September 9, 2021

TO: Interested Parties

FROM: Rick T. Sogawa
Procurement Officer

SUBJECT: Request for Proposals No. FMO-2021-23, Addendum No. 2
Online Tenant Payment Services

This Addendum No. 2 is to 1) provide written response to written questions received up until August 26, 2021; 2) amend the Request for Proposals (RFP); and 3) provide clarifications as follows:

Part I – Response to Written Questions:

Question 1. How many transactions were handled in CY2018, CY2019, CY2020?

Response:

<table>
<thead>
<tr>
<th>Calendar Year</th>
<th>No. of Non-Online Transactions</th>
<th>No. of Online Transactions</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>62,088</td>
<td>0</td>
</tr>
<tr>
<td>2019</td>
<td>61,722</td>
<td>0</td>
</tr>
<tr>
<td>2020</td>
<td>62,217</td>
<td>0</td>
</tr>
</tbody>
</table>

Question 2. What is average transaction amount?

Response:

<table>
<thead>
<tr>
<th>Calendar Year</th>
<th>Average Transaction Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>$297.00</td>
</tr>
<tr>
<td>2019</td>
<td>$307.00</td>
</tr>
<tr>
<td>2020</td>
<td>$309.00</td>
</tr>
</tbody>
</table>

Question 3. What user fees are charged to the customer per transaction?

Response: None.

Question 4. How often are payments disbursed?

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Response: Payments are due on the 1st of the month and are paid by tenants throughout the month. ACH payments are paid on the 10th business day of the month.

Question 5. Are payments disbursed to the Agency bank or to the bank of the specific housing complex?

Response: Payments are paid to the Agency (HPHA) bank account.

Question 6. Who handles customer assistance regarding payment issues/questions?

Response: Questions regarding amounts to pay or tenant ID are handled by the HPHA. Questions regarding the online system are handled by the bank/financial institution.

Question 7. I notice your current vendor handles inquiries M-F until 8pm EST (2pm HST) - what are your preferred CS availability hours?

Response: Customer Service hours shall be Monday to Friday between 7:45 a.m. to 4:30 p.m. HST. See Part II Amendment 8 below.

Question 8. Exactly what reports are needed?

Response: Require reports shall include 1) Payment reconciliation files to include daily and monthly deposit report/lockbox payments in Excel format to include Tenant ID, Tenant Name, Project ID, Amount, and Payment Date, 2) ACH lockbox upload file in txt format to include Tenant ID, Payment Amount, and Transaction Date; and 3) ACH returns. See Part II Amendment 6 below.

Question 9. Why does the Quick Pay feature on your payment website not validate the Tenant ID number and/or name?

Response: The current Contractor required a regular database to be submitted monthly in order to do the validation.

Question 10. Is the Tenant ID unique across all the housing complexes?

Response: Yes.

Question 11. What database and what version is the account information held in?

Response: Tenant account information is held in the Emphasys Elite software.
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Question 12. Please describe the back office process by the agency staff?

Response: Manually payments made at the bank from the day before are uploaded on a daily basis.

ACH payments are processed on the 10th business day each month.

Online payments are processed on a daily basis.

Question 13. Please describe the back office process that is handled by the housing complex?

Response: None.

Question 14. Who are the key decision makers?

Response: Questions regarding the RFP should be addressed to Tammie Wong, RFP Coordinator.

Question 15. What are the required columns in the Accounts Receivable file?

Response: The columns in the Accounts Receivable file will need to be compatible with the applicable NACHA processor.

Question 16. What are the required columns in the Payment file?

Response: The columns in the Payment file will need to be compatible with the Emphasys Elite Software. The require columns include 1) Tenant ID, 2) Amount, and 3) Transaction Date. See Part II Amendment 6 below.

Question 17. Do you need/want to migrate your current agency website to the State of Hawaii template?

Response: No.

Question 18. Who will be the project leader on the Agency team?

Response: Mr. Bennett Liu is the assigned Contract Administrator to the resulting Contract. Reference page 2 of the RFP.

Question 19. Is ACH the only payment method?

Response: Yes. Only ACH payment method is solicited in this RFP.
Question 20. Will shortlisted vendors be required to do a demo of their solution?

Response: Yes. See Part II Amendments 14 below.

Question 21. Who is the incumbent and/or current payment provider/processor?

