

Request for Proposal for Housing Authority Software

Date Issued: February 1, 2018

Date Due: March 5, 2018

Housing Authority of the City of Pharr
104 W. Polk Avenue
Pharr, Texas 78577
Phone (956)787-1822
Fax (956)781-3758

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I. Introduction

The Housing Authority of the City of Pharr (PHA), in Pharr, Texas, is interested in upgrading its business software to increase efficiency and enable greater functionality. PHA 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 104 W. Polk Avenue, or may be obtained by faxing (956)781-3758 or e-mailing janie.barrera@pharrha.org.

All questions regarding this RFP should be directed to Noel De León by fax at (956)781-3758 or via e-mail to noel.deleon@pharrha.org.

NOTE: Parties intending to respond to this RFP are requested to confirm receipt of the RFP via e-mail at janie.barrera@pharrha.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, PHA will not be responsible for sending updated information to those who do not confirm receipt of the RFP.

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

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II. Selection Process

a. EVALUATION PROCESS

The contract will be awarded to the Vendor whose proposal will be the most advantageous to PHA 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	35%
2	Cost (both initial and ongoing support)	25%
3	Vendor Support	30%
4	Customer References	10%

c. INTERVIEW

A committee determined by PHA 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. PHA reserves the right to short list the RFP respondents and to interview only those PHA feels are best qualified.

d. NEGOTIATION

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

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e. SCHEDULE OF ACTIVITIES

This timeline reflects an optimal conversion plan for PHA. It is anticipated that an actual timetable will be based upon both Vendor and PHA 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	February 1, 2018
Vendor Inquires	February 2, 2018– February 28, 2018
Last day for Vendor Inquiries	February 28, 2018
RFP Submission Deadline	March 5, 2018
Review of submitted RFPs	March 6 – March 16, 2018
Selection of Top 3 Candidates	March 19, 2018
Interviews/Demonstrations	March 26 – April 27, 2018
Staff Approval of Vendor	May 4, 2018
Board Approval of Vendor	May 15, 2018
Contract Negotiations	May 16 – May 18, 2018
Develop Installation/Conversion Plan	May 21 – May 25, 2018
User Training	Negotiated
Conversion to New System	June 29, 2018
Go – Live	July 1, 2018

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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:

Noel De León, Executive Director noel.deleon@pharrha.org Fax (956)781-3758

The deadline for making such inquiries is February 28, 2018. If, in PHA'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 PHA managers, employees, or agents shall not bind PHA. No Addenda shall be issued by the PHA within seven (7) calendar days of the proposal deadline. PHA 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.

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IV. Description of Current Environment

a. THE AUTHORITY’S HOUSING PROGRAMS

The Housing Authority of the City of Pharr (PHA) is a public housing agency created by resolution of the City of Pharr in 1949 pursuant to Chapter 392 of the Texas Local Government Code. The PHA is exempt from all taxes, including sales tax. The PHA manages and operates a low rent Public Housing program and administers the Housing Choice Vouchers Program.

The PHA also has two subsidiary non-profit entities that own and manage rental properties that will also use the software. These non-profit entities are the Pharr Housing Development Corporation and the Pharr Affordable Housing Corporation.

1. In 1992, the PHA formed a nonprofit corporation, Pharr Housing Development Corporation (PHDC). It was formed for the purpose of providing decent affordable housing, building affordable housing, and to support the PHA’s mission, and much more. PHDC is the sole member of four general partners in four low income housing tax credit (LIHTC) developments. They include Las Canteras Housing Partners, LTD (100 units), Mesquite Terrace, LTD (106 units), PHDC Parkview Terrace GP, LLC (100 units), and Sunset Terrace, LTD (100 units). PHDC also owns 12 rental houses. The PHA has 130 public housing units and 86 project-based voucher units with the LIHTC developments.
2. The PHA formed Pharr Affordable Housing Corporation (PAHC) in 2005 under Texas Local Government Code, Chapter 303. It is a nonprofit corporation formed for the purpose of supporting the PHA’s mission, provide affordable housing, build affordable housing and much more. PAHC is the owner of Sunset Terrace Senior Village (80 units), a mixed finance affordable housing development with 52 project-based voucher units.

The PHA will fully use the software purchased not only for itself but for these existing subsidiary entities and their general partners, as well as any future subsidiary entities it creates.

