February 16, 2021

TO: Interested Parties

FROM: Rick T. Sogawa*
    Procurement Officer

SUBJECT: Request for Proposals No. ITO-2020-39, Addendum No. 1
Cloud-Based Software Platform to the Hawaii Public Housing Authority

This Addendum No. 1 is to: 1) provide the Pre-Proposal Teleconference minutes
conducted on February 4, 2021 and 2) respond to written questions received up until
February 9, 2021 as follows:

Part I – Pre-Proposal Teleconference Minutes:

See attached Minutes.

Part II – Response to Written Questions:

A. General RFP Questions

Question 1. C. Experience and Capabilities, #7 Provide product demonstration
video(s) in video format on an USS Drive. Multiple videos may be
submitted to demonstrate functionalities of the software platform. Offeror
shall provide narrative to explain how each feature was implemented in
plain language with specific steps and required software. Demo video(s)
shall not exceed a total of 20 minutes in length.

Will the HPHA accept links to demo videos as opposed to submitting them
on a USB drive?

Response: No.

Question 2. General.
Will HPHA accept submission of bids electronically?

Response: No.
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Question 3. Facilitate State of HI and HUD audit requirements

Will HPHA please expand on what is meant here?

Response: This requires the ability to produce the reports required by the State and HUD to maintain good standing as a housing provider. Reports shall include without limitation financial reports, trial balance, and ability to customize reports.

Question 4. There is a question regarding “Ability to white-label and sell the complete solution or sub-packages of functionality on an app store”. Can you clarify if the state intends to resell the solution? Or is the state looking to publish a mobile application on an app store like Apple App Store or Google Play?

Response: Yes. The HPHA is exploring reselling the solution and/or providing it for download through an app store.

Question 5. There is a question regarding “Support or patches for HUD mandated changes with appropriate timing for implementation and tests. (e.g. CARES act, HUD, Section 8) (Tab 2, Row 21)”

Is HPHA expecting a software vendor to provide software updates to comply with HUD mandated changes, or legislation (CARES ACT)?

Response: Yes.

Question 6. There is a question regarding “Solution supports document scanning (Tab 2, Row 29)”.

What are the document scanning capabilities that are being requested? Is HPHA looking for documents to be scanned in and automatically attached to a related record, scanned in and optical character recognition automatically create a record such as an application or claim? Please clarify?

Response: The technical requirement is the ability to create searchable PDF’s, editable documents, and create records.

Question 7. There is a question regarding “The system offers extensive data and file storage (Tab 2, Row 94)”.

How does the state define extensive? Is there an estimated volume of records or files that HPHA has for the next five years?
Response: Extensive is defined as having the ability to accommodate the HPHA operational needs. The HPHA currently manages 5,406 Federal low-income public housing units, 865 State low-income housing units, and about 3,929 Housing Choice Vouchers. Each require certification/maintenance, inspections, etc. Furthermore, there are currently 6,000 applicants requiring interviews and certifications (Marriage Certification, Supplemental Security Income, etc.). There is no expectation of increase on the inventory for the next five (5) years, but anticipate an annual increase of 5% on work orders and wait list applications. We estimate about 10 to 15 Mb per certification file (PDF compressed) for each annual/interim certification due to scan of ID, Certificate of Death, Marriage, etc.

Question 8. There is a question regarding "Provide metrics on how users search for files (internal HPHA staff and Residents in the portal) (Tab 2, Row 103)".

What search metrics is HPHA looking for?

Response: The intent is to have the ability to run reports on usage, to better serve staff and residents. For example: most referenced FAQs or most common search terms for residents; most viewed dashboards for HPHA staff.

Question 9. The As-Needed Sandbox Contract shall be effective upon the HPHA’s issuance of a Notice to Proceed, anticipated to be six (6) months from issuance of a Notice of Award.

Is your response needing a Sandbox contract, please describe specifically what this will be used for?

Response: The Sandbox will be used as a prototyping tool for configuring the system and testing automations.

Question 10. The As-Needed Sandbox Contract shall be effective upon the HPHA’s issuance of a Notice to Proceed, anticipated to be six (6) months from issuance of a Notice of Award.

