Andrew M. Cuomo, Governor RuthAnne Visnauskas, Commissioner/CEO

Request for Information for

Housing Management and Reporting Modernization Solution

Request for Information Issuance Date: **August 21, 2018**
Response Submission Deadline: **October 16, 2018, 12PM, EDT**

HOUSING TRUST FUND CORPORATION
Hampton Plaza | 38-40 State Street | Albany, NY 12207
641 Lexington Avenue | New York, NY 10022
www.nyshcr.org

Contents

RFI Submission Coversheet

Attach this form to the top of your submission.

DATE: ____

GENERAL INFORMATION ON FIRM:

Legal Name of Firm:

____

Mailing Address:

____

Website:

____

Main Telephone Number (including area code):

____

Federal Tax ID Number:

____

SEC Registration Number (if applicable):

____

MBE Registration Number (if applicable):

____

WBE Registration Number (if applicable):

____

MWBE Registration Number (if applicable):

____

SDVOB Registration Number (if applicable):

____

Is your Firm a Small Business Concern? ____ Yes ____ No

"**Small Business Concern**" means a business which is a resident in the State of New York, independently owned and operated, not dominant in its field and employs one hundred or less persons.

MAIN CONTACT INFORMATION FOR THIS SUBMISSION:

Please list the individual that will be the main contact *regarding this RFI submission*:

Contact Name:

____

Contact Telephone Number (including area code):

____

Contact E-mail Address:

____

Contact Facsimile Number (including area code):

____

HOUSING TRUST FUND CORPORATION

REQUEST FOR INFORMATION

FOR

HOUSING MANAGEMENT AND REPORTING MODERNIZATION SOLUTION

NOTE: THIS IS A REQUEST FOR INFORMATION AND IS NOT A SOLICITATION. THE HOUSING TRUST FUND CORPORATIN RESERVES THE RIGHT TO USE INFORMATION RESULTING FROM THIS REQUEST FOR INFORMATION PROCESS TO DEVELOP A FUTURE SOLICITATION.

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**” or “**NYS**”) including the Housing Trust Fund Corporation (“**HTFC**”). HCR includes other agencies not involved in this request for information process.

2 OVERVIEW OF HTFC

HTFC was established in 1985 under Section 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. This mission has been expanded by the addition of many Federal and State programs.

HCR, under the direction of Commissioner and Chief Executive Officer, RuthAnne Visnauskas, began an ambitious five-year housing plan to meet the growing needs of New York State citizens. In support of this plan, HCR has determined the need to modernize and replace existing technology systems and manual processes that track housing development, community programs, and asset management. To meet the goals of HCR, HTFC is seeking a housing and management and reporting solution to meet the new Housing Plan goals for all New York State citizens.

Visit HTFC's website at http://www.nyshcr.org/ to learn more about HTFC programs and HCR other programs not described in this RFI, but applicable to the project context detailed in Section 6 of this RFI.

3 PURPOSE

The purpose of this RFI is to gain knowledge from qualified firms or individuals ("**Vendors**" or "**Respondents**") regarding the full range of potential options and strategies currently available in the marketplace for replacing its current IBM Model 204 ("M204") database system, used for the tracking and management of housing projects, referred to hereinafter as the Housing Management and Reporting Management ("**HMRM**") project (the "**Project**"). HCR's technology is currently supported by the IBM Model 204 ("**M204**") mainframe, which was installed in 1986. The M204 lacks the ability to support HCR's strategic goals as it is technically antiquated, not compatible with current web-based systems and highly dependent on manual "work-around" processes. The M204 applications include the Statewide Housing Activity Report System ("**SHARS**"), Statewide Asset Management Information System ("**SAMIS**") and the Manufactured/Mobile Homes Program ("**MHP**"), plus any ancillary applications created to add functionality to these legacy systems.

HTFC may request to meet with Respondents following the RFI submission deadline, indicated in the Calendar of Events and Milestones section of this RFI, to ask additional questions and/or to seek a demonstration of products available. Responses will be used to gauge the level of interest in the Project described below and may be used in the development of a future procurement solicitation, at HTFC's discretion.

