



**Homes and
Community Renewal**

Andrew M. Cuomo, Governor

RuthAnne Visnauskas, Commissioner/CEO

Request for Proposals

for

Section 8 Housing Choice Voucher Technology Solution

Issuance Date: January 15, 2019
Submission Deadline: March 1, 2019, 12 pm, EST

RFP Number: HTFC-RFP-190115

**NEW YORK STATE
HOUSING TRUST FUND CORPORATION**

HAMPTON PLAZA, 38-40 STATE ST., ALBANY, NY 12207

www.nyshcr.org

Application Coversheet

Attach this form to the top of your proposal.

DATE OF APPLICATION: _____

GENERAL INFORMATION ON FIRM:

Legal Name of Firm:

Firm's Mailing Address:

Firm's Website:

Firm's Main Telephone Number (including area code):

Firm's Federal Tax ID Number:

Firm's FINRA and/or SEC Registration Number (if applicable):

Firm's MWBE Registration Number (if applicable):

Name(s) of MWBE subcontractor(s) (if applicable):

Firm's Service-Disabled Veteran-Owned Business (SDVOB) Registration Number (if applicable):

Name(s) of SDVOB subcontractor(s) (if applicable):

MAIN CONTACT INFORMATION FOR THIS PROPOSAL:

Please list the individual who will be the main contact *regarding this proposal*:

Contact Name and Title:

Contact Telephone Number (including area code):

Contact Email Address:

Contact Facsimile Number (including area code):

PRINCIPAL IN CHARGE:

Please list the primary staff person(s) who will provide services to HTFC. Attach additional sheets if necessary.

Contact Name and Title:

Contact Telephone Number (including area code):

Contact Email Address:

Contact Facsimile Number (including area code):

ADDITIONAL CONTACTS (if applicable):

Contact Name and Title:

Contact Telephone Number (including area code):

Contact Email Address:

Contact Facsimile Number (including area code):

Contact Name and Title:

Contact Telephone Number (including area code):

Contact Email Address:

Contact Facsimile Number (including area code):

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Table 1, Acronyms

ACRONYMS	
3PAO	Third-Party Assessment Organization
ACC	Annual Contributions Contract
ACH	Automated Clearing House
AIE	Application Intake and Eligibility
API	Application Program Interface
APP	Applicant Portal
ASA	Average Speed of Answer
ATO	Authorization to Operate
BCI	Business Confidential Information
CAR	Call Abandonment Rate
COTS	Commercial Off-the-Shelf
CSM	Case Management – Eligibility Determination Case Management – Rent Reasonableness Case Management – Participant Management Case Management – Recertifications
CSP	Cloud Service Provider
DCM	Document Imagine and Content Management
DDI	Design, Development, and Implementation
DED	Deliverable Expectations Document
DHCR	New York State Division of Housing and Community Renewal
DTF	New York State Department of Taxation and Finance
EEO	Equal Employment Opportunity
EIV	Enterprise Income Verification
ESD	Empire State Development
EST	Eastern Standard Time
FedRAMP	Federal Risk and Authorization Management Program
FISMA	Federal Information Security Management Act
FMR	Fair Market Rents
FSS	Family Self-Sufficiency
FTM	Financial Transactions Management
FTP	File Transfer Protocol
FUP	Family Unification Program
HAP	Housing Assistance Payment
HCR	New York State Homes and Community Renewal

HCV	Section 8 Housing Choice Voucher
HFA	New York State Housing Finance Agency
HOP	Homeownership Program Processing
HOTMA	Housing Opportunity Through Modernization Act
HQS	High Quality Standards
HTFC	Housing Trust Fund Corporation
HUD	U.S. Department of Housing and Urban Development
IEH	Information Exchange with HUD
IRS	Internal Revenue Service
ITIL	Information Technology Infrastructure Library
ITS	New York State Office of Information Technology Services
ITSP	Individual Training and Services Plan
IVR	Interactive Voice Response
KPI	Key Performance Indicator
LA	Local Administrator
LFP	Local Administrator Fee Processing
MBE	Minority-Owned Business Enterprise
MTW	Moving to Work
MWBE	Minority- and Women-Owned Business Enterprise
NOC	Notification of Change
O&M	Operations and Maintenance
OGS	New York State Office of General Services
ONP	Case Management – Owner Portal
OOTB	Out of the Box
PBV	Project-Based Voucher
PCP	Case Management – Participant Portal
PDF	Portable Document Format
PGA	Program Administration
PHA	Public Housing Authority
PIC	HUD’s PIH Information Center
PIH	Public and Indian Housing
PII	Personally Identifiable Information
POR	Portability
QCN	Quality Control
RA	Repayment Agreement

RDA	Reporting and Data Analytics
RFI	Request for Information
RFP	Request for Proposals
RFTA	Request for Tenancy Approval
RPO	Recovery Point Objective
RTO	Recovery Time Objective
SAFMR	Small Area Fair Market Rents
SAML	Security Assertion Markup Language
SDVOB	Service-Disabled Veteran-Owned Business Enterprise
SEMAP	Section 8 Management Assessment Program
SFP	Subset and Related Federal Programs
SFTP	Secure File Transfer Protocol
SHCVS	Statewide Housing Choice Voucher System
SOC	Service Organization Control
TANF	Temporary Assistance for Needy Families
TPV	Tenant Protection Vouchers
UAT	User Acceptance Training
USD	United States Dollars
VASH	Veterans Affairs Supportive Housing
VAWA	Violence Against Women Act
VMS	Voucher Management System
WBE	Women-Owned Business Enterprise
WLM	Waitlist Management

HOUSING TRUST FUND CORPORATION

REQUEST FOR PROPOSALS

FOR

SECTION 8 HOUSING CHOICE VOUCHER TECHNOLOGY SOLUTION

IMPORTANT NOTICE: A Restricted Period under the Lobbying Procurement Law is currently in effect for this procurement process and will remain in effect until approval of the Contract(s). Proposers are prohibited from Lobbying Procurement Law Contacts related to this procurement process with any employee of the Housing Trust Fund Corporation (“HTFC” or “Agency”), or its Affiliates, other than the Designated Contact Officer listed below.

Lobbying Procurement Law Designated Contact Officer:

Stacey C. Mickle, Treasurer
New York State Homes and Community Renewal
Housing Trust Fund Corporation
38-40 State Street
Albany, NY 12207
Email: Stacey.Mickle@nyshcr.org

If you have inquiries regarding this request for proposals or would like to contact HTFC regarding issues not relating to Lobbying Procurement Law Contacts, please contact Lisa G. Pagnozzi, via email, at Lisa.Pagnozzi@nyshcr.org.

Further information regarding HTFC’s Lobbying Procurement Law policies is available in [HTFC’s Standard Clauses and Requirements for Solicitations](#), hyperlinked herein as Exhibit A.

1. Introduction

[New York State Homes and Community Renewal](#) (HCR) consists of all the major housing and community renewal agencies of the State of New York (State), including the Housing Trust Fund Corporation (“HTFC” or “Agency”). HCR includes other agencies (Affiliates) not involved in this request for proposals (RFP) process.

1.1 Housing Trust Fund Corporation

The [Housing Trust Fund Corporation](#) was established in 1985, under §45-a of the State’s Private Housing Finance Law, as a public benefit corporation. Its mission is to create decent, affordable housing for persons of low income by providing loans and grants for the rehabilitation of existing housing or the construction of new housing.

HTFC is governed by a three-member Board of Directors (Board) comprised of the Commissioner of the New York State Division of Housing and Community Renewal (DHCR), the Chairperson of the New York State Housing Finance Agency (HFA) and one additional person appointed by the Commissioner of DHCR. Pursuant to a services agreement, HTFC is administered by HTFC staff, together with staff employed by DHCR.

For further information regarding Agency programs, visit our website at <http://www.nyshcr.org/>.

1.2 Section 8 Housing Choice Vouchers

The U.S. Department of Housing and Urban Development (HUD) provides funding to HTFC, through an Annual Contributions Contract (ACC), to administer Section 8 Housing Choice Vouchers (HCVs). Although there are more than 100 Public Housing Authorities (PHAs) in the State, HTFC is the only PHA that is permitted to administer HCVs statewide. HTFC makes Housing Assistance Payments (HAPs) to landlords on behalf of more than 44,000 extremely-low and very-low-income families across the State, providing more than \$450 million in federal subsidies annually. HTFC administers vouchers in New York City, primarily utilizing State staff based in its downtown Manhattan office.

In addition, HTFC contracts with 42 Local Administrators (LAs) who each serve as the entry point to the program in one or more of 54 counties. These LAs are either not-for-profit organizations, local governments, or private vendors. Each LA employs its own case managers and inspectors who perform intake and upload data into HTFC's central Statewide Housing Choice Voucher System (SHCVS) monthly. The SHCVS collects information required to determine tenant eligibility, calculate rental subsidies, and verify payments to landlords. It also provides a digital version of HUD's Form 50058 and other forms necessary to capture required tenant and landlord information.

The current version of the SHCVS was built by State staff in the Office of Information Technology Services (ITS), using SAP's integrated development environment, PowerBuilder.