Does HPHA anticipate the Sandbox to be fully configured?

Response: Yes.
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Question 11. The As-Needed Sandbox Contract shall be effective upon the HPHA’s issuance of a Notice to Proceed, anticipated to be six (6) months from issuance of a Notice of Award.

How many HPHA users are expected to have access to the Sandbox?

Response: 2-3.

Question 12. The As-Needed Sandbox Contract shall be effective upon the HPHA’s issuance of a Notice to Proceed, anticipated to be six (6) months from issuance of a Notice of Award.

Will the selected Systems Integrator chosen through a subsequent RFP use the Sandbox for development? And if so, what would be the extent of development in the Sandbox?

Question 13. Financials Tab, Rows 10-15

In the solution requirements spreadsheet, there are several requirements listed for printing checks and vouchers, as well as providing a General Ledger. As the system will be interfacing with the State’s existing Financial system FAMIS, can you clarify why this is required?

Response: For each line item in the matrix, offerors shall indicate the level of efforts to meet each requirement using the scales as defined on page 30 of the RFP document. Reference Paragraph III.C.6. under RFP Section 3 for instructions in completing the Matrix.

Question 14. RFP ITO_2020_39_attach1_3 – Page 2

Section A calls for a monthly fee for 6 months of a Sandbox subscription with an additional 6 month optional renewal period. Industry standard for subscription based products is 12 months – How should this be addressed?


Question 15. RFP ITO_2020_39_attach5 – Page 8 Compensation and Payment Schedule

Attachment 5 page 8 section 2 Under Compensation and Payment Schedule says, “STATE may terminate the Contract or revise the
amount/quantity of services required without penalty.” Cloud based software subscriptions are generally priced based on volume – How would this be addressed if license quantities are adjusted?

Response: It would be addressed via a Supplemental Contract through a revised price proposal.

Question 16. When we received the RFP, we were confused whether it was for software or services. Based on what we heard during the pre-request conference, we believe this RFP is for software only and a separate RFP will be sent out later for services. Is that correct? Please confirm.

Response: This RFP is for solicitation of the software platform on a license fee basis to include ongoing updates and feature enhancements that is included with the license fee. A separate solicitation will be issued for implementation and customization services.

Question 17. RFP Section 1, Item VII.B. Proposal Submittal (p.4) states that electronic mail submission of proposals shall not be accepted. Due to the COVID-19 health crisis, numerous U.S. jurisdictions currently impose restrictions on in-person office work that make it difficult for vendors to ship hard-copy documents safely. In light of this situation, would HPHA consider accepting electronic submittals at this time?

Response: No.

Question 18. RFP Section 2, Item IV.B. System User Requirements (p. 22) lists minimum user counts for the software. How many units and/or HCV vouchers will HPHA manage using the software platform? Which property and program types does HPHA manage?

Response: The HPHA manages 5,406 Federal low-income units, 864 State low-income units and 3,929 HCV vouchers. The HPHA manages Federal and State low-income housing properties, Low-Income Housing Tax Credit properties, and Housing Choice Vouchers.

Question 19. RFP Section 3, Item III.C.6 instructs the vendor to submit the completed Technical Requirements Matrix in Excel format on a USB drive. Please confirm that the Technical Requirements Matrix should be submitted on USB drives only and should not be included in the printed hard copy submittals.
a. If HPHA would like vendors to include the Technical Requirements Matrix in the printed hard copy submittals, could you provide a copy of the Excel file of the Technical Requirements Matrix that allows vendors to modify the widths and/or formatting of response columns C through J? The page setup in the security-restricted copy provide on the HPHA website on 1/28/21 makes the document very difficult to read when printed at 1 page wide.

Response: A printed copy of the completed Technical Requirements Matrix is not required to be part of the proposal submittal.

Question 20. Would HPHA consider signing a non-disclosure agreement for vendors to share product demonstration videos as contemplated in the RFP?

Response: Offeror shall include the non-disclosure agreement in the proposal submittal for HPHA’s consideration. Reference Paragraph E. Confidential Information on page 5 of the RFP document.