Response: Current contractor is Central Pacific Bank via RevoPay for online payment services. ACH payments can also be set up with the HPHA via American Savings Bank ACH processing software.

Question 22. How many transactions were processed in 2020?


Question 23. What is the total dollar amount for all transactions processed in 2020?

Response: $19,225,953.

Question 24. Please describe any requirements for the account funding of collected payments such as deposit to a single account, split accounts, or any other parameters.

Response: Funds will be deposited into a single bank account.

Question 25. Please confirm if ACH will be the only payment type accepted. If not, please provide a listing of requested options including credit or debit card, PayPal, or any others.

Response: Yes, only ACH payment type required. Reference subparagraph 4 Paragraph IV. A. Management Requirements on page 22 of the RFP as amended in Part II Amendment 3 below.

Question 26. Please provide guidance as to the current length of history of ACH payment acceptance through a similar web based portal to that requested within this RFP and any other channels utilized. Include within this history, estimated volume counts of monthly transactions per channel and a basic trend analysis to illustrate rate of adoption over the existing service term or a minimum of the most recent 12 months.

Response: Current web-based portal has been in use for approximately three (3) months and 10 transactions has been processed to date. Insufficient data to support a trend analysis at this time.
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Question 27. Please provide any required specifications relating to payment reconciliation files or other reporting requirements. Include all details about preferred delivery options, formats or data elements, and timing.

Response: Daily and monthly deposit report (lockbox payments) aka Payment reconciliation files in Excel format to include Tenant ID, Tenant Name, Project ID, Amount, and Payment Date. Daily ACH upload file for Emphasys Elite to include Tenant ID, Payment Amount, and Transaction Date txt format. Submissions shall be transmitted to the HPHA electronically via electronic mail. See Part II Amendment 6 below.

Question 28. Please provide insight to the required timing of payment processing and payment settlement, if any.

Response: Requirement for payment processing shall be real-time, payment settlement can be the next day. See Part II Amendment 3 below.

Question 29. Section IV – Scope of Services, Sub Section B 2 – Confidentiality of Information:

a. Section references “all applications”, please describe with more detail what form of applications these may be or requirements to collect such items including formatting, data elements, or any other relevant details beyond collection and processing of received payments.

Response: “Applications” in this section refers to information required by the Awardee/Contractor’s online payment system prior to allowing user access to the online payment system to make ACH payments or administer the system to run reports. The required information is determined by the Awardee/Contractor.

b. Additionally, please provide more detail on the requirements of “participant information and files held by the Contractor shall be turned over to the HPHA within five (5) business days at the termination of the contract” including the types of information these may contain and any formatting specifications requested.

Response: “Participant information and files” in this section refers to any tenant information captured by the Awardee/Contractor under the resulting contract. The types of information to be submitted is dependent on the information captured by the Awardee/Contractor’s system access requirements. Required to be in Microsoft Excel format. See Part II Amendment 9 below.
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Question 30. Section IV – Scope of Services, Sub Section B 5 – Payments (e) describes invoice billing for the month of June as split on the 15th day of the month. Certain portions of service costs may, or may not be applied on a monthly basis leading to accrued costs or costs in arrears. Please confirm if June may be invoiced as a single invoice similar to each other month.

Response: No. Reference subparagraph 5.c) under Paragraph B. Administrative Requirements & Qualifications on page 24 of the RFP.

Question 31. Is the Housing Authority interested in “other” payment options for tenants? I.e. Credit Cards, Debit Cards, eWallets (GooglePay, ApplePay, AmazonPay), Amazon Alexa, TXT to Pay, Walmart walk-in payments.

Response: Refer to RFP for required specifications.

Question 32. What is the Accounting platform that payments will be posted to? Do you need real-time posting or just automated overnight?

Response: Payments will be posted to the Emphasys Elite Software accounting platform. Posting shall be processed real-time. See Part II Amendment 3 below.

Question 33. Will the Housing Authority be Absorbing all the cost of processing the payment? Or would they be interested in a User Pay model for certain payment options, i.e. User Pay for Credit Cards?

Response: Yes, costs of processing payments will be absorbed by the HPHA. No, the HPHA is not interested in User Pay model for other payment options.

Question 34. Does the Housing Authority require an IVR (1-800 number) to allow your tenants to make a payment?

Response: No.

Question 35. Does the Housing authority need any other language other than English? IE Spanish?

Response: No.