2. Purpose

HTFC seeks qualified firms or individuals (Proposers) to provide a replacement solution for its current HCV technology system known as the SHCVS. The Proposer(s) selected through this RFP process ("Contractor(s)") will customize a new solution for HTFC to replace SHCVS ("Solution" or "Project"), ideally utilizing proven technology already in use by other PHAs elsewhere in the United States. The Solution must be a comprehensive, real-time data solution that will allow for tracking, processing, and reporting of all HUD-defined actions, and the management of all peripheral aspects of the HCV program (Program). Proposers must demonstrate sufficient expertise and past performance, both in applying federal Section 8 rules and in providing technology solutions capable of managing complex workflows and functions.

The Proposer must also demonstrate the ability to: 1) host and maintain the Solution in a secure environment on an ongoing basis through a maintenance contract; 2) provide ongoing help-desk support and training for staff at multiple locations; and 3) update the system in a timely manner in response to changes in HUD's own Section 8 requirements and data systems.

The Solution must be adaptable to the ever-changing regulatory landscape of affordable housing. Recent federal legislation has provided considerable flexibility to PHAs in administering HCV programs. Regulations related to the Housing Opportunity Through Modernization Act (HOTMA), Small Area Fair Market Rents (SAFMRs), the Moving to Work (MTW) Demonstration Program, and various streamlining efforts afford opportunities for PHAs to regularly reassess the effectiveness of their own policies and operating procedures. The desired Solution for HTFC will offer both the structure and flexibility needed to succeed in this environment.

This RFP is being issued as a follow up to a Request for Information (RFI) that was issued on August 15, 2017 titled *Section 8 Database Management System*. Proposers responding to this RFP are not required to have participated in that RFI process. All qualified Proposers are encouraged to apply.

3. Assessment of Practices relating to Diversity and Service-Disabled Veteran-Owned Business Enterprises (SDVOBs)

HTFC has determined, pursuant to New York State Executive Law Articles 15-a (Article 15-A) and 17-b (Article 17-B), respectively, that the assessment of participation by minority- and/or women-owned business enterprises (MWBEs) (assessment of participation by MWBEs hereinafter referred to as “Diversity”) and SDVOB practices of Proposers responding to this RFP is practical, feasible, and appropriate.

3.1 Minority- and/or Women-Owned Business Enterprise Participation

HTFC is committed to awarding contracts to firms that are dedicated to Diversity and provide high-quality services. HTFC strongly encourages firms, that are certified as MWBEs by the State’s Empire State Development (ESD), to submit responses to this RFP.

HTFC is required to implement the provisions of Article 15-A and 5 NYCRR, Parts 142-144 (MWBE Regulations) for all contracts of HTFC, as defined therein, with a value exceeding \$25,000. HTFC strongly encourages joint ventures of MWBE firms with majority firms and with other MWBE firms. For assistance identifying MWBE partners, review the [NYS MWBE Directory of Certified Firms](#).

For purposes of this solicitation, HTFC hereby establishes an overall goal of 30% of total contract expenditures for MWBE participation, 15% for minority-owned business enterprises (MBEs) and 15% for women-owned business enterprises (WBEs).

3.2 Service-Disabled Veteran-Owned Business Enterprise Participation

HTFC is committed to awarding contracts to service-disabled veteran-owned business (SDVOBs) that provide high-quality services. HTFC strongly encourages firms, that are certified as SDVOBs by the State’s Office of General Services (OGS), to submit responses to this RFP.

HTFC is required to implement the provisions of Article 17-B for all HTFC contracts, as defined therein, with a value exceeding \$25,000. For assistance identifying SDVOB partners, refer to the [Directory of New York State Certified Service-Disabled Veteran-Owned Businesses](#).

For purposes of this solicitation, HTFC hereby establishes a goal of 6% of total contract expenditures for SDVOB participation.

3.3 MWBE and SDVOB Partner/Subcontractor Interest

State-certified MWBEs and SDVOBs may request that their firm’s contact information be included on a list of MWBE and SDVOB firms interested in serving as a partner or subcontractor. The listing will be publicly posted on HTFC’s website for reference by the bidding community. A firm wishing to be included on this list should email their contact information and a copy of their State MWBE certification and/or State

SDVOB certification to Lisa.Pagnozzi@nysher.org. Nothing prohibits an MWBE or SDVOB firm from proposing as a prime contractor.

4 Primary Contractor and Subcontractor(s) Team

HTFC seeks a total Solution. A Proposer may partner with other entities to provide HTFC with the Scope of Work described in the

8. Scope of Services (“Scope of Work”) section of this RFP and to meet the RFP’s MWBE and SDVOB participation goals indicated in Section 3 of this RFP. The Proposer must be the lead vendor (Primary Contractor) that will serve as the legal contracting entity with which HTFC will enter into a contract if its proposal is selected. If the proposal includes products or services from any other participating vendors, it is understood that those vendors will serve as subcontractors to the Primary Contractor. The Cost Proposal must include and assume all costs required to meet the Scope of Work and the requirements of this RFP.

For purposes of evaluating proposals and developing the intended agreement between HTFC and the Primary Contractor, all contributions to the Project from both the Primary Contractor and subcontractor(s), including skills, attributes, and products, will be considered as a total Solution put forth by the Proposer.

If a “team approach” is proposed, all necessary communications will be directed to the Primary Contractor.

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5. Calendar of Events and Milestones

It is anticipated that a contract(s) resulting from this RFP process will be awarded based on the following schedule HTFC reserves the right to modify this schedule at its discretion. Notification of changes in connection with this RFP will be made available to all interested parties via HTFC's webpage at: <http://www.nyshcr.org/AboutUs/Procurement/HCR-Procurement.htm>.

Table 2, Calendar of Events and Milestones

Event	Date
Issuance of RFP	January 15, 2019
Pre-Bid Conference, via WebEx#	January 22, 2019 at 1:30pm, Eastern Standard Time (EST), via WebEx WebEx Information++
Deadline for RFP Questions	February 8, 2019, 5 pm EST (Eastern Standard Time)
Deadline for Responses to RFP Questions	February 15, 2019
Deadline to Submit Non-Mandatory Intent to Submit Proposal Form	February 15, 2019
Deadline for Submission of Proposals	March 1, 2019, 12 pm EST
Interviews/Demonstrations (if necessary)	To Be Determined
Anticipated Selection Date*	On or about June 27, 2019

#Attendance list of firms/individuals, with contact information, will be publicly posted to the Agency's website.

*Subject to the approval of the Board.

++ US Toll Free: 1-844-633-8697 Local: 1-518-549-0500
 Meeting Number: 641 132 377
 Meeting Password: 9tG2EhuH

To join this meeting from mobile devices,

1. Go to <https://meetny.webex.com/meetny/j.php?MTID=m0f569e467abe8c27bb5f99444f0f7d2b>
2. If requested, enter your name and email address.
3. If a password is required, enter the meeting password: 9tG2EhuH
4. Click "Join".

6. Intent to Submit Proposal

Proposers are strongly encouraged to complete an *Intent to Submit Proposal* form, attached hereto as

Attachment 1 1, and to submit the form via email to Lisa.Pagnozzi@nysher.org, with the subject line “*Intent to Submit Proposal – Section 8 HCV Solution,*” by the date indicated in the Calendar of Events and Milestones section of this RFP.

The *Intent to Submit Proposal* form is discretionary and, as such, is not binding in any way; however, any prospective Proposer submitting the *Intent to Submit Proposal* form will receive a notification from the Agency when updates relating to this RFP process are posted by the Agency to its website.

7. Minimum Qualifications

The Proposer must meet all of the qualifications listed in this section. Failure to do so will result in the rejection of the proposal.

- i. The Proposer must be able to cite at least three current or recent engagements involving both the implementation and maintenance of a technology solution on behalf of a government entity or PHA and involving a Section 8 HCV program of no less than 1,000 vouchers. In order to be considered, the implementation of the solution: a.) Must be fully designed, accepted and installed; AND b.) the Proposer must have either a current contract or a contract that expired within the past two years to maintain the system.
- ii. The Proposer must have at least five years of experience in providing a HUD Section 8 HCV technology solution and services to municipalities, public housing authorities, and/or government agencies.
- iii. The Proposer’s Project Lead (i.e., Project Manager) must have a minimum of five years of experience in project management of relevant professional experience and such experience must include expertise in planning, organizing, coordinating, monitoring, and guiding the successful Proposer’s team together with effectively communicating with the Proposer’s client(s) project manager, escalating issues for resolution. That experience must include work similar in scope to that outlined in the Scope of Services section of this RFP.
- iv. The Proposer’s Configuration Lead (responsible for architecting all technical aspects of the solution, leading the configuration and initial setup of the Software as a Service to meet the specific needs of the HCV Program, and unit/integration/system testing of the same) for this Project must have a minimum of five years of experience in a Configuration Lead role using the technologies comprising the Proposer’s solution.

8. Scope of Services (“Scope of Work”)

The scope of services for this Project includes a technology solution and infrastructure to support HTFC’s Section 8 Program operations, in addition to associated services for the implementation and ongoing operations for the duration of the contract term.

Additional Qualifications

HTFC is soliciting proposals from solution and service providers that have:

- Executed engagements where the Proposer designed and implemented a comprehensive HUD Section 8 technology solution with a full set of business capabilities involving levels of complexity as demonstrated by the requirements in this RFP, while ensuring secure access to sensitive personal information;
- Delivered training and help-desk support services to users distributed across multiple physical locations; and
- Maintained, on behalf of a government or PHA, a technology solution related to Section 8 HCVs, and ensured that the Solution remained current with all federal operating requirements. That Solution must be transferable to meet the needs of this RFP.