Respondents to this RFI will not be precluded from responding to any future request for proposal ("**RFP**") process and will not be given any additional consideration over vendors who have not submitted a response to this RFI. Contact information received from parties interested in this RFI will be retained to inform said interested parties regarding any information regarding a potential future procurement process. All materials submitted in response to this RFI shall become the property of HTFC.

HTFC will not be liable for any costs incurred by any Respondent pertaining to the preparation and submittal of any written response or for participation in a demonstration in response to this RFI. RFI Submissions are subject to disclosure under the under Public Officers Law Section 87 (Freedom of Information Law Act).

Since this RFI does not constitute a procurement, the restricted period under State Finance Law Sections 139j and 139k (the Procurement Lobbying Law) is not applicable. However, any future procurement resulting from the RFI will be subject to all applicable New York State requirements. Participation in this RFI, or any communication with State or HCR Staff involved in this RFI, will in no way constitute a commitment by HTFC to award a future contract.

4 CALENDER OF EVENTS AND MILESTONES

This RFI is not a procurement. The intent of this RFI to gather information in anticipation of a potential future procurement. The RFI timeline is indicated in the below table.

Event	Date
Issuance of RFI	August 21, 2018
Teleconference	To be determined. Teleconference information to be posted on the HCR Website.
Question Submission Deadline	October 1, 2018, 12PM, EDT
HCR Responses to Questions	October 9, 2018
RFI Response Submission Deadline	**October 16, 2018, 12PM, EDT**
Demonstrations (To be held at the discretion of HTFC)	Through the end of Calendar Year 2018

Vendors submitting a response to this RFI may be invited to provide a demonstration of their solution to HCR staff. As this RFI is not a solicitation, demonstrations are not scored, but rather are used to gather a general understanding of capabilities and functionality of solutions in the industry.

HCR reserves the right to modify this schedule at its discretion. Notification of changes in connection with this RFI will be made available to all interested parties via HCR's web page: http://www.nyshcr.org/AboutUs/Procurement/HCR-Procurement.htm. It is the responsibility of the Respondent to check the web site for notifications relating to this RFI.

5 ADDITIONAL INFORMATION AND FOLLOW-UP

5.1 QUESTIONS AND ANSWERS

Any questions or requests for clarification regarding this RFI must be submitted via email to contractunitinfo@nyshcr.org citing the RFI page and section, no later than the Question Submission Deadline indicated in the Calendar of Events and Milestones section in this RFI. The "Subject" line of the email should indicate "Questions - 2018 RFI for HMRM Project." HTFC may post additional follow-up Questions and Answers to its webpage at http://www.nyshcr.org/AboutUs/Procurement/HCR-Procurement.htm prior to the RFI Submission Deadline if it determines that additional clarification is needed.

HTFC also reserves the right to modify this RFI at any time, as necessary. Therefore, prospective RFI Respondents are strongly encouraged to check the above URL for updates throughout the RFI period.

6 PROJECT OVERVIEW

This section describes the current state of the existing M204 system and the proposed future state of the HMRM Project based on HCR's goal and business requirements.

6.1 CURRENT STATE

HCR and its offices are currently running on the legacy M204 system that support SHARS, SAMIS and MHP. The limitations of the M204 has led to the development of multiple auxiliary applications to support HCR's work. HCR applications are accessed within the HCR network via standalone application interfaces, with limited data exchange. The current information technology ("**IT**") system is not robust, which has resulted in several offline processes, workarounds that are time intensive, and data inconsistencies.

The current M204 system and auxiliary applications are used in conjunction with SharePoint sites and offline processes to perform the key functions for program and project management. There are three (3) applications on the M204 platform, (i) 7 ASP/VB.net applications, (ii) 3 PowerBuilder applications and (iii) 12 SharePoint sites together with a number of commercial off the shelf ("**COTS**") packages being used for end to end project management[1]. The end to end lifecycle of the current M204 system requires the key functions to be performed by cross input from many HCR Program Areas. See Sec. 9.1 for summary of Program Areas.