Question 36. Would the Housing Authority be interested in a Tenant (Customer) Portal to allow the tenants to see bills electronically, see payment history, bill history and schedule payments and receive automated payment notices? If available from the vendor?

Response: Refer to RFP for required specification.
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Question 37. We assume the Vendor has to be NACHA Compliant? Can you confirm.

Response: Yes. The vendor should be National Automated Clearing House Association (NACHA) compliant. See Part II Amendment 10 below.

Question 38. Does the Authority need to see any Implementation Costs? Training Costs or Ongoing Support Cost? As well as the processing costs.

Response: Yes. Offerors shall detail all billable costs and fees in the Price Proposal. See Part II Amendment 15 below.

Question 39. Does the Housing Authority have any Annual transaction volume numbers they can provide?

Response: No.

Question 40. Could the HPHA please provide transaction volume (number of transactions and dollar amount) for the most recent fiscal year?

Response: No. This is a new service.

Question 41. Does the HPHA currently charge convenience fees to end users, or are all costs absorbed by the HPHA/biller?

Response: No. No Convenience fees charged to end users. All fees are charged to the HPHA.

Question 42. Would the HPHA like respondents to provide pricing for both End User Pay and Biller Pay models?

Response: No. Respondents are to propose costs for HPHA only. See Part II Amendment 15 below.

Question 43. Is the HPHA only looking for ACH payment processing capabilities, or will other payment methods such as credit card also need to be included?

Response: Yes, the HPHA is only looking for ACH payment processing capabilities. Reference subparagraph 4 under A. Management Requirements on page 22 of RFP as amended in Part II Amendment 3 below.

Question 44. We understand not to submit a response by email. Will the State accept an electronic version on a flash drive sent via mail/courier? We ask because some offices are still not open due to the pandemic and printing responses has been a challenge.

Response: No.
Question 45. Section IV – Scope of Services (page 22) Subparagraph 4. – Process payments via ACH in accordance with the CONTRACTOR’s regular processing schedule after a payment is received.

Will the HPHA consider additional forms of payments such as Debit Card processing with immediate real time access to success or failure of payment status to your customers?

Response: No.

Question 46. Section IV – Scope of Services. What are your total monthly and annual ACH anticipated transaction volumes? If accepting Debit Card payments, what is your anticipated total annual Debit Card transaction volumes?

Response: Insufficient data to project transaction volumes at this time. The HPHA does not accept debit card payments.

Question 47. Section IV – Scope of Services. What is your anticipated growth in total transaction volume of payments yearly?

Response: Insufficient data to support a trend analysis at this time. The HPHA owns more than 6,000 public housing units and do not expect to increase the number of users.

Question 48. IV. Scope of Services. Please confirm HPHA customers will not be charged a fee to make online payments and HPHA will be absorbing those transaction fees.

Response: Yes, tenants will not be charged a fee to make online payments.

Question 49. Do you a have a customer bill file that can be uploaded into the EBPP (Electronic Bill Presentment and Payment) services?

Response: The HPHA have a billing file. However, we are unsure if it is compatible with EBPP services.

Question 50. How many “Invoices” get generated each month?

Response: Between 5,000 to 5,150 invoices are generated each month.

Question 51. Please provide a sample data file with false data with the column headers in place.

Response: See attached Exhibit 1 for Sample Billing File. It contains six (6) false tenants and include column headers.
Question 52. If there is no data file, can you provide the following in a delimited file at the beginning of each month? Tenant name, Phone number, Amount due, Due date, Invoice Number, Invoice date.

Response: Data file is available. See attached Exhibit 1 for Sample Billing File and Part II Amendment 6 below for Sample lockbox upload file format.

Question 53. If there is no billing data, how do you match the payer to the unit with Rent due?

Response: There is billing data. Each tenant is assigned a unique Tenant ID and is billed monthly. When payments are made, the tenant ID is used to identify and post payments to the ledger.

Question 54. What data elements do you need in the daily remittance file? Please provide a sample report file with false data and column headers.

Response: Required data elements in the remittance file include Tenant ID, Payment Amount, and Transaction Date. See Part II Amendment 6 below.

Question 55. Are you looking for Pay-by-Phone & Pay-by-Text capabilities?

Response: No.

Question 56. How many bank accounts do the funds need to deposit into? If multiple accounts, please describe the hierarchy.

Response: One bank account.