8.1 The Solution

HTFC seeks a comprehensive technology solution to enable the operations of the Section 8 HCV program. The Solution will serve a diverse user community comprised of applicants and participants of the core HCV and associated programs, owners of the housing units that are accessible through these programs, a network of LA staff who administer the Program delivery across the State, and HTFC personnel who oversee the administration of the Program and delivery of services. The business capabilities of this Solution will facilitate the delivery of federal rental and home-ownership subsidies to extremely-low- and very-low-income households in New York State.

The Solution is envisioned to be a state-of-the-art, robust, secure, and reliable technology product supported by quality professional services from a firm that is intimately familiar with the current and evolving HUD regulatory landscape. The HCV program handles personally identifiable information (PII) for Program participants and business confidential information (BCI) for landlords and financial institutions, making information security of paramount importance. The technology-enabled transformation that HTFC has undertaken aims to maximize the benefits of an inherently innovative and interoperable solution that can efficiently exchange information with systems such as HUD's Public and Indian Housing (PIH) Information Center (PIC), and the Enterprise Income Verification (EIV) systems, as well as the State's banking services vendor's software. Overall, HTFC requires a Solution that incorporates a mature document management capability, eliminates or significantly reduces reliance on paper records, enhances the automation of business processes and quality control, and provides New Yorkers with an improved constituent experience through self-service. HTFC will utilize the Solution to streamline program outcomes, including those included within Section 8 Management Assessment Program (SEMAP). The reporting features of the Solution will also empower HTFC to analyze trends and better understand the population we serve.

Table 3, Future SHCVS System Users

System User	Role	Internal/ External	Access and Responsibilities
Local Administrator <ul style="list-style-type: none"> Administrators Program Managers HCR Subsidy Services <ul style="list-style-type: none"> Administrators Program Managers 	Direct End User	Internal	<ul style="list-style-type: none"> Process applications from applicants. Manage wait lists (opening of wait list). Case Management (including interim re-exams, recertifications, process lease renewals, issuance of vouchers, portability, generation of payment slips and creation of repayment agreements, informal hearings, etc.). QCMS reviews. Reports. Fee Adjustments. Manage HQS Inspections. Input authorized utility allowances, payment standards, and HUD-issued income limits.
Case Managers	Direct End User	Internal	<ul style="list-style-type: none"> Case Management (including interim re-exams, recertifications, process lease renewals, issuance of vouchers, portability, generation of payment slips and creation of repayment agreements, informal hearings, etc.).
Inspectors	Direct End User	Internal	<ul style="list-style-type: none"> Conducts inspections.
Supervisor, Inspections	Direct End User	Internal	<ul style="list-style-type: none"> Conducts inspections. Conducts QCN inspections.
FSS Coordinators	Direct End User	Internal	<ul style="list-style-type: none"> Case Management for FSS program participants.
Home Ownership Coordinators	Direct End User	Internal	<ul style="list-style-type: none"> Case Management for Home Ownership program participants.
Applicants	Direct End User	External	<ul style="list-style-type: none"> Submit application to participate in program and track status. Submit changes in household composition, income, etc. while on wait list. Respond to wait list purge correspondence.
Authorized individuals	Direct End User	External	<ul style="list-style-type: none"> Authorized individuals who would act on behalf of Applicants that cannot handle program obligations on their own. This authorized individual would be able to perform all the same functions as the Applicant.
Owners (including authorized managing agents)	Direct End User	External	<ul style="list-style-type: none"> Landlords who participate in the program and own the housing units where the tenants reside, their interaction with HCR. Through Owner's Portal or similar system, have ability to submit rent increase requests, update direct deposit and other information, send in lease renewals, submit self-certifications to cure fail items stemming from HQS inspections, view scheduled inspections.

System User	Role	Internal/External	Access and Responsibilities
HTFC Finance Staff	Direct End User	Internal	<ul style="list-style-type: none"> Oversee the disbursement of the HAP payments Reports (VMS Creation). Pull down lockbox submissions from Banking Partner
Housing & Urban Development (HUD) Office of Public & Indian Housing (PIH) PIH Information Center (PIC) Form 50058	Data Exchange	External	<ul style="list-style-type: none"> Federal agency/program office/system responsible for maintaining and gathering data about all of PIH's inventories of HAs, Developments, Buildings, Units, HA Officials, HUD Offices and Field Staff and IMS/PIC Users. Form 50058 is a module of IMS/PIC, a system that collects, stores, and generates reports on families who participate in Public Housing or Section 8 rental subsidy programs; monthly submission.
Internal Revenue Service (IRS)	Data Exchange	External	<ul style="list-style-type: none"> Sends payee name and tax ID mismatches to HTFC annually.
New York State Dept. of Taxation & Finance (DTF)	Data Exchange	External	<ul style="list-style-type: none"> Manage HAP payment transactions through Banking Partner.
Banking Partner	Data Exchange	External	<ul style="list-style-type: none"> Process HAP checks and ACH. Process HTFC accounts receivables through maintenance of designated lockbox. Process FSS interest and escrow. Generation of B-Notices and 1099s sent to landlords.

8.1.1 Solution Functional Requirements

The proposed solution must meet all functional requirements as itemized in Attachment 2, Section 8 Housing Choice Voucher RFP Requirements. The functional requirements are organized by functional areas that correspond to the various business capabilities needed to operate the Section 8 program and all its supporting functions. HTFC wishes to obtain a solution that is a commercial off the shelf (COTS) product designed to manage the full voucher lifecycle and that specializes in the unique requirements of the HUD Section 8 program.

Table 4, Functional Areas

ID	Name	Description
AIE	Application Intake and Eligibility Screening	Functionality that automates and enables the business process of application intake, initial eligibility screening, and supporting functions.
WLM	Waitlist Management	Functionality that automates and enables the business process of managing waitlists.

ID	Name	Description
APP	Applicant Portal	Functionality that automates and enables a portal for applicants to interact with the program through self-service.
CSM	Case Management – Eligibility Determination	As part of Case Management capability, functionality that automates and enables the business process of eligibility determination of an applicant and supporting functions.
CSM	Case Management – Rent Reasonableness	As part of Case Management capability, functionality that automates the determination of rent reasonableness.
CSM	Case Management – Participant Management	As part of Case Management capability, functionality that automates and enables the business process of management of participant information.
CSM	Case Management – Recertifications	As part of Case Management capability, functionality that automates and enables the business process of recertification of program participants, and supporting functions.
PCP	Case Management – Participant Portal	As part of Case Management capability, functionality that automates and enables a portal for participants to interact with the program through self-service.
ONP	Case Management - Owner Portal	As part of Case Management capability, functionality that automates and enables a portal for owners to interact with the program through self-service.
FSS	Family Self-Sufficiency Program Processing	Functionality that automates and enables the business processes to manage the administration of the FSS program.
LFP	Local Administrator Fee Processing	Functionality that automates and enables the business processes that track and maintain LA fees.
TPV	Tenant Protection Vouchers	Functionality that automates and enables the business processes that manage information pertaining to tenant protection vouchers.
FTM	Financial Transactions Management	Functionality that automates integration with the State banking services vendor’s software to process all financial transactions.
IEH	Information Exchange with U.S. Department of Housing and Urban Development	Functionality that automates information exchange with HUD.
IER	Information Exchange with Internal Revenue Service (IRS)	Functionality that automates information exchange with the IRS.
HOP	Homeownership Program Processing	Functionality that automates and enables the business processes to manage the administration of the Homeownership program.
POR	Portability	Functionality that automates and enables the business processes to manage portability of program participants.

ID	Name	Description
QCN	Quality Control	Functionality that automates and enables the quality control of program delivery.
INS	Inspections	Functionality that automates and enables the management of information on quality and the safety inspection of housing units.
SFP	Subset and Related Federal Programs	Functionality that automates and enables the administration of subset and related federal programs, such as Veterans Affairs Supportive Housing (VASH).
PGA	Program Administration	Functionality that automates and enables the oversight of program delivery services by HTFC personnel.
RDA	Reporting and Data Analytics	Reporting and data analytics capabilities.
DCM	Document Imaging and Content Management	Document imaging and content management capabilities.

8.1.2 Solution Non-functional Requirements

The Solution shall need to remain in full compliance with all applicable ITS policies and standards throughout its entire lifecycle and meet additional non-functional requirements.

The non-functional requirements that the Solution must meet are itemized in Attachment 2.

8.2 Service Requirements

The scope for this Project includes the Contractor’s services to implement the Solution and support its operation and enhancements over the full term of the contract. The initial implementation of the Solution will involve requirements and a COTS fit-gap analysis, solution design, configuration and customization, testing, data migration, training, go-live, and management of all these tasks. The Proposer must propose a timeline as part of their proposal for this Design, Development, and Implementation (DDI) phase, not to exceed a maximum of 24 months from contract start date.

Following implementation, the Contractor will provide operations and maintenance (O&M) services, as well as system enhancement services, as needed. These services will be provided for operation years 1 through 5, with an optional renewal for another five years; operation year 1 starts from the point the Solution is in production.

The full set of Service Requirements that the Contractor must meet are itemized in Attachment 2.

8.3 Deliverables

The solution and services to be provided by the Contractor are structured and organized in the form of a series of mandatory formal deliverables that correspond to the requirements for this Project.

8.3.1 List of Deliverables

Below is a numbered list of all formal deliverables.

