

Request for Proposal for Housing Authority Software

Date Issued: 10/03/23

Date Due: 10/31/23

McKinney Housing Authority
603 N. Tennessee St.
McKinney, TX 75069
972-542-5641- Phone
972-542-0908 - Fax

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I. Introduction

The McKinney Housing Authority (MHA), in McKinney, Texas, is interested in upgrading its business software to increase efficiency and enable greater functionality. MHA has created this Request for Proposal (RFP) to be completed by all interested vendors and will review both technical and cost considerations for each proposal.

Copies of this Request for Proposal may be obtained at the MHA Office – 603 N. Tennessee St., or may be obtained by faxing 972-542-0908 or e-mailing rmiller@mckinneyha.org.

All questions regarding this RFP should be directed to Roslyn Miller, Executive Director via e-mail to rmiller@mckinneyha.org.

NOTE: Parties intending to respond to this RFP are requested to confirm receipt of the RFP via e-mail at rmiller@mckinneyha.org to ensure proper distribution of any addenda or answers to vendor questions. Failure to confirm receipt of this document will not disqualify any vendor from the bidding process. However, MHA will not be responsible for sending updated information to those who do not confirm receipt of the RFP.

MHA reserves the right to reject any and all proposals and to waive any informalities.

II. Selection Process

A. Evaluation Process

The contract will be awarded to the Vendor whose proposal will be the most advantageous to MHA and whose price and other factors considered are the most closely conforming to this RFP. Due to the evaluation procedure for the Request for Proposal, lowest dollar price MAY or MAY NOT indicate the successful Vendor. Price constitutes only one of the several evaluation criteria. The Evaluation Committee will judge the merit of the proposals/interviews received that shall include, but are not necessarily limited to those listed in the section below.

B. Evaluation Criteria

#	Evaluation Criteria	Weight
1	System Functionality	30%
2	Cost (both initial on ongoing support)	30%
3	Vendor Support	20%
4	Customer References	20%

C. Interview

A committee determined by MHA staff will interview Vendors whose product is considered well qualified. The interview process may include a verbal interview, an on-line demonstration of the product, or an on-site demonstration of the product. MHA reserves the right to short list the RFP respondents and to interview only those MHA feels are best qualified.

D. Negotiation

In the event the parties are unable to enter into a contract, MHA may elect to negotiate with the next most responsible bidder.

E. Schedule of Activities

This timeline reflects an optimal conversion plan for MHA. It is anticipated that an actual timetable will be based upon both Vendor and MHA conversion constraints. If these dates must be revised, everyone will be apprised. If possible, tasks beyond the RFP submission deadline may be accomplished sooner than indicated in the timetable.

Official release of RFP	Date – 10/03/23
Vendor Inquires	Date Range – 10/09/23-10/13/23
Last day for Vendor Inquiries	Date – 10/13/23
RFP Submission Deadline	Date – 10/31/23
Review of submitted RFPs	Date or Date Range 11/01/23-11/03/23
Selection of Top 3 Candidates	Date – 11/07/23
Interviews/Demonstrations	Date or Date Range – 11/08/23-11/10/23
Staff Approval of Vendor	Date – 11/14/23
Board Approval of Vendor	Date – 11/28/23
Contract Negotiations	Date or Date Range – December 2023
Develop Installation/Conversion Plan	Date Range – December 2023
User Training	Date Range – January 2024
Conversion to New System	Date Range – January 2024

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III. Process for Inquiries

All inquiries regarding clarification of items in the RFP must be made in writing (e-mail or fax) and must be forwarded to:

Roslyn Miller, Executive Director rmiller@mckinneyha.org Fax: 972-542-0908

The deadline for making such inquiries is 10/13/23. If, in MHA's opinion, additional information or interpretation of the RFP is necessary, such information will be supplied in the form of an Addendum that will be mailed and/or e-mailed to all Vendors who have acknowledged receipt of this RFP and such Addendum shall have the same binding effect as though contained in the main body of the RFP. Only information distributed in this manner shall be considered binding with regards to the RFP. Any verbal instructions or information concerning the specifications provided by HA managers, employees, or agents shall not bind MHA. No Addenda shall be issued by the MHA within seven (7) calendar days of the proposal deadline. MHA responses to Vendor Inquiries will be distributed to all responding Vendors. However, it shall be the responsibility of the Vendor to determine prior to the Proposal Due Date whether any amendments, additions, deletions, or changes of any type have been made to the RFP.