Question 21. Section F. Administrative Requirements, 1b, minimum of two (2) U.S. based high-medium or large size PHAs with housing units between 5000 to 9,999 as defined by HUD, and actively utilizing the offeror’s product as their primary platform.

a. Can this requirement be amended to preferred versus required?

Response: No.

b. Would a subcontractor qualification satisfy this requirement? i.e. Prime contractor does not have minimum two (2) U.S. based high-medium or large size PHAs but sub-contractor to the prime does have this qualification. Would this satisfy the requirement.

Response: No.
I. Introduction

A. HPHA Staff Roles
B. Attendance at this conference is not required in order to submit a proposal.

II. Section 1 – Administrative Overview

A. Procurement Timeline (Pg. 3)

2/9/2021 - Written Questions Due to the HPHA
2/16/2021 - Written Responses to be issued via an addendum
3/4/2021 @ 4:00 p.m. – Proposal submittal deadline; proposals shall be sealed, identified with the RFP No., offeror’s legal name, business address, phone number and address it to the RFP Coordinator
  • Must follow format as prescribed in Section 3 of RFP.
  • Electronic submission and fax transmissions shall not be accepted.
March 2021 – Proposal Evaluation, Best and Final Offer
March 2021 – Notice of Award
April 2021 – Contract Execution
Start of services upon the HPHA’s issuance of a Notice to Proceed (NTP):
  • Sandbox NTP: approx. 6 months from issuance of Notice of Award
  • Software Platform Licenses: to be determined

The HPHA reserves the right to amend or revise the timetable without prior written notice.

B. Wage and Labor Law Compliance and wage certification requirement.

C. RFP Amendments - HPHA reserves the right to amend the RFP at any time prior to the closing date

D. Costs incurred by the offerors in the preparation and submission of the proposal are responsibilities of the offeror.

Ensure the HPHA is provided with the written authorization(s) necessary to verify information provided in the proposal.

E. Rejection of Proposals

1. The HPHA reserves the right to consider as acceptable only those proposals submitted in accordance with the requirements set forth in the RFP and demonstrate an understanding of the service specifications.
2. Proposals offering terms and conditions contradictory to those included in the RFP may be rejected.

F. Notice of Award

Notice of Award will be issued to the highest ranked Offeror after proposal evaluation and verification that highest ranked Offeror demonstrates compliance with section 3-122-112, HAR, Responsibility of Offeror.

G. Protests

1. Actual/prospective offeror may protest the solicitation/award of services only for a serious violation of procurement policies and operational procedures.

2. Protests shall be submitted in writing within 5 business days after the posting of an award.

H. General Conditions and Special Conditions of the resulting Contracts are provided as Attachments 4 & 5.

III. Section 2 – Scope of Services

A. Qualifying Requirements

1. No outstanding debt owed.

2. Furnish proof of compliance (section 3-122-112, HAR)

   Prior to award of a Contract, furnish proof of compliance to include tax clearance, unemployment insurance, workers compensations, temporary disability insurance, prepaid health care and registered to do business in the State of Hawaii.

   May utilize the Hawaii Compliance Express (HCE) to furnish proof of compliance. HCE requires a $12 annual subscription fee. Link to HCE provided on page 13 of RFP.

3. Business office stated in proposal where Offeror conducts business and where accessible in person or via telephone calls during normal Hawaii State government business hours.

4. Indemnification

   Successful Offeror is required to defend, indemnify, and hold harmless the State of Hawaii, the HPHA, its elected and appointed officials, officers, and employees, from and against all liabilities arising out of or resulting from the acts or omissions of the Successful Offerer or the Successful Offeror’s officers, employees, agents or subcontractors.