Table 5, Project Deliverables

ID	Deliverable
N/A	Deliverable Expectations Document for each of the following deliverables
D1	Project Management Plan
D2	Project Schedule
D3	Status Report
D4	Requirements Fit-Gap Analysis
D5	Requirements Traceability Matrix
D6	Solution Design Specifications
D7	Solution Technology Specifications
D8	Information Security Plan
D9	Test Plan
D10	Test Progress Report and Results
D11	Data Migration Plan
D12a	Data Migration Progress Reports
D12b	Migrated Data
D13	Production Rollout Plan
D14	Organizational Change Management Plan
D15a	End User Training Plan
D15b	Pre-User Acceptance Training (UAT) End User Training Delivery
D15c	Pre-Go-Live End User Training Delivery
D15d	Training Materials
D15e	Multilingual Training Material for Use of Portals
D15f	Ongoing End User Training in Webinar Media
D15g	Ongoing Training Status Reports
D16	Hosting Infrastructure
D17	Business Continuity Plan
D18a	Disaster Recovery Plan
D18b	Disaster Recovery Test Results and Evidence of Remediation
D19a	Configured Section 8 Solution or Service in Production
D19b	Post-Go-Live Hypercare Support
D19c	Daily and Weekly Status Briefings of Post-Go-Live Production Operations
D20a	Operations and Maintenance Services
D20b	Software Release Management Plan

ID	Deliverable
D20c	Monthly Operations and Maintenance Reports
D21	Periodic Penetration Test Results and Remediation Evidence
D22a	Help Desk Service Plan
D22b	Help Desk Services
D22c	Monthly Help Desk Performance Reports

8.3.2 Deliverable Management Process

Prior to beginning the work for each deliverable, the Contractor shall submit to HTFC for approval a Deliverable Expectations Document (DED). Each DED shall include the format, outline, and key content, including key figures, diagrams, and tables for the deliverable. The purpose of the DED is to ensure that a common understanding exists between HTFC and the selected Proposer regarding the scope and content (depth and breadth) of the deliverable prior to beginning the work.

HTFC will attempt to review deliverables submitted by the Contractor, accept or reject those deliverables, and provide written comments and/or notices of deficiencies, if any, to the Contractor, within 10 business days of receipt. The Contractor shall correct any deficiencies cited by HTFC and resubmit the deliverable for approval within five business days of receipt of HTFC’s notice of deficiencies, unless an extension is requested, in writing, by the Contractor and approved, in writing, by HTFC. The Contractor shall respond to all HTFC comments and incorporate such response into its resubmission of the deliverable. Full response by the Contractor to HTFC’s comments within five business days will constitute fulfillment of that deliverable, unless HTFC provides, within five business days of receipt of the resubmitted deliverable, notice of a continuing deficiency. If notice of a continuing deficiency is given, HTFC will provide to the Contractor a detailed description of the remaining deficiency(ies). If the Contractor fails to meet all criteria within the timeframes mentioned above, HTFC reserves the right to withhold payment until HTFC is satisfied that all the deliverables have been completed as will be set forth in the written agreement between HTFC and the Contractor resulting from this RFP process (Agreement).

As used in this section, the term “continuing deficiency” shall be limited to:

- Inadequate resolution, in the reasonable judgment of HTFC, of the items raised during the previous review by HTFC.
- Issues that were tied to or created by the method of resolving previous HTFC comments.
- Items that could not be thoroughly tested or reviewed by HTFC because of an inadequate, incorrect, or incomplete deliverable previously submitted, which was identified as inadequate, incorrect, or incomplete by HTFC’s previous written comments.
- Omissions of parts of a deliverable.

Such reviews and resubmissions shall not be construed as a waiver of any deliverable or obligation to be performed under the Agreement, nor of any scheduled deliverable date, nor any rights or remedies provided by law or under the Agreement, nor HTFC comment on any deliverable, nor relieve the Contractor from any obligation or requirement of the Agreement.

In the event HTFC fails to review and accept or reject a deliverable within 10 business days of receipt, the Contractor shall notify HTFC of the late response and proceed with performance as if acceptance had been

received from HTFC. If, in such circumstances, HTFC subsequently requires material changes to the deliverable, the parties shall fairly consider and mutually agree to the effect of the untimely rejection or acceptance on the delivery or implementation schedules. In no event shall the Contractor be entitled to any price increase due to the need to correct deficient deliverables unless such correction results from a change in the deliverable indicated in the Agreement.

The Contractor should deliver drafts of deliverables to HTFC to facilitate HTFC's review process. Nothing set forth herein with regard to the formal review process for deliverables shall preclude verbal comments by HTFC to the Contractor or its representatives during that process, and those verbal comments may be provided in addition to the formal process set forth herein.

The Contractor will make a written request for final and formal acceptance of contract deliverables. There will be no verbal acceptance.

9. Proposal Requirements

A complete proposal for this RFP is comprised of five separate tabs: 1) Tab One: Application Cover Sheet and Cover Letter; 2) Tab Two: Technical Proposal; 3) Tab Three: Cost Proposal; 4) Tab Four: Administrative Proposal; and 5) Tab Five: Diversity and SDVOB Proposal.

The Proposal must be complete and prepared in the format consistent with the instructions provided in this RFP. In all instances, HTFC's determination regarding a proposal will be final. Proposals not organized in the manner prescribed in this RFP may be considered non-responsive, at HTFC's sole discretion. Proposers should not refer to other parts of the proposal, to information that may be publicly available elsewhere, or to the Proposer's or others' website in lieu of answering a specific question.

10. Contents of Proposals

The Proposer must submit a proposal that clearly provides all the information required in this RFP. Emphasis should be made on conformance to the RFP instructions, responsiveness to the RFP requirements, and clarity of content. The Proposer is advised to thoroughly read and follow all instructions contained in this RFP. Proposals that do not comply with these instructions, or do not meet the full intent of all the requirements of this RFP, may be subject to scoring reductions during the evaluation process or may be deemed non-responsive.

HTFC does not require, nor desire, any promotional material that does not specifically address the proposal requirements in this RFP.

The proposal should demonstrate that the Proposer is qualified to perform the Scope of Work based upon prior relevant professional experience. HTFC will perform a comprehensive review of each proposal submitted.

Each Proposer is required to submit the information and documentation listed below, in the order in which it is requested. A proposal that does not include all required information and completed forms may be subject to rejection. A proposal that does not meet the minimum qualifications indicated in Section 7 of this RFP, will not be reviewed and will be rejected.

The completed proposal will include Tabs One through Five, as described in the section of this RFP titled 13. *Proposal Submission* Requirements. Each Tab must be electronically bookmarked as “Tab 1,” “Tab 2,” “Tab 3,” “Tab 4,” and “Tab 5,” and must be presented in the exact order requested in this RFP.

All materials submitted in response to this RFP shall become the property of HTFC. HTFC will not be liable for any costs incurred by any Proposer pertaining to the preparation and submittal of any written response or for participation in a demonstration in response to this RFP. Proposals are subject to disclosure under Public Officers Law, §87 (Freedom of Information Act).

Proposers must submit a complete proposal that satisfies all the requirements set forth in the RFP. Failure to do so may render the Proposer’s proposal non-responsive. A proposal checklist is included in this RFP as Addendum 1.

Proposals that make extensive use of color photographs or illustrations, or that include separate brochures or marketing materials and overly elaborate embellishments, are discouraged. Images of screens within the COTS solution (i.e., screenshots) that explain required functionality may be useful. All proposals submitted in response to this RFP must be written in English, with quantities expressed using Arabic numerals and currency using United States Dollars (\$ USD), as applicable.

The Proposer’s proposal must contain responses to the items listed below.

10.1 TAB 1: Cover Letter

The Proposer’s cover letter must not exceed three pages and must include:

- The Proposer’s name, address, telephone number, fax number, email address, and website address, if applicable.
- The name, title, telephone number, fax number, and email address of the individual within the Proposer’s organization who will be HTFC’s primary contact concerning the proposal.
- A summary of the Proposer’s organizational history and legal structure (e.g., corporation, MWBE and/or SDVOB certification status).
- An indication of whether the Proposer will be subcontracting with an MWBE and/or SDVOB and, if so, the name of the MWBE and/or SDVOB entity(ies) and principal(s).
- A statement affirming at least three projects, from within the past five years, that the Proposer fully completed (i.e., in the warranty period or later), where the Proposer successfully implemented a solution for a comprehensive and security HUD Section 8 HCR technology solution involving a minimum of 1,000 vouchers/housing units.
- A statement affirming that the Proposer meets all of the Minimum Qualifications listed in Section 7.
- A written certification confirming that the information contained in the proposal is true and accurate and that the person signing the cover letter is authorized to submit the proposal on behalf of the Proposer.

10.2 TAB 2: Technical Proposal

This section of the RFP provides instructions to Proposers regarding information that is to be included in Tab 2 of the Technical Proposal section of the proposal. Proposal documents must be complete, factual, and as detailed as necessary to allow the HTFC to adequately evaluate capabilities and experience regarding the maintenance and support services for the Solution. The purpose of the technical section of the proposal is to provide the Proposer an opportunity to demonstrate its qualifications, competence, and capacity to undertake the Scope of Work described in the Scope of Services section of this RFP in a manner that complies with the requirements of this RFP. Proposals must specifically detail the Proposer’s qualifications and experience in providing the services sought by HTFC.

Technical Proposals must be submitted in the order listed in the table below. Proposer should present as much information about their solution and services as they deem necessary, and all applicable supporting documentation, to illustrate the responses on Attachment 2. It is recommended that the proposal include samples of deliverables as outlined in Section 8.3 Deliverables, including but not limited to a high-level tentative Project Schedule for the DDI effort.