IV. Description of Current Environment

A. The Authority's Housing Programs

MHA operates 03 public housing sites with a total of 51 public housing units, a Housing Choice Voucher Program with 430 vouchers.

B. Current Software

MHA currently uses software from MRI/Lindsey, Little Rock, Arkansas, for all its major housing authority and accounting functions. This product is a Windows, -based program. This software performs all of MHA's primary functions such as Waitlist, Tenant/Client Module for Public Housing and Section 8, Accounting and reports for each module.

MHA operates 07 workstations and also uses Microsoft Office Excel, Word, Adobe, PowerPoint to perform some analytical and reporting functions, and for general word processing.

C. Servers

Main Server: To be provided to selected bidder.

Terminal Server: To be provided to selected bidder.

Operating System: Microsoft Windows 2010 Server.

MHA IT will upgrade servers as needed to accommodate the selected software.

D. Workstations (EXPLAIN LIKE SAMPLE BELOW)

Workstations are currently a mix of various age and manufacture. Operating systems include Windows 95, Windows 98 SE, and Windows XP. The newest workstations are Systemax Pentium 4 or AMD Athlon PC's running Windows XP. The Housing Authority plans to replace outdated workstations and upgrade all units to Windows XP.

E. Users

MHA currently has 08 concurrent users, 07 are located in our office. The IT Administrator is remote.

F. Printers

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MHA currently has a variety of printer types. Most printers are direct-connect PC printers of various manufacturers, including Canon, Lexmark, Brother, Okidata, and Epson.

An important aspect of MHA's current printing methods is the use of the Epson DFX-8000 Dot Matrix Line Printer for printing all payroll, landlord, and tenant checks in the form of 3-part mailers. The Konica Minolta is currently the only network printer on the system.

The Tenant Accounts office uses an Okidata Microline 591 24 Pin Dot Matrix Printer to print rent statements and reports. The Housing Director uses a Brother MFC Laser printer as a local PC printer. Other offices generally use Konica Minolta network printer.

G. Network

Computers: The workstations are PC's running Windows 10. They are connected to the server via a hard-wired network connection.

LAN equipment: MHA currently uses HPE ethernet switches for the bulk of the LAN needs. The MHA central office is wired with CAT5 cabling which connects all members of the LAN.

Internet/WAN connectivity: The internet is a 50mb fiber connection connecting into a firewall.

Main Server: The main server is an Intel based server running Windows Server 2016

V. Proposed Software Functional Requirements

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 to 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 the required functionality in any software proposal would be sufficient to disqualify that proposal.

Proposed Software MUST meet the following requirements:

1. Tenant Processing
 - a. Waiting List Transactions
 - i. Add/drop/edit
 - ii. Offer a unit/remove an offer
 - b. Move-Ins
 - c. Re-exams
 - i. Annual
 - ii. Interim
 - iii. Historical adjustment
 - iv. Void 50058s
 - v. Re-exam searching
 - d. Issue voucher with 50058
 - e. Section 8 Portability
 - i. Port-in
 - ii. Port-out
 - f. Generate detailed Demographic Data report
 - g. HAP Register Report
 - i. Track owners, payments, usage, etc.
 - h. VMS Report
 - i. Two Year Tool Report
 - j. Low-Rent PHAS Indicators/Reports
 - k. Low-Rent/Section 8 New Construction Unit Reports
 - l. Create Voucher Status report
 - m. PIC reporting/error checking
 - n. Must generate:
 - i. 50058
 - ii. 50059
 - iii. 52670 voucher
 - iv. 1944-8
 - v. 1944-29 voucher

2. Accounts Payable

- a. Create Invoices
 - i. Past, present and future invoices for payment
 - b. Create negative invoices
 - c. Generate Section 8 Invoices
 - d. Print checks, both Section 8 and regular payables
 - e. Reconcile checks
 - f. Generate and Print 1099s
 - i. Create 1099 magnetic media
 - g. HAP payments
 - h. ACH transactions and direct deposits
 - i. Reports to include:
 - i. Check register
 - ii. Invoice listing/current and past invoices
 - iii. Vendor transaction listing
3. Accounts Receivable
- a. For public housing and Section 8
 - b. Cash receipts
 - c. Audit trail report
 - d. Collection loss query
 - e. Delinquency report
 - f. Reprint reports, regardless of closing status
 - g. Must include transactions such as:
 - i. Rent charges
 - ii. Security deposits
 - iii. Apply open credits
 - iv. Collection loss creation
 - v. Collection loss credits
 - vi. Credit unearned rent
 - vii. Payments
 - viii. Reversals and voids
 - ix. Recurring charges
 - x. Recurring credits
 - xi. Apply late charges
 - xii. Checks to tenants with credit balances
 - xiii. Void check to tenant
 - xiv. Generate statements
 - xv. Prepare HUD 52295
4. Work Orders
- a. Meet HUD required listings for PHAS reporting
 - b. Include “notes” sections for tracking purposes
 - i. Ability to document requested repairs, completed repairs, pertinent tenant information and other general requirements