The table below lists the total public housing units in the PHA Public Housing Program and their location. It also lists the total project based vouchers and their location, the total number of housing choice vouchers and the number that are used on PHA properties, and lastly the total number of affordable housing units and their location.

Properties	Total Units	Public Housing	Project Based Vouchers	HCV on PHA Properties	Type	Entity
Las Canteras Apts.	100	40		57	LIHTC	PHDC
Mesquite Terrace	106	20	86		LIHTC	PHDC

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Sunset Terrace Apts.	100	40		51	LIHTC	PHDC
Parkview Terrace	100	30		66	LIHTC	PHDC
PHDC Homes	12	0		12	AH	PHDC
Las Milpas Homes (Amp 3)	34	34			PH	PHA
Meadow Heights Duplexes (Amp 3)	70	70			PH	PHA
Home at N. Cana St. (Amp 8)	1	1			PH	PHA
Los Pinos (Pharr Townhomes Amp 9)	12	12			PH	PHA
Sunset Terrace Senior Village	80	0	52		AH	PAHC
Total	615	247	138	186		

Total HCV (formerly Section 8) Vouchers	690
Total Project-Based Vouchers	138
Total Public Housing Units	247

Legend			
PHA	Pharr Housing Authority	HCV	Housing Choice Vouchers
PHDC	Pharr Housing Development Corporation	LIHTC	Low Income Housing Tax Credit
PAHC	Pharr Affordable Housing Corporation	AF	Affordable Housing
		PH	Public Housing

b. CURRENT SOFTWARE

PHA currently uses software from Tenmast Software, Lexington, Kentucky, for all its major housing authority and accounting functions. This product is a Windows -based program. This software performs all PHA’s primary functions such as (EXPLAIN).

PHA Operates the following Equipment :

IT Room							
Brand	Hardware Type & Roll	Serial	Processor	Memory	Storage	Version	Bit
Dell PowerEdge T320	AD & Application Server	4GKNW12	Intel	16 GB	1 TB	Server 2008 R2	64
HP Desktop	Time Clock Workstation	N/A	N/A	4	80 GB	XP Pro	32
Asus RT-N66U	Network Firewall / Gateway	N/A	N/A	N/A		Embedded	
Buffalo	Network NAS	N/A	N/A	N/A	1 TB	Embedded	
Dell PowerConnect	24 Port Network Switch	N/A	N/A	N/A		Embedded	

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Xerox WorkCentre 7535	Printer / Scanner	N/A	N/A	N/A		Embedded	
Xerox WorkCentre 5755	Printer / Scanner	N/A	N/A	N/A		Embedded	
Xerox WorkCentre 5755	Printer / Scanner	N/A	N/A	N/A		Embedded	
1st Floor Staff							
1st Floor Staff	Brand	Serial	Processor	Memory	Storage	Version	Bit
Receptionist	Workstation / Dell OptiPlex 380	DCBSDQ1	Intel 2 Core	4	250 GB	Win 7 Pro	32
Public Housing Director	Workstation / Dell OptiPlex 380	6H5CDP1	Intel 2 Core	4	250 GB	Win 7 Pro	32
Assistant Director PH/CFP	Workstation / Dell OptiPlex 380	FV5KT12	Intel 2 Core	4	250 GB	Win 7 Pro	32
Scan PC	Scan PC / Dell OptiPlex 390	N/A	Intel 2 Core	4	250 GB	Win 7 Pro	32
Case Worker	Workstation / Dell OptiPlex 380	N/A	Intel 2 Core	4	250 GB	Win 7 Pro	32
Intake Specialist	Workstation / Dell Optiplex 380	N/A	Intel 2 Core	4	250 GB	Win 7 Pro	32
Case Worker	Workstation / Dell Optiplex 3020	N/A	Intel i5	4	500 GB	Win 7 Pro	32
Housing Choice Voucher Director	Workstation / Dell Optiplex 380	N/A	Intel 2 Core	4	250 GB	Win 7 Pro	32
Support Staff	Workstation / Dell Optiplex 390	N/A	Intel 2 Core	4	250 GB	Win 7 Pro	32
Manager FSS/PHDC	Workstation / Dell Optiplex 380	N/A	Intel 2 Core	4	250 GB	Win 7 Pro	32
Case Worker	Workstation / Dell Optiplex 380	N/A	Intel 2 Core	4	250 GB	Win 7 Pro	32
Case Worker	Workstation / Dell Optiplex 380	N/A	Intel 2 Core	4	250 GB	Win 7 Pro	32
2nd Floor Admin							
2nd Floor Admin	Brand		Processor	Memory	Storage	Win Ver	Bit