Table 6, Technical Proposal Requirements

Section	Required Content	Format
Title Page	Label this page “Technical Proposal” and include: <ul style="list-style-type: none"> • RFP Title. • Proposer’s name and address. • Name, title, address, telephone number, and email address of Proposer’s contact person. • Date of Proposal. 	Proposer’s format, not to exceed one page
Table of Contents	Identify all proposal contents by page and section number.	Proposer’s format, not to exceed one page
Executive Summary / Company Background	<ul style="list-style-type: none"> • Name and address of contact. • Corporate structure identifying any parent company and affiliate(s) for Proposer and subcontractor(s). • Date and place of incorporation; where registered, licensed, as applicable; corporate headquarters; and other background information, including any mergers and/or acquisitions that occurred in the last three years. • Describe the corporate profile, core business, and state the number of years providing each service function for the Proposer and any subcontractors. • Organizational chart for Proposer and any subcontractors. • Overview of regulatory authorities supervising the firm, if any. • If there are other locations of your firm that will be involved in providing services for the Solution, identify these other locations and include names, titles, telephone numbers, and 	Proposer’s format, not to exceed two pages

Section	Required Content	Format
	email addresses of contact persons in those locations.	
Proposer Experience	<ul style="list-style-type: none"> • Describe how the Proposer meets the minimum qualifications indicated in Section 7. • Describe the relevance of the Proposer’s experience using criteria (the three bullets) indicated in Section 8, Additional Qualifications. • Provide the names and contact information of three to five references. Include the following information for each reference: <ul style="list-style-type: none"> a) The name and location of the client; b) Type of entity (government, private, etc.); c) Dates of engagement; d) Describe the services provided under the engagement; e) Describe any best practices or innovative techniques that were learned and/or applied under the engagement that may be useful in achieving outcomes described in this RFP; and f) Name, title, and contact information for the individual who can provide a reference for the client and speak with authority to the Proposer’s performance on the engagement. 	Proposer’s format, not to exceed four pages
Requirements	Affirm that the Proposer’s proposed solution meets each minimum requirement and describe the level of customization required utilizing the form in Attachment 2.	Must be fully completed using the form in Attachment 2. Each requirement must include a response for all required fields. Proposals with fields left blank may be determined unresponsive.
Technical Approach	<p>Describe in detail, for each of the sections in Attachment 2, how your firm will meet the RFP requirements, for:</p> <ul style="list-style-type: none"> • Solution Functional Requirements; and • Solution Non-functional Requirements. <p>Describe any value-added features within the design of your solution that are not included within the Functional Requirements of this RFP. Explain how these features will enhance the efficiency of workflow and service delivery in HTFC’s HCV Program.</p>	The content in Tab 2 is limited to 50 letter-sized pages, which includes required content generated by the Proposer, such as narrative, resumes, organizational charts, screenshots, output samples, and graphical materials. This page limit does NOT include the completion of the form in Attachment 2. Text provided by the Proposer shall be single- or double-spaced, minimum 12-point font, and at least one-inch margins.
Service Approach	<p>Describe in detail how your firm will meet the Service Requirements, supporting your response on Attachment 2 for, but not limited to:</p> <ul style="list-style-type: none"> • Engagement/Project Management; • Staffing; • Testing; 	The content for the Service Approach is limited to 33 letter-sized pages, which include required content generated by the Proposer, such as narrative, resumes, organizational charts,

Section	Required Content	Format
	<ul style="list-style-type: none"> • End User Training; • Solution Maintenance Services; and • Help Desk Services. <p>The Service Approach should, at a minimum, specifically address the following:</p> <ul style="list-style-type: none"> • Where employees for each of the areas listed above will be located. Will any employees be based in New York?; • For each area, which proposer staff who will be shared with the Proposer’s other clients, and which proposer staff who will be dedicated specifically to HTFC; • Explain the Proposer’s strategy for training. How will the Proposer approach the unique challenges of instructing staff from both HTFC and its LAs who are performing different functions, have varying levels of technological sophistication, and are scattered across many locations? How will training materials be updated and distributed, and how will new users be trained after the initial installation? • Describe in detail the anticipated customer experience for the end user when accessing the Help Desk. Will calls be answered by a person or an automated system such as an Interactive Voice Response (IVR) system? Will callers be placed on hold? If so, what is the typical wait time? Describe the communication flow between the Help Desk and end users for resolving problems and incidents. (Please note that the successful Proposer will be required to submit a Help Desk Service Plan). • Who will be the point of contact for HTFC executive staff to discuss chronic incidents and problems; desired system modifications; and support for high priority, time sensitive data analytics, and reporting? 	<p>screenshots, output samples, and graphical materials. This page limit does NOT include the completion of the form in Attachment 2. Text provided by the Proposer shall be single- or double-spaced, minimum 12-point font, and at least one-inch margins.</p>
Service Level Agreement	<p>The Proposer shall provide a detailed Service Level Agreement if it exceeds service level requirements indicated on Attachment 2.</p>	<p>Proposer’s format</p>
Key Personnel	<p>Proposers should provide resumes and two professional references each for the Key Personnel identified in Attachment 2 in their response to Service Requirements/Staffing Requirements. Resumes should be limited to no more than three pages in length.</p>	<p>Proposer’s format</p>

10.3 TAB 3: Cost Proposal

The Proposer must complete the Cost Proposal Worksheet (Worksheet), attached hereto as Attachment 3, in the format outlined in the Worksheet, and costs must include the items indicated below.

The total cost for this Project will include three components:

- DDI Fixed Price.
- O&M Services Fixed Fee.
- Systems Change Management Services Fixed Hourly Rate.

The Cost Proposal must be signed and dated by an authorized representative of the Proposer.

The Worksheet must include the following items:

- In Fee Schedule A, the Proposer must specify a total fixed price to provide initial setup services for the Section 8 HCV solution that will include planning, requirements analysis, solution design, configuration/customization, integration with other systems, testing, training, and go-live and post-go-live services. The total cost will be broken down by payment points tied to milestones.
- In Fee Schedule B, the Proposer must specify a monthly subscription fee for the Section 8 HCV solution based on number of users. The price will be fixed for the blocks of years outlined in Attachment 3. HTFC does not make any guarantees regarding the volume of users.
- In Fee Schedule C, the Proposer must specify a blended hourly rate for systems change management services for enhancements that may be needed outside of federal regulatory changes. This blended rate should, at a minimum, include a Project Lead, Subject Matter Expert, Business Analyst, Configuration Specialist (which includes system integration), and a Tester. The hourly rate must be a fully-loaded rate that includes all personnel, overhead, indirect, travel, profit, equipment usage, and other miscellaneous costs. The proposed rate must be specified and remain fixed for multiple Operation Year blocks, as laid out on the Worksheet, for the duration of the total contract term. HTFC estimates 10,000 hours annually for potential systems change management services but does not make any guarantees regarding the use of systems change management hours beyond the term of the contract. This value of estimated hours can be utilized to compute the total amount for Fee Schedule C. The anticipated numbers/quantities provided do not represent a commitment or guarantee to utilize a specific quantity of hours or level of services.

The Cost Proposal must be signed and dated by an authorized signatory of the Proposer.

10.4 TAB 4: Administrative Proposal

Proposers are subject to the requirements indicated in HTFC's [Standard Clauses and Requirements for Solicitations](#). Such requirements include, but are not limited to, submission of the following information and forms: 1) [Vendor Information FORM](#); 2) [Lobbying Procurement Law FORM 1](#) and [Lobbying Procurement Law FORM 2](#); 3) [Non-Collusive Bidding Certification FORM](#); and 4) [Vendor Responsibility Questionnaire for For-Profit Business Entity](#).

In addition to completion of the forms hyperlinked in the paragraph above, Proposers must provide all other information indicated in this Section 10.4 for Tab 4.

10.4.1 Insurance Requirements

The successful Proposer (Primary Contractor) is required to provide and maintain, at its (their) sole cost and expense, the insurance requirements at the minimum limits specified herein during the term of the contract and for two years after completion of work. All required insurance policies shall be maintained with insurance companies licensed within the State of New York and holding an AM Best rating of no less than A- VIII. Said policies shall contain a provision that coverage will not be canceled, non-renewed, or materially changed until at least 30 days' prior written notice has been provided to HTFC. HTFC and its Affiliate (DHCR), and all other parties-in-interest as the Agency may designate in writing from time to time (collectively, the Additional Insureds), all as their interests may appear, shall be named as additional insureds. Primary Contractor agrees to have included in each of the above policies for Primary Contractor's parties, a waiver of the insurer's right of subrogation against the Additional Insureds.

The Agency reserves the right to set minimum insurance limits in any subcontracting agreement between the Primary Contractor and its subcontractor(s).

In addition, notwithstanding the above, the Agency reserves the right to enter into separate direct contracts with a Primary Contractor and another firm. In the event the Agency wishes to enter into such separate contracts, insurance requirements with such other firm will be disclosed at the time of tentative contract award.

The Primary Contractor shall furnish to HTFC evidence of the insurance requirements indicated below prior to execution of awarded Agreement. The Agency reserves the right to modify these insurance requirements.