Question 57. Would you like to accept card payments with a service fee so the HPHA is not billed for the cost of the card payments?

Response: No.

Question 58. How many payments are processed each month?

Response: On average, 5,185 payments are processed each month.

Question 59. What is the average transaction size?

Response: Average transaction size is $309.
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Question 60. How many tenants are there?
Response: As of June 30, 2020, the HPHA has approximately 19,000 tenants living in 5,600 households.

Question 61. How many locations do you have?
Response: 85 properties.

Question 62. Do you have Commercial and Residential customers?
Response: Residential customers only.

Question 63. What is the current rate charged to HPHA by the current processor?
Response: ACH Files Sent: $5.00 per file
        ACH Collections/Payments: $0.15 per transaction
        ACH Returns: $5.00 per transaction

Question 64. Please provide copies of the three most recent invoices?
Response: See attached Exhibit 2 - Sample Bill Statement

Question 65. Do you accept eChecks; if not are you interested in learning more about eChecks as a payment option?
Response: No. We do not accept eChecks and are not interested in learning more about eChecks.

Question 66. Please provide payment volumes broken out by card and eCheck. Include dollar volume and transaction count.
Response: No data available as the HPHA does not accept card or eCheck payments.

Question 67. Please confirm that you are absorbing the processing fee for electronic payments.
Response: Yes.

Question 68. Is the Authority interested in passing a fee to the end consumer?
Response: No.
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Question 69. Please provide the total number of payments received monthly (all payments, not just electronic).

Response: The total number of payments range between 5,000 to 5,150 per month.

Question 70. What software or database is the HPHA using to manage monthly bills?

Response: Emphasys Elite Software.

Question 71. Will credit and debit cards, as well as electronic checks be needed?

Response: No.

a. If credit and debit cards, what card types are needed (Visa, MasterCard, Discover, American Express)?

Response: Not Applicable.

b. If credit and debit cards, what is the actual or estimate annual dollar volume?

Response: Not Applicable.

c. If credit and debit cards, what is the actual or estimate number of transactions?

Response: Not Applicable.

d. If electronic checks, what is the actual or estimate number of transactions?

Response: Not Applicable.

Question 72. Does the HPHA already have a vendor to facilitate the processing of the electronic payments or is one needed?

Response: Yes, the HPHA currently have a Contract to process electronic payments.

Question 73. Will the credit, debit and or electronic check transaction fees be passed to the citizen making the payment, or will the transaction fees be paid on behalf of the HPHA?

Response: No, transaction fees will not be passed on to the tenant and will be paid by the HPHA.
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Question 74. Are there any financial applications that the HPHA would like the payment platform be integrated to?

Response: No.

Question 75. Is there a citizen record file that would be transmitted to post bills online to be paid, or is a simple payment form needed with no citizen information being displayed, whereby the citizen enters their information themselves?

Response: No. There is no record file that will be transmitted to post bills online. Tenants should fill in their billing and ACH information.

Question 76. Are there any current fees for residents paying online? If so, are there any plans to change (add/remove, increase/decrease) fees to residents paying online?

Response: No, there are no fees charged to residents for online payment services. No, there are no plans to charge fees to residents for online payments.

Question 77. Is an image of the resident’s bill or statement required to be viewed online? If online image access is required, please provide a sample.

Response: No. An image of the resident’s bill or statement is not required to be viewed online.

Question 78. If no bill or statement images are required, is the online system expected to present specific data elements of a bill due to the resident when logging in (account number, amount due, due date, etc?). Please specify any data elements expected to be presented to the payer or entered with the payments by the payer.

Response: Required data elements for the online system include 1) Tenant ID, 2) Tenant Name, 3) Project ID, 4) Unit No., and 5) Payment Amount. See Part II Amendment 6 below.

Question 79. Is the online system expected to retain payment history? If so, for how long?

Response: Yes. Time frame for retention or payment history shall not be less than a 24-month period. See Part II Amendment 5 below.

Question 80. Is the online system expected to present payment history the resident made through alternate (not online) payment channels?

Response: No.

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Question 81. Does the online system assess late fees? If so, please provide details of how these fees may be required to be paid and any variation in the reporting required if a late fee is assessed.

Response: No.