[1] The number of applications and SharePoint sites as listed are not final and may fluctuate based on business need.

The key functions performed by HCR staff include, but are not limited to:

1. Capture of new funding sources by program and budget year;
2. Capture set asides, as percentage of, from funding sources for HCR expenses;
3. Capture and maintain multiple programs as funding sources;
4. Accept registrations from applicants applying for funding;
5. Create or update applications for a funding cycle by unique identifiers;
6. Capture application data for review and decision processes;
7. Digitally store and map files to the appropriate application, applicant, client and project;
8. Capture review metrics;
9. Interoffice collaboration for the review and award recommendations;
10. Capture application statuses;
11. Capture contract terms;
12. Capture payment distribution and funds available details;
13. Capture statuses for development projects;
14. Capture unit attributes for projects under development, such as number of units, handicapped accessible etc.;
15. Capture population attributes as related to the project's contract terms and requirements;
16. Maintain contact information for applicants, developers and support teams;
17. Capture and track loan repayments;
18. Generate reports on the data metrics captured; and
19. Generate and assign unique identifiers to track programs, funding sources, projects, applicants, clients, buildings and municipalities.

The key functions performed for the projects have been broken down into the following nine (9) distinct lifecycle phases:

(i) Funding;
(ii) Pre-Application;
(iii) Application;
(iv) Award/Non-award;
(v) Contract/Closing;
(vi) Environmental;
(vii) Construction;
(viii) Close out; and
(ix) Compliance.

6.2 FUTURE STATE

The solution to meet the needs of the HMRM Project requirements has not been identified. Information gathered from the RFI process is expected to inform HCR staff on the available options.

In the future, HTFC will likely seek the services of a vendor who can provide a comprehensive solution, including the development, creation and implementation of a new database, creation of web portals for staff and external users, and ongoing technical support together with maintenance and upgrades. The implementation of the proposed solution for HTFC must adhere to the Statewide technology policies and guidelines set standards and define best practices for the State's IT community**,** hyperlinked herein. Adherence to the statewide technology policies and guidelines are expected to be part of the selected vendor's responsibility.

Sections below outline the high-level requirements that HTFC is seeking to fulfill. The high-level requirements listed in this document are not expected to be comprehensive or final, but are key functionalities required in order to meet the ideal future state HTFC is seeking. The final solution must have the ability to utilize the requirements listed below in order to complete the key functions performed by HTFC listed in Sec 6.1 .

6.2.1 Data Migration & Data Warehouse

To ensure that HTFC can meet its planned future state, it is vital that a (1) complete data migration of existing data can be performed and (2) data warehouse can be created.

6.2.1.1 Data Migration

Existing data must be migrated from the retiring system applications (M204 and related ancillary applications) onto a more secure database. Data migration must be completed to ensure:

1. All source data will be available for future use;
2. All migrated data can be accessed via the new system(s);
3. Migrated data will be standardized to minimize duplicates, errors, and improve data quality;
4. Migrated data will be tested and verified to be complete and accurate;
5. Data migration will involve data reconciliation of multiple data sources; and
6. All changes to source data for reconciliation and standardization can be tracked and verified.

6.2.1.2 Data Warehouse

HTFC must have a data warehouse with the following goals:

1. Collecting data from multiple sources such as (i) migrated data, (ii) legacy data, (iii) internally developed systems, (iv) purchased applications data and (v) external federal, State and city databases;
2. Serving as a historical data repository; and
3. Allowing for a comprehensive analysis of HCR's work for better understanding and needs of the HTFC and populations served.

In order to meet the above goals, the data warehouse must:

a. Be structured in a way to accommodate high-speed query performances;
b. Allow for both predefined, ad hoc, and custom queries; and
c. Be able to perform regular data backups for disaster recovery.
d. Include an industry-standard end-user application to develop reports and analytic scenarios that is easy to use by non-technical HCR staff

6.2.2 End to End Project Tracking

End to end project tracking refers specifically to the ability of a modern system to support all aspects of housing management from application through award and financing, to construction and compliance, and then asset management. End to end project tracking is the fundamental basis for the new system and a high-priority business requirement by multiple HCR Program Areas. The end to end project tracking requirement encompasses many functionalities that must be met as more fully described below.