- a. Commercial General Liability Insurance, including Contractual Liability of liability of no less than One Million Dollars U.S. Dollars (\$1,000,000) per occurrence, Two Million Dollars U.S. Dollars (\$2,000,000) aggregate (Products and Completed Operations) and Four Million U.S. Dollars (\$4,000,000) General Aggregate. The limits of liability may be provided in a combination of a Commercial General Liability policy and an Umbrella Liability policy, which is written on a no less than follow form basis. The policy should be written on form CG 00 01 07 98, or its equivalent, and shall not include any exclusions or limitations other than those incorporated in the standard form. Such insurance is to be primary and non-contributory, notwithstanding any insurance maintained by the Primary Contractor.
- b. Workers' Compensation and Employers' Liability, with statutory coverage for Workers' Compensation and minimum limits of One Million U.S. Dollars (\$1,000,000) per accident, One Million U.S. Dollars (\$1,000,000) disease (each employee), and One Million U.S. Dollars (\$1,000,000) disease (policy limit) for Employers' Liability or coverage and limits complying with

all regional, country, State and local requirements applicable to the services performed for the Project.

Upon notification of award, the Primary Contractor will be requested to submit one of the following forms as Workers' Compensation Insurance documentation:

- **CE-200** – Certificate of Attestation for New York Entities with No Employees and Certain Out-of-State Entities that New York State Workers' Compensation and/or Disability Benefits Insurance Coverage is Not Required; or
- **C-105.2** – Certificate of Workers' Compensation Insurance (or **U-26.3** if insured through the State Insurance Fund); or
- **SI-12** – Certificate of Workers' Compensation Self-Insurance (or **GSI-105.2** Certificate of Participation in Workers' Compensation Group Self-Insurance).

Disability (Employer's Liability) Insurance Documentation

Upon notification of award, the Primary Contractor will be requested to submit one of the following forms as Disability documentation:

- **CE-200** – Certificate of Attestation for New York Entities with No Employees and Certain Out-of-State Entities that New York State Workers' Compensation and/or Disability Benefits Insurance Coverage is Not Required; or
- **DB-120.1** – Certificate of Disability Benefits Insurance; or
- **DB-155** – Certificate of Disability Benefits Self-Insurance.

ACORD forms are not acceptable proof of insurance. Further information is available on the Workers' Compensation Board [website](#).

- c. Data Breach and Privacy/Cyber Liability Insurance, which shall include individual limits of not less than One Million Dollars U.S. Dollar (\$1,000,000) per occurrence and Five Million Dollars U.S. Dollars (\$5,000,000) in the general aggregate. Such coverage shall include failure to protect confidential information and failure of the security of the Primary Contractor's computer systems or the users of the HTFC's systems due to the actions of the Primary Contractor that result in unauthorized access to HTFC's users or their data. Said insurance shall provide coverage for damages arising from, but not limited to the following: 1) breach of duty to protect the security and confidentiality of nonpublic proprietary corporate information; 2) personally identifiable nonpublic information (e.g., medical, financial, or personal in nature in electronic or non-electronic form); 3) privacy notification costs; 4) regulatory defense and penalties; 5) website media liability; and 6) cybertheft of customer's property, including but not limited to money and securities. If the policy is written on a claims-made basis, Primary Contractor must submit to HTFC an Endorsement providing proof that the policy provides the option to purchase an Extended Reporting Period (tail coverage) providing coverage for no less than one year after work is completed if coverage is cancelled or not renewed. This requirement applies to both primary and excess liability policies, as applicable.
- d. Errors and Omissions Liability – Errors and Omissions (or Professional Liability), which shall include Errors and Omissions (or Professional Liability) insurance with limits of Ten Million U.S. Dollars (\$10,000,000).

- e. Fidelity Bond – Commercial Blanket Fidelity Bond Insurance, which shall include a customer protection endorsement, with limits of Seven Million U.S. Dollars (\$7,000,000). Said bond shall cover, without limitation, computer crime. HTFC shall be named as an additional insured and a loss payee as its interest may appear.
- f. Umbrella/Excess Liability, with minimum limits of Ten Million U.S. Dollars (\$10,000,000) each occurrence and aggregate.
- g. Automobile Liability, of One Million U.S. Dollars (\$1,000,000) per person, One Million U.S. Dollars (\$1,000,000) per accident covering bodily injury (including death), and property damage for all vehicles that the Primary Contractor owns, hires or leases.

Certificates of Insurance, presented on ACORD form 25, accompanied by additional insured endorsement CG2010 (1001) and CG2037 (0704), if deemed necessary, or, if acceptable to HTFC, their equivalent, shall be delivered to HTFC, prior to beginning the Scope of Work, evidencing the coverage required hereunder and showing all such coverages as noted above being in force. All insurance policies provided by the Primary Contractor's parties shall be maintained under terms and conditions reasonably satisfactory to HTFC, and Primary Contractor's parties shall provide such other insurance coverage as HTFC may reasonably request from time to time. HTFC will not accept any exculpatory language, such as "endeavor to" and "but failure to do so shall impose no obligation or liability of any kind upon the insurer, its agents or representatives" on the Certificate of Insurance, i.e., the certificates shall meet the insurance requirements above.

For additional information regarding workers' compensation and disability benefits requirements, or with any questions regarding the law and its requirements, please refer to or call the Workers' Compensation Board Bureau of Compliance at (518) 486-6307.

- In addition to the foregoing, Primary Contractor and any subcontractors shall procure and maintain all insurance that is required by any applicable current or future law, rule, regulation, ordinance, permit, license, order, or other legal requirement.
- All insurance shall be primary and non-contributory and shall waive subrogation against the Agency and all of either of their former, current, or future officers, directors, and employees. No deductible of more than \$50,000 shall be permitted without advance written approval by the HTFC, which the HTFC may withhold, condition, or deny at its sole and exclusive discretion.
- The Primary Contractor shall provide Certificates of Insurance to the HTFC prior to the commencement of work and shall provide full and complete copies of the actual policies and all endorsements upon request. Contractors and/or subcontractors, if any, may be required to maintain insurance meeting the requirements set forth above; however, Primary Contractor shall require subcontractors to maintain greater limits and/or other or additional insurance coverages if greater limits and/or other or additional insurance coverages are (a) generally imposed by the Primary Contractor given its normal course of business for subcontracts for similar work or services to those being provided by the subcontractor at issue; or (b) reasonable and customary in the industry for similar work or services to those anticipated hereunder.
- If the above insurance requirements exceed the type and/or amount of insurance that is reasonable and customary for similar work or services in the same general geographic area, Primary Contractor shall, within 15 calendar days of the execution of the contract, provide

written notice of the same to the HTFC, along with a written summary of the type and amount of insurance Primary Contractor believes is reasonable and customary for similar work or services in the same general geographic area. HTFC may, at its sole and exclusive discretion, waive, decrease, or otherwise alter or amend the insurance requirements in light of this notice, but it is under no obligation to do so. Notwithstanding anything to the contrary herein, nothing in this paragraph requires, or shall be deemed to require, HTFC to waive, decrease, alter, or amend, in whole or in part, any insurance requirements as a result of the foregoing notice from Primary Contractor or for any other reason, and no waiver, decrease, alteration, or amendment shall be made, except as approved in advance and in writing by HTFC.

- If the above insurance requirements do not meet or exceed the type and/or amount of insurance that is reasonable and customary for similar work or services in the same general geographic area, Primary Contractor shall, within 15 calendar days of the execution of the Agreement, provide written notice of the same to HTFC, along with a written summary of the type and amount of insurance Primary Contractor believes is reasonable and customary for similar work or services in the same general geographic area. HTFC may, at its sole and exclusive discretion, increase, supplement, expand, or otherwise alter or amend the insurance requirements in light of this notice, but is under no obligation to do so. Notwithstanding anything to the contrary herein, nothing in this paragraph requires or shall be deemed to require HTFC to increase, supplement, expand, or otherwise alter or amend, in whole or in part, any insurance requirements as a result of the foregoing notice from Primary Contractor or for any other reason, and no increase, supplement, expansion, or other alteration or amendment shall be made, except in an amendment to this RFP or subsequent agreement, as approved in advance and in writing by HTFC.

10.4.2 Financial Capacity

The Proposer must provide the last two years of their firm's most recent tax returns or, if available, audited financial statements.

10.4.3 Conflict of Interest

- The Proposer must disclose any existing or contemplated relationship with any other person or entity, including relationships with any parent, subsidiary, or affiliated firm, that would constitute an actual or potential conflict of interest or appearance of impropriety, relating to other clients/customers of the Proposer or former officers and employees of HTFC and its Affiliates, in connection with rendering the services enumerated in this RFP.
- If a conflict does or might exist, the Proposer must describe how the organization would eliminate or prevent it.
- Indicate what procedures will be followed to detect, notify HTFC of, and resolve any such conflicts.

10.4.4 Disclosure of Commission Findings

The Proposer must disclose whether its entity, or any of its members discussed in the above paragraph, has been the subject of any investigation or disciplinary action by the New York State Commission on Public Integrity or its predecessor State entities (collectively, Commission), and if so, a brief description must be included indicating how any matter before the Commission was resolved or whether it remains unresolved.

10.4.5 Licenses, Certifications, and other Credentials

The Proposer must respond affirmatively that it, and its subcontractors (if any), will have, prior to commencement of work under the contract resulting from this RFP, all necessary licenses, certifications, approvals, and other needed credentials to perform the Scope of Work, if applicable.