Part II – Amendments to RFP:

1. Paragraph IV. Procurement Timeline on page 3 of the RFP, as amended in Addendum No. 1 dated August 31, 2021, is hereby amended to read as follows:

   "IV. Procurement Timeline

<table>
<thead>
<tr>
<th>Activity</th>
<th>Scheduled Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public notice announcing RFP</td>
<td>Aug. 18, 2021</td>
</tr>
<tr>
<td>Distribution of proposal specs/proposal form</td>
<td>Aug. 18, 2021</td>
</tr>
<tr>
<td>Pre-Proposal Teleconference</td>
<td>Aug. 25, 2021</td>
</tr>
<tr>
<td>Deadline to submit written questions</td>
<td>Aug. 26, 2021</td>
</tr>
<tr>
<td>State Response to Written Questions</td>
<td>Sept. 9, 2021</td>
</tr>
<tr>
<td>Proposal Submittal Deadline</td>
<td>Sept. 22, 2021; 4:00 p.m. HST</td>
</tr>
<tr>
<td>Proposal Evaluation</td>
<td>September/October 2021</td>
</tr>
<tr>
<td>Notice of Award</td>
<td>October 2021</td>
</tr>
<tr>
<td>Contract Execution</td>
<td>November 2021</td>
</tr>
<tr>
<td>Start of Services</td>
<td>December 1, 2021 or upon issuance of a Notice to Proceed</td>
</tr>
</tbody>
</table>

   The HPHA reserves the right to amend or revise the procurement timeline without prior written notice when it is in the best interest of the State.

2. A new subparagraph 6 is hereby added to Paragraph B. Type of Contract on page 18 of the RFP as follows:

   "6. Service Agreements

   The HPHA will not accept and will not sign Service Agreement(s) required by the Successful Offeror. The only binding contract/agreement to be executed between the HPHA and the Successful Offeror is the Sample Contract as provided in Attachments 3 through 10."

3. Subparagraph 4 under Paragraph IV. A. Management Requirements on page 22 of the RFP is hereby amended to read as follows:

   "4. Process online payments via ACH in real-time. Payment settlement may be completed the next day."
4. Subparagraph 6 under Paragraph IV. A. Management Requirements on page 22 of the RFP is hereby amended to read as follow:

"6. Provide a one-time training and on-going technical support services to the HPHA Administrative User(s) to utilize the functionalities of the online payment system efficiently for reporting and tenant account reconciliation purposes.

   a. One-time training shall be provided to the HPHA prior to December 28, 2021 when the system goes live to accept payments or scheduled as determined acceptable by the HPHA. Training shall be conducted remotely.

   b. On-going technical support services shall be provided to the HPHA on an as-needed basis during normal Hawaii government business hours from 7:45 a.m. to 4:30 p.m., HST."

5. A new subparagraph 3. e) is hereby added to Paragraph IV. A. Management Requirements on page 21 of the RFP as follows:

"e) Provide a retention of payment history of not less than 24 months."

6. A new subparagraph 7 is hereby added to Paragraph IV. A. Management Requirements on page 22 of the RFP as follows:

"7. Prepare and submit the following payment reconciliation files to the HPHA electronically:

   a. Payment reconciliation files to include daily and monthly deposit report/lockbox payments in Excel format to include Tenant ID, Tenant Name, Project ID, Amount, and Payment Date;

   b. Daily ACH lockbox upload file format as designated by the HPHA. The ACH lockbox upload file shall be in txt format and include Tenant ID, Payment Amount, and Transaction Date as follows:

   | H1213015784000999999920210514ABC Pacific |
   | D00000097494002000020210514 |
   | D0000018494002500020210514 |

1st line is Header line it contains Bank routing number / HPHA's account number with the bank/ Date of transaction / Bank Name:

H 121301578 4000999999 20210514 ABC Pacific

H = Header
121301578 = Bank routing number
4000999999 = HPHA Bank account number
20210514 = May 14, 2021

The next set of lines is the data lines, it contains the tenant id / amount / Date of transaction

D  0000007494  0020000  20210514

D = Data  
0000007494 = Tenant ID  
0020000 = payment amount of $200.00  
20210514 = May 14, 2021

c. ACH returns notification to HPHA in real-time."

7. A new subparagraph 8 is hereby added to Paragraph IV. A. Management Requirements on page 22 of the RFP as follows:

"8. Required data elements to present to the payer or entered with the payment by the payer in the online payment system shall include 1) Tenant ID, 2) Tenant Name, 3) Project ID, 4) Unit No., and 3) Payment Amount."