1. A single system must handle a variety of work activities including, but not limited to:
    a. Capturing program funding;
    b. Applicant/Developer registration;
    c. Client profile management;
    d. Creation of RFPs, Notices of Funding Availability ("**NOFAs**") and Notices of Credit Availability ("**NOCAs**") for distribution;
    e. Mapping a funding round to a specific RFP, NOFA and/or NOCA, and then to an incoming application, applicants, awardees, and buildings;
    f. Accepting Applications;
    g. Application review;
    h. Feedback capture;
    i. Data input;
    j. Staff task management; and
    k. Reporting.

2. Work activities can be categorized into lifecycle phases/categories for reporting and tracking.

3. Flags are built to be used throughout the project to track project status during award, construction and compliance phases.

4. Multiple Program Area staff members can work collaboratively/simultaneously on a single project.

5. There is high-level of visibility on project activities and statuses.

6. Program level visibility of funds availability, expenditures, and repayments, is available to select staff with appropriate permissions.

6.2.3 User Roles

Due to the complexity of the programs and the multiple Program Areas that are involved in the HMRM project lifecycle, business users have requested robust permission management capabilities. The user roles are expected to be used in the following five ways:

1. Only authorized users will have access to program and project information;
2. Automated and simplified approval processes can be established to trigger downstream activities and milestones;
3. User roles can be used to manage the type of activities a user can perform;
4. Data input can be controlled by user role; and
5. Work in progress documents can be created and managed by multiple user roles.

6.2.4 Funding Sources

The Project will have the functionality to add funding sources for active programs. The system should:

1. Capture funding sources for a variety of programs and grants with additional parameters, such as (i) program name, (ii) funding time-period, (iii) Program Areas that can request funding and (iv) defined restrictions and requirements for the funding source;
2. Set aside funds from funding sources for other uses such as administrative costs;
3. Update available funds based on disbursements, payments, and reclaimed funds; and.
4. Ability to perform “first-in first-out funds” distribution.

6.2.5 Manage Agency Programs

HTFC and its offices have many programs that receive funding used to fund projects that require financial and legislative compliance monitoring. To meet the business needs, many requirements have been identified. The new system should:

1. Allow Program Area staff to add new programs with program requirements, without requiring involvement from the vendor or the State's Office of Information Technology, the agency that supports and maintains HTFC's IT computing environment, such as:
    a. Program Area staff can only add programs that originate from their own Program Area(s);
    b. Program Area staff can archive programs (archived programs are used to indicate programs that are no longer used/available for project funding and/or compliance);
    c. A single program can have different program areas and units involved during the lifecycle of the project that may remain open in other program areas (archived programs are only archived for their own program areas);
    d. An archived program can be unarchived for later use; and
    e. Archived programs can have funds available that can be held or reallocated.

2. Programs can be made active or inactive for all Program Areas.

6.2.6 Web Portal: Staff Portal

HCR staff would prefer a single application that can be used to manage a project from end to end. A single web-based application will ensure that (1) all Program Areas, participating in the project lifecycle are working from a single screen, (2) data is consistent and available across all phases, and (3) work is not siloed, and communication between Program Area staff is streamlined. In a scenario where a single solution is not able to meet all the staff portal requirements listed above, staff requests a way to navigate separate applications via embedded links. The high-level staff portal requirements identified include the ability to:

1. Create and review templates;
2. Retrieve required forms for project management;
3. View the submitted applications;
4. View the applicant, client, or staff files that have been uploaded;
5. Request additional files from the applicant;
6. Export all applications data by client and program of NOFA, NOCA and/or RFP;
7. Initiate and capture application review, based on forms currently being used offline;
8. Assign tasks or applications to staff for review;
9. Create Funding Commitment Letter(s) ("**FCL**") and/or Reservation Letters; and
10. Manage project loans and disbursements through the entire lifecycle from "funding phase" to "closeout and compliance."

