHA in

- the event of a disaster or other similar events, and to ensure business continuity
- o. Protocol including policies, procedures, controls, facilities and safeguards that it has in place with respect to the access, use, hosting and protection of personal data provided by or hosted for DSHA or generated by DSHA's use of the System Solution
- p. Description of how DSHA may copy its data stored with the respondent at any time or obtain a copy upon request
- q. Description of the licensing/use rights model for the ERP system proposed
- e. **Experience.** The Respondent must be thoroughly familiar with the application areas specified and have an installed base of customers, preferably US based Housing Authorities, currently using the current version of the software products that is being proposed to DSHA. If the software version being proposed to DSHA (or any part thereof) has not been in full production use by customers for at least two (2) years, the Respondent will identify how many customers are in production use of that version and of the immediately prior two versions, and will describe any material technical, performance or other support issues or bugs that impact the current version being proposed. The Respondent will demonstrate in the proposal that it has the staff, technical, and financial resources to reliably and timely implement, convert data, train, and otherwise support the proposed System Solution.
- a. **Costs.** Identify staff who will be working on the project. Include standard hourly rates and total project estimate.
 - a. Pricing should be all-inclusive.
 - b. If necessary, sub-contractor prices should be included.
- b. **References.** Provide contact details for references from previous relevant projects.

VII. EVALUATION CRITERIA

The following criteria will form the basis upon which DSHA evaluates proposals. DSHA will score and rank all eligible responses based on the criteria below.

Evaluation Criteria	Weight	Points
System Capabilities and Approach of Scope of Services	35	35
Capacity to Perform Work	30	30
Experience & Reputation	20	20
Cost	15	15
Maximum Number of Points	100	100

VIII. SELECTION PROCEDURE

The selection committee shall evaluate proposals received. The selection committee will include relevant DSHA leadership. During the evaluation process the selection committee may, at its discretion, request contractors to make an oral presentations or participate in a formal interview. Such presentations or interviews will provide contractor with an opportunity to answer questions about the Proposal.

DSHA will score and rank all eligible responses based on the criteria outlined above. DSHA reserves the right to negotiate a contract with one or more Offerors. DSHA will make the final selection and award, and reserves the right to reject any or all responses.

Each contract must be approved by the Director of the Delaware State Housing Authority.

DSHA may at its convenience and in its discretion of the best interests of DSHA proceed to:

- Select for contract or for negotiations a proposal other than that with lowest costs.
- Reject all proposals or portions of proposals received in response to this RFP or to make no award or issue a new RFP; in the event DSHA determines a proposal to be substantially nonresponsive on any substantive requirement, DSHA reserves the right to reject the proposal without completing a final scoring review of the proposal.
- Request modification to proposals from any or all Offerors during the contract review and negotiation.
- Select the proposal that, in the discretion of DSHA, is in the best interests of the Agency.

IX. TIMELINE

The RFP process will adhere to the following schedule:

RFP Issue Date:	November 1, 2023
Deadline for Written Questions:	November 6, 2023 @ 2pm
Proposals Due Date:	November 16, 2023 @ 2pm
Committee Evaluation (Including Interviews):	November 2023
Notice of Award:	TBD
DSHA Board Approval of Award:	TBD

X. GENERAL TERMS & CONDITIONS

Acceptance of Proposals

DSHA reserves the right to reject all proposals, to accept or reject any part of any proposal, or to waive informalities and minor irregularities in the proposals. Proposals which contain erasures, alterations, conditional proposals, omissions, or irregularities, may be rejected.

Acceptance of Contract Terms

The selected Offeror will be required to enter into a written agreement with DSHA. DSHA reserves the right to incorporate standard DSHA or State of Delaware contractual provisions into any contract negotiated as a result of a proposal submitted in response to this RFP. Any proposed modifications to the terms and conditions of the standard contract are subject to review and approval by DSHA. Vendors will be required to sign the contract for all services and may be required to sign additional agreements.

Equal Opportunity

All qualified persons, firms, and Offerors will receive consideration without regard to age, color, disability, gender, national origin, race, religion, or sexual orientation. Minority Business Enterprises (MBEs), Women-Owned Business Enterprises (WBEs), and Veteran-Owned Business Enterprises are encouraged to apply.

Debarred, Suspended, & Ineligible Contractors

The consultant certifies by submission of a proposal that it is not a debarred, suspended, or ineligible contractor by any agency of federal or state government. No proposal received by a debarred, suspended, or ineligible contractor will qualify for award.