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Administrative Assistant	Workstation / Dell Optiplex 380	N/A	Intel 2 Core	4	250 GB	Win 7 Pro	32
Case Worker	Workstation / Dell Optiplex 380	N/A	Intel 2 Core	4	250 GB	Win 7 Pro	32
Inspector I	Workstation / Dell Optiplex 380	N/A	Intel 2 Core	4	250 GB	Win 7 Pro	32
Inspector II	Workstation / Dell Optiplex 380	N/A	Intel 2 Core	4	250 GB	Win 7 Pro	32
Accounts Payable	Workstation / Dell Optiplex 380	N/A	Intel 2 Core	4	250 GB	Win 10 Pro	64
Director Finance/HR	Workstation / Dell Optiplex 380	N/A	Intel 2 Core	8	250 GB	Win 10 Pro	64
Support Staff	Workstation / Dell Optiplex 380	N/A	Intel 2 Core	4	250 GB	Win 7 Pro	32
Conference Room	Workstation / Dell Optiplex 380	N/A	Intel 2 Core	4	250 GB	Win 7 Pro	32
Executive Director	Workstation / Dell Optiplex 380	N/A	Intel 2 Core	4	250 GB	Win 10 Pro	64
Staff Accountant	Workstation / Dell Optiplex 380		Intel I5	8	250 GB	Win 10 Pro	64

c. USERS

PHA currently has 21 concurrent users located in the Administrative Building

d. PRINTERS

PHA 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 PHA'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 Epson DFX-8000 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 HL-1240 Laser

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printer as a local PC printer. Other offices generally use Canon or Lexmark inkjet printers.

e. **NETWORK**

Computers: The workstations are PC's running Windows 7-10 Pro 32 & 64 Bit. They are connected to the server via a hard-wired network installed in 1998.

LAN equipment: PHA currently uses 2 Dell Powerconnect 10BASE-T/100BASE-TX Dual Speed 24 Port Ethernet hubs for the bulk of the LAN needs. An Accton 16 Port Cheetah 10/100 Hub is used to extend the original network to additional offices. The PHA central office is wired with CAT5 cabling which connects all members of the LAN.

Internet/WAN connectivity

Firewall: A WatchGuard firewall appliance has been installed as the internet gateway to control/ filter internet, enforce internet web filtering & monitoring.

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 our everyday work. If the proposed software does not meet any of these requirements, then any proposal should include a detailed description of how this functional need would be met otherwise. The lack of a required functionality in any software proposal would be sufficient to disqualify that proposal.

Proposed Software MUST meet the following requirements:

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

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- 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. Multiple Entities
 - b. Support allocation expense table
 - i. Allocate expenses per Program/Project
 - c. Create Invoices
 - i. Past, present and future invoices for payment
 - d. Create negative invoices
 - e. Generate Section 8 Invoices
 - f. Print checks, both Section 8 and regular payables
 - g. Reconcile checks
 - h. Generate and Print 1099s
 - i. Create 1099 magnetic media
 - i. HAP payments
 - j. ACH transactions and direct deposits
 - k. Reports to include:
 - i. Check register
 - ii. Invoice listing/current and past invoices
 - iii. Vendor transaction listing
- 3) Accounts Receivable
- a. Multiple Entities
 - b. For public housing and Section 8
 - c. Cash receipts
 - i. Cash
 - ii. Credit/Debit card
 - iii. ACH transactions
 - d. Audit trail report
 - e. Collection loss query
 - f. Delinquency report
 - g. Reprint reports, regardless of closing status
 - h. Must include transactions such as:
 - i. Rent charges
 - ii. Security deposits
 - iii. Apply open credits
 - iv. Collection loss creation