- c. Tie-in to Accounts Receivable for posting purposes
 - d. Tie-in to Inventory and Purchase Orders
 - e. Generate preventative maintenance
 - f. Track individual workloads/schedules
 - g. Set-up work codes for processing
 - h. Track pets in units for maintenance crew
 - i. Document smoke detector maintenance
 - j. Reports to include:
 - i. Worker listing/pay scale
 - ii. Summary of employee workload/work completed
 - iii. Monthly analysis of completed/remaining work orders
5. Inspections
- a. System must handle low-rent and HQS inspections
 - b. Upload to main system
 - i. Completed inspections
 - ii. Inspection scheduling
 - c. Generate reports automatically
 - d. Handheld inspection system is desired
 - e. Instantly schedule re-inspections
 - f. Generate inspection (52580) reports
 - g. Allow inspector to setup predefined repairs
 - h. Provides complete inspection history
6. Security
- a. Establish security by individual user or groups
 - b. Read, create, edit and delete options
 - c. Add/remove individual users
 - d. Change clearance levels
 - e. Restrict access to certain files/systems
 - f. Feature group and individual levels
7. Accounting/Financial
- a. General Ledger
 - i. Use standard HUD chart of accounts
 - ii. Track HOPE IV grants
 - iii. Recurring Journal Entries
 - iv. Allocation Tables
 - v. Interactive with Other Programs
 - vi. General Ledger
 - vii. Analysis of Working Capital
 - viii. Balance Sheet
 - ix. Chart of Account Listing
 - x. General Ledger

- xi. Generic Code
 - xii. HUD 52267 / PILOT
 - xiii. HUD 52681 / Voucher for Payment AC
 - xiv. Development Cost Statement with Budget comparison
 - xv. Statement of Initial Operating Period
 - xvi. Statement of Land, Structures & Equipment
 - xvii. Statement of Operating Receipts and Expenditures, with PUM and Budget comparison
 - xviii. Statement of CFP Cost with Budget comparison
 - xix. Automatic closing of operating accounts to Unreserved Surplus
 - xx. HUD-2599 Statement of Operating Receipts and Expenditures
 - xxi. HUD-2595 Balance Sheet
- b. Payroll
- i. W-2s
 - ii. Direct deposit
 - iii. Prepare 941 report
 - iv. Deductions and benefits
 - v. Update federal tax tables
 - vi. Time entry
 - vii. Payroll register
 - viii. Payroll checks
 - ix. Track vacation and sick hours

8. Other Areas

- a. Fixed Assets
 - i. Track materials by:
 - 1. Asset description
 - 2. Manufacturers
 - 3. Serial numbers
 - 4. Asset type
 - 5. Physical location
 - ii. Transactions such as:
 - 1. purchase date
 - 2. vendors
 - 3. check number
 - 4. costs
- b. Bar code readers
- c. Allocation tables
- d. Month-end and Fiscal year-end closing
- e. Real-time posting
- f. Balance sheets
- g. Tax tables
- h. Time sheets
- i. Rent Reasonable

- j. Inventory
 - i. Create items
 - ii. Create warehouses
 - iii. Indicate/edit quantity on hand
 - iv. Indicate/edit location
 - v. Edit reorder quantity
 - vi. Edit reorder point
 - vii. Edit reorder lead time
 - viii. Edit average unit cost
 - ix. Setup vendors
 - x. Edit location/aisle in warehouses
 - xi. Inventory transfer
 - xii. Purchase orders
 - xiii. Provide inventory adjustment for General Ledger
9. Printing/Reports
- a. Ability to print documents, letters and reports to variety of printers
 - b. Print checks
 - c. Create custom reports
 - d. Export data to external reporting/data collection tools such as:
 - i. Excel
 - ii. PDF
 - iii. JPEG
 - iv. HTML
 - v. Lotus
 - vi. Quattro
 - e. Create new letters
 - f. Edit existing letters
 - g. Sort/filter by location, dates, family, labels & financials
 - h. Letter templates
 - i. Generate merge letters
 - j. Create standard HUD forms such as:
 - i. 50058
 - ii. 50059
 - iii. 52670 voucher
 - iv. 1944-8
 - v. 1944-29 voucher
 - vi. 1951-29
 - vii. 52295
 - viii. 51234
 - ix. 52683
 - x. 51228
 - xi. 52295
 - xii. 52267