Collusion or Fraud

Any evidence of agreement or collusion among Offeror(s) and prospective Offeror(s) acting to illegally restrain freedom from competition by agreement to offer a fixed price, or otherwise, will render the offers of such Offeror(s) void. By responding, the Offeror shall be deemed to have represented and warranted that its proposal is not made in connection with any competing vendor submitting a separate response to this RFP, and is in all respects fair and without collusion or fraud; that the Offeror did not participate in the RFP development process and had no knowledge of the specific contents of the RFP prior to its issuance; and that no employee or official of DSHA nor the State of Delaware participated directly or indirectly in the Offeror's proposal preparation. Advance knowledge of information which gives any Offeror advantages over any other interested Offeror(s), in advance of the opening of proposals, whether in response to advertising or an employee or representative thereof, will potentially void that proposal.

Appendix 1- Housing Software RFP

This section lists the minimum functional necessities, which should be reflected in any software proposal. In the list below, the listed functions are those that are intrinsic our everyday work. If the proposed software does not meet any of these requirements, then any proposal should include a detailed description of how this functional need would be met otherwise. The lack of a required functionality in any software proposal would be sufficient to disqualify that proposal. Currently, the agency uses Emphasys Elite for its housing choice voucher program and may wish to migrate to other platforms. DSHA wishes to use its existing accounting software system and the agency uses the State of Delaware IT requirements found here <https://dti.delaware.gov/security>.

Proposed Software MUST meet the following requirements:

- A) Tenant Processing
 - a. Multiple Entities
 - b. Multiple Programs
 - i. Public Housing
 - ii. Housing Choice Voucher
 - iii. Project Based Voucher
 - iv. Family Self Sufficiency
 - v. Capital Fund
 - vi. Low Income Housing Tax Credit
 - vii. Mixed Finance
 - c. Waiting List Transactions
 - i. Add/drop/edit
 - ii. Offer a unit/remove an offer
 - d. Move-Ins/Move-Outs
 - e. Re-exams
 - i. Annual
 - ii. Interim
 - iii. Historical adjustment
 - iv. Void 50058s
 - v. Re-exam searching
 - f. Issue voucher with 50058
 - g. Section 8 Portability
 - i. Port-in ii. Port-out
 - h. Generate detailed Demographic Data report
 - i. HAP Register Report
 - i. Track owners, payments, usage, etc.
- B) Low-Rent PHAS Indicators/Reports
- C) Low-Rent/Section 8 New Construction Unit Reports
- D) Create Voucher Status report
 - a. Generate VMS monthly report
 - b. PIC reporting/error checking
 - i. Must generate:
 - i. 50058
 - ii. 50059

Appendix 1- Housing Software RFP

- iii. 52670 voucher
- iv. 1944-8
- v. 1944-29 voucher

E) Work Orders

1. Multiple Entities
2. Meet HUD required listings for PHAS reporting
3. Include “notes” sections for tracking purposes
 1. Ability to document requested repairs, completed repairs, pertinent tenant information and other general requirements
4. Tie-in to Accounts Receivable for posting purposes
5. Tie-in to Inventory and Purchase Orders
6. Generate preventative maintenance
7. Track individual workloads/schedules
8. Set-up work codes for processing
9. Track pets in units for maintenance crew
10. Document smoke detector maintenance
11. Reports to include:
 - i. Worker listing/pay scale
 - ii. Summary of employee workload/work completed
 - iii. Monthly analysis of completed/remaining work orders
12. Inspections
 1. System must handle low-rent and HQS inspections
 2. Upload to main system
 - i. Completed inspections
 - ii. Inspection scheduling
 3. Generate reports automatically
 4. Handheld inspection system is desired
 5. Instantly schedule re-inspections
 6. Generate inspection (52580) reports
 7. Allow inspector to setup predefined repairs
 8. Provides complete inspection history

F) Printing/Reports

1. Ability to print documents, letters and reports to variety of printers
2. Print checks – one universal check stock for multiple accounts and purposes.
3. Create custom reports
4. Export data to external reporting/data collection tools such as:
 1. Excel
 2. PDF
 3. JPEG
 4. HTML

Appendix 1- Housing Software RFP

5. Create new letters
6. Edit existing letters
7. Sort/filter by location, dates, family, labels & financials Letter templates
8. Generate merge letters
9. Create standard HUD forms

G) Contract Maintenance

1. Standard Forms
2. Register for Proposals
3. Register for Contracts
4. Payment Schedules

H) Link to HUD systems & existing systems

- a. PIC
- b. TRACS
- c. REAC
- d. USDA
- e. MINC
- f. FMR tables
- g. Income limit tables