5. Insurance requirements

   a. Commercial General Liability with Personal Injury Liability: $1 mil per occurrence for bodily and personal property damage and $2 mil general aggregate; Personal injury liability limit of $1 mil per occurrence.
b. Auto Liability covering all owned, non-owned and hired autos: $1 mil bodily injury per person, $1 mil per accident and $1 mil property damage per accident; OR $2 mil combined single limit.

c. Workers Compensation: limits as required by applicable State laws;

d. Acceptable for use of an umbrella policy in addition to the mandatory insurance policies to satisfy the minimum coverage limits (i.e. General Liability, Auto, and Workers Compensation) provided that the HPHA approves, and the umbrella policy follows the underlying coverage forms.

e. The State of Hawaii, HPHA shall be named as additional insured with respect to operations performed for the HPHA under the resulting Contract.

f. The HPHA is a self-insured State agency. The Successful Offeror’s insurance shall be the primary. Any insurance maintained by the HPHA shall apply in excess of and shall not contribute with insurance provided by the Successful Offeror.

B. Section 3 of the U.S. Housing Act of 1968

1. To the greatest extent possible, ensure that employment and other economic opportunities generated by HUD assistance or HUD assisted projects, be directed to low- and very-low income persons, particularly persons who are recipients of HUD assistance for housing.

2. With all things being equal, commit to a hiring preference for low- and very-low persons, which includes advertising the vacancies to this population.

C. Administrative policies requirements listed on page 17 of RFP. Provide written documentation not later than 15 days after the notice to proceed that all staff are informed of the requirements and agree to comply with said policies.

D. A single award will be issued for execution of two (2) contracts:

1. As-Needed Sandbox Contract (initial 6-month contract term with up to 6 month of options)
2. Software Platform Licenses Contract (60-month contract term)

E. Scope of Services

Provision of a cloud-based Software as a Services Platform on a license fee basis, including ongoing updates and feature enhancements.

1. System User Requirements

   a. HPHA (5 administrative/IT and 195 other users)
   b. General Public and HPHA Resident Users (10,000 resident seats with login; 30,000 applicant seats with login; and 200,000 unique page views to the HPHA website (pre-login)
2. System Interface Requirements
   a. Financial Accounting and Management Information System (State of Hawaii DAGS)
   b. Public and Indian Housing Information Center (HUD)

3. Technical Requirements
   a. Include provision of a sandbox on an as-needed basis.
   b. Criteria:
      1) Ease-of-use and Administration
      2) Efforts to achieve technical requirements
      3) Platform extensibility

4. Admin Requirements
   a. Only accepting proposals from offers with an established business history serving Public Housing Authorities (PHAs)
      1) In business for five (5) or more years with minimum experience of three (3) years in software development; and
      2) Minimum of two (2) U.S. based high-medium or large size PHAs with units between 500 to 9,999 as defined by HUD, actively utilizing the offeror’s product as their primary platform.

5. Payment
   a. Any requirements for advance payment must conform to the common business practice for making such payments as determined by the HPHA and in accordance with section 40-57, HRS.
   b. Separate billing for each contract:
      1) Services rendered for the As-Needed Sandbox Contract are billable for the month(s) that the Sandbox is being used.
      2) Services rendered for the Software Platform Licenses Contract are billable to the extent that the licenses are active.
   c. HPHA shall have 30-calendar days after receipt of a proper invoice and satisfactory delivery of goods or performance of the services to make payment or as allowable in accordance with section 40-57, HRS.
IV. Section 3 – Proposal Forms and Instructions

A. One (1) original proposal marked “ORIGINAL” and four (4) copies marked “COPY”, and five (5) USB drives to include the Technical Requirements Matrix and Demo Videos.

B. Proposal forms and proposal application instruction provided on Pages 27 thru 33. See Attachment 11 for Proposal Submittal Checklist

V. Section 4 – Proposal Evaluation and Award

A. Proposals received will be reviewed for overall compliance with RFP requirements.

B. Criteria for evaluation of proposals and assigned scores provided on pages 34 and 35, total possible is 100 points.

C. A single award will be made to the responsive and responsible offeror whose proposal conforms to the solicitation and determined to be most advantageous to the HPHA with consideration to price and other evaluation criteria set forth in the RFP.

VI. Section 5 – Attachments

Review all contents and attachments in the RFP. Offerors are held responsible for all requirements.

VII. Closing/Reminders:

All changes to the RFP will be communicated through issuance of an addendum.

- 2/9/2021 – Written Questions Due
- 2/16/2021 – Response to Written Questions
- 3/4/2021 4pm – Proposal Deadline