10.4.6 General Federal Grant Requirements

Due to the awarded Contract(s) being funded with federal funds, the Contract(s) shall be governed by certain federal terms and conditions for federal grants, such as the Office of Management and Budget's ("OMB") applicable circulars. Proposer shall provide a description of experience with such grant requirements and affirmatively represent and certify that the Proposer shall adhere to any applicable federal requirements. Any funds disallowed by any federal government entity shall be disallowed from the fee or compensation to Proposer.

10.4.7 HUD Terms and Conditions

Due to the awarded Contract(s) being funded with HUD funds, the Contract(s) shall be governed by certain [HUD's General Provisions for Contracts, hyperlinked herein as Appendix III](#). Proposer shall provide a description of experience with such requirements and affirmatively represent and certify that the Proposer shall adhere to the terms and conditions set forth in Appendix III, and any subsequent changes made by HUD.

10.4.8 Standard Clauses for Contracts with HTFC

Due to the fact that the resulting Contract(s) will be between the successful Proposer and HTFC, the Contract(s) shall be governed by [HTFC's Standard Clauses for Contracts](#), hyperlinked herein as Appendix I. Proposer shall provide a description of experience with such requirements, if any, and affirmatively represent and certify that the Proposer shall adhere to the terms and conditions set forth in Appendix I, and any subsequent changes deemed appropriate by HTFC.

10.5 TAB 5: Diversity and SDVOB Proposal

10.5.1 Equal Employment Opportunity (EEO), Diversity, and SDVOB Information

Proposers must provide responses relating to the EEO items listed below as part of their response:

- [Equal Employment Opportunity Staffing Plan, PROC-1 form](#).
- [Utilization Plan, PROC-2 form](#).
- If applicable, [Request for Waiver Form, PROC-3 form](#).

- [Minority and Women Business Enterprises – Equal Employment Opportunity Policy Statement, PROC-4 form.](#)
- [Company Demographic Profile, PROC-7 form.](#)
- [EEOC Statement, PROC-8 form.](#) Please note that completion of the PROC-8 form is applicable to Proposers with 15 or more employees.
- [Diversity Practices Questionnaire.](#)

11. Questions and Answers

Any questions or requests for clarification regarding this RFP must be submitted via email to Lisa.Pagnozzi@nyshcr.org, citing the RFP page and section, no later than the date identified in the *Calendar of Events and Milestones* section of this RFP. The subject line of the email should indicate “2019 Section 8 HCV Solution Project.”

Questions will not be accepted orally, and any question received after the deadline may not be answered. The list of questions/requests for clarifications and the official HTFC responses will be posted in a timely manner on [HCR’s “Procurement Opportunities” webpage](#).

Proposers should note that all clarifications and exceptions are to be resolved prior to submission of the proposal.

An electronic version of this RFP will be posted on [HCR’s website](#) in addition to any subsequent changes, additions, or deletions to the RFP, including the timelines and target dates. **Proposers are encouraged to check HCR’s website frequently for notices of any clarifications, changes, additions, or deletions to the RFP.**

12. Amendments and Addenda

HTFC reserves the right to modify any part of this RFP including, but not limited to, the date and time by which proposals must be submitted to and received by HTFC, at any time prior to the Deadline for Submission of Proposals indicated in the *Calendar of Events and Milestones* section of this RFP. Modifications to this RFP will be made by issuance of amendments and/or addenda. Any amendment or addendum to this RFP will become part of this RFP.

Prior to the Deadline for Submission of Proposals, any such clarifications or modifications as deemed necessary will be posted to [HCR’s website](#).

If the Proposer discovers any ambiguity, conflict, discrepancy, omission, or other error in this RFP, the Proposer will immediately notify HTFC of such error, in writing, and request clarification or modification of the document.

There are no designated dates for release of addenda; therefore, interested Proposers should check HTFC’s website frequently through the Deadline for Submission of Proposals. It is the sole responsibility of the Proposer to be aware of all addenda related to this RFP process.

13. Proposal Submission Requirements

Proposals must be delivered, by email, no later than the proposal due date and time indicated in the *Calendar of Events and Milestones* section of this RFP.

Proposals must be submitted by email to Nyhomes.proposal@nyshcr.org, in searchable portable document format (PDF) compatible with Adobe Reader XI. HTFC will not accept discs, flash drives, or File Transfer Protocol (FTP) file references that require HTFC to download information from the Proposer's or a third party's website. If the file is large, it may be submitted in multiple email attachments, with the proper Part One or Part Two label (if applicable), and "1 of X," "2 of X," etc., and the last email as "X of X – Final."

The proposal must be bookmarked and divided into five parts: 1) Tab One: Application Cover Sheet and Cover Letter; 2) Tab Two: Technical Proposal; 3) Tab Three: Cost Proposal; 4) Tab Four: Administrative Proposal; and 5) Tab Five: Diversity and SDVOB Proposal. Proposals must be sent in two emails and labeled as follows: (a) one email to include Tabs One and Two and the subject line labeled: "2019 Section 8 HCV Solution: Tabs 1 and 2," and (b) a second email to include Tabs Three, Four, and Five and the subject line labeled "2019 Section 8 HCV Solution: Tabs 3, 4 and 5."

Any proposal delivered after the date and time designated as the proposal submission deadline indicated in the *Calendar of Events and Milestones* section of this RFP may be deemed ineligible. It is the Proposer's sole responsibility to ensure that all emails and attachments are delivered on time and in a legible format. Proposers assume all risk for proposal delivery.

A proposal may be deemed non-responsive because it is materially incomplete. HTFC reserves the right to seek clarification or request additional information.

The determination of whether any proposal is complete or was received on time is at the sole discretion of HTFC.

All submitted proposals shall become the property of HTFC.

14. Evaluation of Proposals

14.1 Preliminary Review

HTFC reserves the right to reject all proposals received after the RFP due date and time. All proposals will be reviewed to determine if they contain all required submittals specified in this RFP. Incomplete proposals may be rejected.

14.2 The Evaluation and Criteria for Selection

The evaluation process will begin with the review of each proposal. The purpose of the evaluation is two-fold: 1) to examine the proposals to determine compliance with the requirements of this RFP; and 2) to identify the complying firm(s) that have the highest probability of satisfactorily performing the Scope of Work, described herein. The evaluation will be conducted in a comprehensive and impartial manner as set forth herein.

The evaluation process will be conducted by an HTFC committee (Committee). The Committee will evaluate proposals based on the qualifications of both the firm and its current personnel, utilizing the following criteria:

- Demonstrated experience and ability to provide the services in the Scope of Work.
- Demonstrated competence, knowledge, technical expertise, and capacity to perform the services in the Scope of Work and the information presented in the Section 8 Housing Choice Voucher Technology Solution RFP Requirements (Attachment 2).
- The overall fit of the product and services offered by the Proposer to HTFC needs.
- Cost effectiveness.
- Diversity and commitment to equal employment opportunity and MWBE and SDVOB programs.
- Avoidance of any potential conflict of interest or appearance of impropriety and policies designed to ensure the avoidance of such conflicts in the future.
- Financial stability.
- Overall completeness of all information provided in the proposal.
- Interviews/demonstrations to clarify or expand on the RFP proposal (to be conducted at the discretion of HTFC).
- The Committee may also consider any negative findings related to the Proposer, any subcontractors, and any individual team members, including but not limited to findings of nonperformance and contract defaults from any federal, state, or local entity; unpaid federal, state, or local taxes or fines; and any pending governmental, criminal, or civil investigations. Failure to disclose any of these findings, either in the [Vendor Responsibility Questionnaire](#) form or in a separate attachment included within Tab 4, may result in the rejection of the proposal, at the sole discretion of HTFC.

14.3 Interviews/Demonstrations

HTFC reserves the right to determine whether interviews/demonstrations will be necessary and the number of firms to be interviewed. If HTFC deems interviews/demonstrations necessary, selected firms will be notified. The Proposer's primary staff member who would be responsible for HTFC's relationship with the Proposer, as well as other key personnel proposed to provide services, including its subcontractor's primary staff person, must be present and participate in the interview/demonstration. The purpose of the interview/demonstration is to further document the Proposer's ability to provide the required services and to impart to the HTFC Committee an understanding of how specific services will be furnished. The interview/demonstration will be evaluated based on whether it substantiates the characteristics and attributes claimed by the Proposer in its written response to this RFP and any other information requested by the Committee prior to the interview/demonstration.

HTFC reserves the right to negotiate or hold discussions with any Proposer.

15. Award of Contract

The contract(s) to be awarded will be for licenses, implementation to go-live and maintain and support of the Section 8 Housing Choice Voucher Technology Solution for a five-year period, with an optional renewal of the contract(s) for another five years (up to a total contract term of 10 years), subject to approval by HTFC's Board. HTFC, at its discretion, may exercise its option to modify any provision in the contract including, but not limited to, the scope of services and compensation, on an as-needed basis, with the mutual written consent of the contracting parties. Any contract that exceeds a five-year period will require the affirmative concurrence of HTFC's Board to extend the contract beyond the five-year period without undergoing a new solicitation process.

Prior written approval must be received from the Agency for the use of any subcontractor, including substitution and/or change in existing subcontractor(s). The subcontract(s) between the Primary Contractor and the subcontractor(s) must receive written approval by the Agency. The sections relating to the scope of services and compensation in the subcontracting agreement must be well-defined.