8. A new subparagraph 9 is hereby added to Paragraph IV. A. Management Requirements on page 22 of the RFP as follows:

"9. Provide customer service support to the HPHA tenants on an as-needed basis, at a minimum, a toll free telephone number, available Monday through Friday, from 7:45 a.m. to 4:30 p.m., HST."

9. Subparagraph 2 under Paragraph IV. B. Administrative Requirements & Qualifications on page 22 of the RFP is hereby amended to read as follows:

"2. Confidentiality of Information

Successful Offeror shall treat all applications and personal information as confidential and maintain the information in a secured location. Participant information shall be available to the HPHA for the purposes of monitoring, quality control, audit, or other program purposes.

The Successful Offeror’s personnel shall not provide confidential information to the tenants and the general public without express written consent of the HPHA. All participant information and files held by the Contractor shall be turned over to the HPHA within five (5) business days at the termination of the contract. Participation information and files shall be in Excel format unless otherwise determined acceptable by the HPHA."
10. A new subparagraph 6 is hereby added to Paragraph IV. B. Administrative Requirements & Qualifications on page 25 of the RFP as follows:


11. The 4th paragraph under Paragraph I. General Instructions on page 26 of the RFP is hereby amended to read as follows:

"An offeror shall submit one (1) original proposal marked “ORIGINAL”, four (4) copies of the proposal marked “COPY”, and two (2) USB drives to include an electronic copy of the proposal and the product demonstration video on each USB drive. It is imperative that the offeror submit only one (1) original proposal and the required number of copies. The outer envelope or packaging of the proposals shall be sealed and clearly marked with the RFP number and title, the offeror’s name, address, telephone, fax number, and address it to the attention of the RFP Coordinator."

12. The Proposal Application outline provided in Section 3 Part III. Proposal Application on page 28 of the RFP is hereby revised to read as follows:

"Offerors shall compile proposals using the following outline:

1. Transmittal Letter
2. Table of Contents
3. Background and Summary
4. Experience and Capabilities
5. Service Delivery
6. Price Proposal
7. Other
8. Past Performance"

13. Subparagraph C. Experience and Capabilities on page 29 of the RFP is hereby amended to read as follows:

"C. Experience and Capabilities

This section shall describe the Offeror’s experience and capabilities of the product/services offered. Offeror shall be required to have been in business for five (5) or more years with minimum of two (2) years of experience in providing online payment services. Include the following in this section:

1. Describe offeror’s experience and capabilities related to the proposed product/services.
2. Number of years in business and number of years performing similar services specified in this solicitation.

3. Provide a client list of similar services rendered within the last 12-month period.

4. Provide names, titles, organizations, telephone numbers, email addresses, and mailing addresses of at least two (2) references from the offeror’s client list that may be contacted by the HPHA related to the offeror’s past and current performance.

5. Litigation Disclosure

Disclose any litigation, either pending, on-going or completed, between your firm and any current or former clients during the last five (5) years immediately prior to the deadline for receipt of proposals.”

14. Subparagraph D. Service Delivery on page 29 of the RFP is hereby amended to read as follows:

“D. Service Delivery

Describe service requirements and deliverables to include timeline, how services will be implemented and maintained, and any training/support services to ensure smooth transition and use of the services.

Provide a product demonstration video in video format on an USB Drive to illustrate 1) how payments are submitted by tenants, and 2) back office function to include download of reports, reviewing payment information, transaction information, and any other features. Demonstration video shall not exceed 25 minutes in length.”

15. Subparagraph III. E. Price proposal on page 29 of the RFP is hereby amended to read as follows:

“E. Price Proposal

Submit price proposal to include all terms and conditions, Indicate all payment terms and billing frequency as applicable. The Successful Offeror shall pay the State of Hawaii general excise tax and all other applicable taxes.

Price proposal shall detail all billable costs and fees to be paid for by the HPHA, including without limitation platform usage fee, transaction fee, implementation, training, and technical support costs. The end users/HPHA tenants shall not be charged a fee for use of the online payment services.”
16. A new subparagraph G is hereby added to Section 3 Part III. Proposal Application on page 30 of the RFP as follows:

"G. Past Performance

Provide three (3) examples of projects with similar scope within the last five (5) years to include when services started, length of engagement, description of services, average volume of transaction processed in a 12-month period, how challenges were overcome, email address, phone number, name, and title of a contract person for each engagement."