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- xiii. 52681
- xiv. 52595
- xv. 52599
- xvi. 1099
- k. Link to HUD systems
 - i. PIC
 - ii. TRACS
 - iii. REAC
 - iv. USDA
 - v. MINC
 - vi. FMR tables
 - vii. Income limit tables

VI. Proposal Guidelines

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The proposal submitted by any entity should conform to the following format:

A. Submission Guidelines

Vendors must submit 7 original copies to:

McKinney Housing Authority
Attn: Roslyn Miller
603 N. Tennessee St.
McKinney, TX 75069

Proposals must be received by October 31, 2023 at 4:00 p.m. CST. All proposals not received by this time will be considered late, and will be returned. Submissions by fax or email will not be accepted.

B. Submission Format

Executive Summary

The Executive Summary should include:

A brief non-technical overview of the Vendor's business including the range of products and services offered. Vendors should provide information reflecting how and why vendor's products and services meet MHA's needs.

Company Profile

The Company Profile should include the following:

History of the company: both in general and specifically related to housing software

Number of employees: in sales, development, support, training, and management

Location: indicate any and all cities in which your support offices are located

Relationship to HUD: include information about the company's knowledge of HUD regulations and method for keeping software current

Customer References

Customer References should include a listing of at least five (5) current Housing Authority customers. Any Housing Authority listed may be contacted by MHA, but special attention will be paid to those which are comparable in size, function, and location. For each reference, include the following information:

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Name of technical person responsible for software maintenance and operation
Position at the housing authority
Telephone number
Fax Number
Address

Core Product Description

Software Description: Provide a list of all software components, and any plan for expansion/future release dates.

Hardware requirements: describe minimum hardware requirements to run both server and client applications (if applicable), such as processor type and speed, RAM, and hard disk space. If any modules, such as handheld inspections, require additional devices or hardware, include these. If there are known compatibility issues with any specific platform or device, list those also.

Operating System requirements: description should include OS compatibility, including specific OS version information. Include a description of methods used to ensure that the product remains compatible with the OS after OS patch and hot-fix releases.

Network Requirements: List all network requirements necessary for full functionality of the product. Include a description of any and all necessary protocols, bandwidth requirements, levels of connectivity (i.e. LAN, Internet, direct-dial, etc.) and any other relevant information.

Notable Features

This section should include any unique product features which the Vendor would like to describe.

Installation and Conversion Process Proposal

Installation Process: Provide an enumerated plan for the installation process. Specify tasks to be performed and by whom.

Installation Verification: Provide an enumerated plan for verifying full functionality of the product.

Data Conversion Process: Provide an enumerated plan for the conversion of necessary data from the current XXXX system, as outlined in Section VI, "Data Conversion Requirements".

Data Conversion Verification: Provide an enumerated plan for verifying correct data conversion.

Training Proposal

Initial Training: Describe any and all training to be included as part of the proposed installation package, both for the users and for the system administrator. Include information on the training method, amount of training time, and at what point during the installation process the training will occur.

Ongoing Training: Describe any ongoing training programs the Vendor offers that are not included in the initial training.

Maintenance Proposal

This section should include detailed descriptions of all maintenance plans offered by the vendor. Descriptions should include:

- Support Hours (emergency and non-emergency)
- Types of Support (phone, e-mail, on-site, etc.)
- Guaranteed Response Times (emergency and non-emergency)
- List of Issues Supported
- List of Issues Specifically Excluded from Support
- Maintenance Services Included (software patches, HUD regulation changes, software customization, consulting, other)

Cost Proposal

Itemized Installation Costs: Itemize the cost for each specific installation component. The list should include:

- Each software component
- Each hardware component (if applicable)
- Each user/administrator training component
- Labor for Installation
- Labor for Conversion
- Travel Expenses
- First year maintenance cost
- Sales tax
- Other cost (not included in the above list)

Summary Installation Cost: This is the proposed bottom-line price that the Housing Authority will pay for all product costs for the first year. All costs listed in this proposal, including the itemized costs above, must be valid for a minimum of ninety (90) days from the RFP due date. The Vendor must specify how long in excess of 90 days the product and service pricing will be valid.

Ongoing Maintenance Cost: This is the cost of all maintenance and support for the product after the first year. If the Vendor offers multiple support programs, the cost of each program should be listed.