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- 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. Multiple Entities
 - b. Meet HUD required listings for PHAS reporting
 - c. Include “notes” sections for tracking purposes
 - i. Ability to document requested repairs, completed repairs, pertinent tenant information and other general requirements
 - d. Tie-in to Accounts Receivable for posting purposes
 - e. Tie-in to Inventory and Purchase Orders
 - f. Generate preventative maintenance
 - g. Track individual workloads/schedules
 - h. Set-up work codes for processing
 - i. Track pets in units for maintenance crew
 - j. Document smoke detector maintenance
 - k. 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

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- 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. Multiple Entities
 - ii. Use standard HUD chart of accounts
 - iii. Track HOPE IV grants
 - iv. Recurring Journal Entries
 - v. Allocation Tables
 - vi. Interactive with Other Programs
 - vii. General Ledger
 - viii. Analysis of Working Capital
 - ix. Balance Sheet
 - x. Chart of Account Listing
 - xi. Income Statement
 - xii. Generic Code
 - xiii. HUD 52267 / PILOT
 - xiv. HUD 52681 / Voucher for Payment AC
 - xv. Development Cost Statement with Budget comparison
 - xvi. Statement of Initial Operating Period
 - xvii. Statement of Land, Structures & Equipment
 - xviii. Statement of Operating Receipts and Expenditures, with PUM and Budget comparison
 - xix. Statement of CFP Cost with Budget comparison
 - xx. Automatic closing of operating accounts to Unreserved Surplus
 - xxi. HUD-2599 Statement of Operating Receipts and Expenditures
 - xxii. HUD-2595 Balance Sheet
- b. Payroll
 - i. Multiple Entities
 - ii. W-2s
 - iii. Reconcile Checks
 - iv. Direct deposit
 - v. Prepare 941 report
 - vi. Deductions and benefits
 - vii. Update federal tax tables
 - viii. Time entry
 - ix. Payroll register
 - x. Payroll checks

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- xi. Track vacation and sick hours
- 8) Other Areas
- a. Fixed Assets
 - i. Multiple Entities
 - ii. Track materials by:
 - 1. Asset description
 - 2. Manufacturers
 - 3. Serial numbers
 - 4. Asset type
 - 5. Physical location
 - iii. 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 – one universal check stock for multiple accounts and purposes.
 - c. Create custom reports

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- 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
 - xiii. 52681
 - xiv. 52595
 - xv. 52599
 - xvi. 1099
- k. Contract Maintenance
 - i. Standard Forms
 - ii. Register for Proposals
 - iii. Register for Contracts
 - iv. Payment Schedules
- l. Link to HUD systems
 - i. PIC
 - ii. TRACS
 - iii. REAC
 - iv. USDA
 - v. MINC
 - vi. FMR tables
 - vii. Income limit tables

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VI. Software Support Services

- a. Separate Service Level Agreement
- b. Correction of software defects.
- c. Provision for new releases
- d. Continuous Training
- e. Operation of a Help Desk
- f. Priority Levels
 - i. Response time by priority level
- g. Maintenance Services
- h. Reporting Requirements
- i. Software Documentation

VII. Proposal Guidelines

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

a. SUBMISSION GUIDELINES

Vendors must submit 3 original copies to:

Pharr Housing Authority
Attn: Janie Barrera
104 W. Polk Avenue
Pharr, Texas 78577

Proposals must be received by March 5, 2018, 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

i. 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 PHA's needs.

ii. COMPANY PROFILE

The Company Profile should include the following:

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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

iii. 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 PHA, but special attention will be paid to those which are comparable in size, function, and location. For each reference, include the following information:

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

iv. 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.

v. NOTABLE FEATURES

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

vi. 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 PHA system, as outlined in Section VI, "Data Conversion Requirements".

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

vii. 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.

viii. SOFTWARE MAINTENANCE AND SUPPORT PROPOSAL

This section should include detailed descriptions of all maintenance plans offered by the vendor. A proposed Service Level Agreement is required. It should include:

Support Hours (emergency and non-emergency)

Types of Support (phone, e-mail, on-site, etc.)

Guaranteed Response Times (emergency and non-emergency)

Support Monitoring Software

List of Issues Supported

List of Issues Specifically Excluded from Support

Maintenance Services Included (software patches, HUD regulation changes, software customization, consulting, other)

Software Documentation (paper, digital, etc.)

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ix. 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 (if applicable)

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.