The successful Proposer(s) will be required to execute a *Master Services Agreement*, hyperlinked herein as Exhibit A, that incorporates (i) Appendix I [Standard Clauses for Contracts](#), (ii) [Appendix II relating to requirements and procedures for Participation by Minority Group Members and Women](#) and (iii) [Appendix III, HUD's General Provisions for Contracts](#), all appendices hyperlinked herein, and (iv) Confidentiality Pledge, attached hereto as Appendix IV, signed by the successful Proposer(s), its subcontractor(s) (if any) and each individual of the Proposer and its subcontractor(s), if any, assigned to work on this Project. Any proposed deviations in the form of the MSA will be factored into the selection process. The MSA may be downloaded from the Agency's website at:

<http://www.nyshcr.org/AboutUs/Procurement/HCR-Procurement.htm> .

The contract(s) resulting from this RFP process is(are) subject to the availability of Federal funding for the Section 8 HCV Solution project. HTFC may, at its discretion, cancel the RFP, adjust the RFP timetable, or delay the execution of a contract(s) resulting from this RFP process, as it deems necessary.

The Agency's intention is to enter into one contract with a single Proposer (Primary Contractor) that provides a total Solution. Notwithstanding the foregoing, a Proposer may submit a proposal for a specific component of a total solution, with the understanding that the Agency reserves the right to select such Proposer as a subcontractor and, if so selected, such Proposer will be required to subcontract with the Primary Contractor. While it is expected that the successful Primary Contractor will indicate in its proposal (i) all subcontractor(s) that it proposes to use, (ii) the applicable component(s) of the total solution to be covered by such subcontractor(s) and (iii) the pricing of such applicable component(s), it should be understood that the Agency reserves the right to require the successful Primary Contractor to subcontract with any firm(s) selected by the Agency as a subcontractor (including in lieu of any subcontractor named in the successful Primary Contractor's proposal). Any subcontractor of the Primary Contractor (including any selected by the Agency) and the proposed component(s) to be covered by such subcontractor must be approved by the Agency. Any subcontracting agreement between the Primary Contractor and its subcontractor must receive the prior written approval of the Agency.

In addition, notwithstanding the foregoing, the Agency reserves the right to enter into separate direct contracts with two or more firms and break up the tasks in the Requirements among each firm. In this scenario, HTFC may select the "Primary Contractor" and then require a "subcontractor" to partner with the

“Primary Contractor” or elect to enter into direct contracts with any Proposer, if it is in the best interest of HTFC.

15.1 Compliance with all Section 8, Federal and NYS Requirements

Under the awarded contract(s), HTFC will engage the successful Proposer(s) utilizing federal funds from the Section 8 Housing Choice Voucher program. By submitting a proposal, the Proposer acknowledges that, if awarded a contract, they will be solely responsible for ongoing compliance with any and all federal and State requirements related to the Scope of Work outlined in this RFP. These requirements include, but are not limited to, the federal Housing Act or other relevant federal statutes, regulatory requirements issued by HUD, rules adopted by HUD’s Office of Public and Indian Housing that are applicable to the Section 8 Housing Choice Voucher program, and HTFC’s Housing Choice Voucher Administrative Plan, Exhibit F. The requirements included in this RFP are not necessarily comprehensive, and it is the successful Proposer’s responsibility to remain knowledgeable of and compliant with any new or revised rules that are adopted during the life of the contract. Where there are contradictions between this RFP and Federal Law, Federal Law should prevail.

15.2 Section 3 of the Housing and Urban Development Act of 1968

In addition to the Diversity and SDVOB requirements included in this RFP, and pursuant to Section 3 of the Housing and Urban Development Act of 1968, HTFC is committed to ensuring that employment and other economic opportunities generated by HUD’s financial assistance shall, to the greatest extent feasible, and consistent with existing Federal, state and local laws and regulations, be directed to low- and very low income persons, particularly those who are recipients of government assistance for housing, and to business concerns which provide economic opportunities to low- and very low-income persons.

A “Section 3 resident” is (a) a public housing resident or (b) a low- or very low- income person residing in the metropolitan area or Non-metropolitan County where the Section 3 covered assistance is expended.

A “Section 3 business concern” is a business that can provide evidence that they meet one of the following criteria: (1) 51% or more owned by Section 3 residents; or (2) at least 30% of its full time employees include persons that are currently Section 3 residents, or were Section 3 residents within three years of the date of first hire; or (3) provides evidence, as required, of a commitment to subcontract in excess of 25% of the dollar award of all subcontracts to business concerns that meet one of the preceding two qualifications.

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Attachment 1

Intent to Submit Bid Housing Trust Fund Corporation

Request for Proposals for Section 8 Housing Choice Voucher Technology Solution

This is to notify you that it is our present intent to **submit** a proposal in response to the above-referenced RFP and to acknowledge that we have read the list of experience required to meet the minimum qualifications and qualifications set forth in the Scope of Services section of the RFP.

The individual to whom all information regarding this RFP should be transmitted is:

Company Name: _____

Contact Name and Title: _____

Street Address: _____

City, State, & Zip: _____

Phone Number: Fax Number: _____

Email Address: _____

Authorized Signature: _____

Name _____ Title _____

(_____) _____ (_____) _____

Phone Number

Fax Number

Email completed Intent to Submit Bid form to: Lisa.Pagnozzi@nyshcr.org.

Attachment 2

HTFC Section 8 Housing Choice Voucher RFP Requirements

Attachment 2, the HTFC Section 8 Housing Choice Voucher RFP Requirements, may be downloaded from the Agency's website:

[http://www.nyshcr.org/AboutUs/Procurement/Sec8tech-RFP-HTFC Section 8 Requirements, Attachment 2.docx](http://www.nyshcr.org/AboutUs/Procurement/Sec8tech-RFP-HTFC%20Section%208%20Requirements,%20Attachment%202.docx)

Proposers are to complete the Attachment. The answers in the Attachment are to match your proposal.

Attachment 3

Cost Proposal TAB 3

(Cost Proposal, Tab 3, to follow this page)

Table 7, Fee Schedule A - DDI Fixed Price

Engagement Milestone	Deliverables	Amount (USD)	Comments
Planning complete	D1, D2		Cumulative amount not to exceed 15% of total
Requirements Analysis and Solution Design complete	D3, D4, D5, D6, D7, D8, D9, D11, D13, D14, D15a, D17, D18a		Cumulative amount not to exceed 30% of total
Successful UAT exit, production ready	D3, D10, D12a-b, D15b-e, D16, D18b, D19a		Cumulative amount not to exceed 75% of total
Full acceptance of solution	D19b, D19c		
Total			

Table 8, Fee Schedule B - Operations & Maintenance Fixed Fee

Fixed Operations & Maintenance Fee (Monthly)	Optional Five-Year Extension						
	Operation Years 1-2*	Operation Years 3-4	Operation Year 5	Operation Years 6-7	Operation Years 8-9	Operation Year 10	Total
User Bands							
0-100							
101-500							
501-1000							
1001-2000							

*Note: Operation Year 1 starts from the day the Solution is first deployed to production.

Table 9, Fee Schedule C - Systems Change Management Fixed Hourly Rate

	Optional Five-Year Extension						Total
	Operation Years 1-2*	Operation Years 3-4	Operation Year 5	Operation Years 6-7	Operation Years 8-9	Operation Year 10	
Hourly blended rate							

*Note: Operation Year 1 starts from the day the Solution is first deployed to production.

Table 10, Total Contract Value

Schedule Total	USD
Fee Schedule A	
Fee Schedule B	
Fee Schedule C	
Grand Total	

Firm's Name: _____

Signature of Firm's Authorized Signatory: _____

Authorized Signatory's Name and Title (print): _____

Date: _____

Addendum 1

Proposal Checklist

CHECKLIST FOR VARIOUS REQUIRED FORM RELATED ITEMS TO BE COMPLETED AND RETURNED:

- Intent to Submit Proposal, Attachment 1
- Tab 1 - Application Coversheet
- Tab 1 - Cover Letter
- Tab 2 – Technical Proposal
- HTFC Section 8 Housing Choice Voucher System RFP Requirements, Attachment 2
- Tab 3 – Cost Proposal Form (utilizing template in Attachment 3 of the RFP)
- Tab 4 - Administrative Proposal
- [Vendor Information Form](#)
- [Lobbying Reform Law Form 1](#)
- [Lobbying Reform Law Form 2](#)
- [Non-Collusive Bidding Certification Form](#)
- [Vendor Responsibility Questionnaire – For Profit Business Entity](#) OR [Non-Profit Entity](#);
- [EEO Staffing Plan, PROC-1](#)
- [Utilization Plan, PROC-2](#)
- [MWBE & EEO Policy Statement, PROC-4](#)
- [Company Demographic Profile, PROC-7](#)
- [EEOC Statement, PROC-8](#)
- [Diversity Practices Questionnaire, PROC-9](#)
- Evidence of Insurance (required upon contract award)
- Conflict of Interest Statement
- Statement regarding Disclosure of Commission Findings
- Proposer's most recent two years of financial statements or federal tax returns

Policies, Standard Clauses, and Requirements

[Standard Clauses and Requirements for Solicitations, Exhibit A](#)

Master Services Agreement, Exhibit B

[List of Reports, Exhibit C](#)

[List of Documents, Exhibit D](#)

[Bank of America Client Standards and Options, Exhibit E](#)

[Section 8 Administrative Plan, Exhibit F](#)

[Standard Clauses for Contracts, Appendix I](#)

[MWBE Participation Requirements and Procedures for Contracts, Appendix II](#)

[HUD's General Provisions for Section 8 Contracts, Appendix III](#)