17. The Evaluation Criteria as provided on page 31 of the RFP is hereby deleted in its entirety and replaced with the following:

<table>
<thead>
<tr>
<th>Evaluation Criteria</th>
<th>Total Possible Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mandatory Requirements</td>
<td>Pass or Rejected</td>
</tr>
<tr>
<td>A. Experience and Capabilities</td>
<td>30 points</td>
</tr>
<tr>
<td>1) Extent to which the Offeror clearly demonstrates experience and knowledge to provide the proposed services.</td>
<td></td>
</tr>
<tr>
<td>2) Extent to which the Offeror clearly demonstrates having successfully performed the proposed services.</td>
<td></td>
</tr>
<tr>
<td>B. Service Delivery</td>
<td>45 points</td>
</tr>
<tr>
<td>1) Extent to which the Offeror clearly describes the service requirements and deliverables.</td>
<td></td>
</tr>
<tr>
<td>2) Extent to which the Offeror clearly describes the timeline and how services will be implemented and maintained.</td>
<td></td>
</tr>
<tr>
<td>3) Extent to which the Offeror provides training/support services to ensure smooth transition and use of the services.</td>
<td></td>
</tr>
<tr>
<td>4) <strong>Extend the demonstration video clearly describe how payments are submitted and processed online.</strong></td>
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<tr>
<td>5) <strong>Extend the demonstration video illustrates ease of use for users.</strong></td>
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<td>C. Cost Reasonableness</td>
<td>10 points</td>
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<td>Extent to which the Offeror's proposed price/fees are reasonable.</td>
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D. Past Performance

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<td>1)</td>
<td>Extend to which past performance is of similar scope to the services solicited in the RFP.</td>
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<td>2)</td>
<td>Extend to which past performance demonstrates services were satisfactory.</td>
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<td>Total</td>
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18. The Proposal Submittal Checklist as provided in Attachment 14 of the RFP is hereby deleted in its entirety and replaced with the attached Attachment 14a – Proposal Submittal Checklist (Rev. 9/9/2021).

Part III – Clarifications:

1. Federal General Conditions, Attachment 10, to the RFP is not applicable to contract awards under $105,000 and will not be made a part of the resulting contract.

All other terms and conditions of the RFP, as previously amended, shall remain the same. Please contact Ms. Tammie Wong, RFP Coordinator, at (808) 832-6071 should you have any questions. Thank you.
PROPOSAL SUBMITTAL CHECKLIST

RFP FMO-2021-23
Provision of Online Tenant Payment Services

The following checklist is provided as a reference for proposal submittal. The offeror shall be responsible for complying with all aspects of proposal submission requirements. The HPHA shall not be responsible for other pertinent RFP information not listed below:

☐ 1. Transmittal Letter (original signature required)

☐ 2. Proposal
   ☐ a. Title Page
   ☐ b. Table of Contents
   ☐ c. Background and Summary
   ☐ d. Experience and Capability
   ☐ e. Service Delivery
   ☐ f. Price Proposal
   ☐ g. Other
      ☐ 1) Wage Certificate
      ☐ 2) Acknowledgement of Addenda
      ☐ 3) Certification and Representations of Offerors (HUD Form 5369-C)
      ☐ 4) Corporate Resolution indicating authorized signer for proposal and contractual documents
   ☐ h. Past Performance

☐ 3. Submit proposal in a sealed envelope or box identified with RFP No. FMO-2021-23, offeror’s legal name, business address, phone number, fax number, and address it to the attention of the RFP Coordinator.
<table>
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NEW BALANCE AMOUNT DUE: 195.00

AMOUNT DUE ON: 08/01/2021
PAY ONLY AT First Hawaiian Bank

Residents play an important role in efforts to conserve. Do your part by: turning off lights, taking shorter showers, using compact fluorescent bulbs, cooking smaller meals in the microwave, and using a shorter cycle when washing clothes. Mahalo!

COMMENTS:

If you have any changes in your monthly income, please contact your manager and request an interim exam.

---

THE PART GOES TO THE BANK

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BALANCE FORWARD AMOUNT DUE
195.00 195.00

Return Service Requested

Project ID: 2401
Unit No: 2401-00101

PAY ONLY AT First Hawaiian Bank

Exhibit 2