6.2.7 Web Portal: Applicant Portal

Multiple Program Areas in HCR accept applications for new developments, rehabilitation projects, and grants. The current processes in place for accepting both applications and supporting documents cause excessive offline work that is necessary to coordinate with the applicant to reconcile an application. To address this pain point, a web-based applicant portal is required. The applicant portal must be able to:

1. Accept applications for all the in-scope Program Areas;
2. Maintain the existence of multiple active NOFA, NOCA and/or RFPs and to accept applications via a single application portal, including allowing the Applicants to select the funding round they wish to apply for;
3. Allow the availability of multiple variations of applications;
4. Allow applicants to register with HCR;
5. Allow applicants to update information for an existing registration;
6. Allow applicants to contact the relevant HCR Program Area staff;
7. Allow applicants to request technical assistance;
8. Allow applicants to upload the required documents and files;
9. Update application data and make updated application data available for staff use in real time;
10. Make submitted applications available to HCR staff within the staff portal (See Section 6.2.6 for staff portal requirements); and
11. Map the primary Applicant ID to the work in progress and/or submitted Application ID, along with all applicant identified project team members.
12. Provide a self-service "Wizard" that enables the application to enter information about what they are seeking to accomplish, searches available information and forms, and presents the results to the applicant.

6.2.8 Web Portal: Client Portal

Multiple Program Areas in HCR interact with owners, developers, property managers, etc., during the entire lifecycle of the project. The types of interaction and the requirements that a client must meet can vary depending on program and project type. Currently, all interaction among HCR staff and clients is taking place offline via emails, phone calls and with in-person follow-ups. The current approach is inefficient, fractured, not secure and leads to excessive amount of offline work that is not tracked. To address these pain points, a web-based client portal must be included in the solution for the new system. The client portal must be able to:

1. Provide access to the relevant users with active projects in HCR;
2. Be highly intuitive to all users without the need for training or instructions;
3. Pre-fill information based on client and project;
4. Allow clients to update contact information;

5. Easily identify the various forms needed during the project lifecycle;
6. Submit forms to initiate requests;
7. Display staff specified checklists for clients to reference;
8. Submit forms, applications, and support documents, to meet compliance and satisfy regulatory requirements;
9. Contact HCR staff;
10. Update unit availability;
11. Update unit attributes;
12. View past transactions; and
13. View upcoming payments.

6.2.9 Distribution Lists & Notifications

Currently, HCR staff members rely heavily on email and phone communication to interact with applicants and clients. In addition to this general communication, HCR has a need to send reminders, templates, and compliance notifications. The management of all client and applicant communication is maintained offline. While the communication process is not difficult, it can be streamlined and automated to be efficient and in line with current technology practices. To meet the communication requirements, the functionality listed below must be met:

1. User created distribution lists.
2. System generated distribution lists based on predefined criteria;
3. Automatic notifications based on project status;
4. Manual notifications based on project requirements; and
5. Tracking of notifications and client communications.

6.2.10 Financial Management

Fiscal management of programs and projects is a key function of HCR. All funded projects and grants must have the ability to link with a financial management system. Some of the high-level requirements that the new solution must have the ability to satisfy from a finance standpoint are:

1. Perform fund based accounting or Integrate with a fund based accounting system.
2. Servicing of complex mortgage;
3. Tracking of funds disbursements, repayments, and reclaimed funds;
4. Calculating payments due;
5. Updating payments due;
6. Generating invoices;
7. Waiving payment amounts;
8. Augmenting amount due, due date, etc.; and
9. Flagging to track project status.

6.2.11 Enterprise Content Management

HTFC has a need for a robust Enterprise Content Management ("**ECM**") system. Currently, Content Server is being used to meet HCR's needs, and has been able to meet the requirements. A future system must have the ability to connect to the HCR ECM. High-level requirements for the ECM system are:

1. All documents stored in the ECM system must have the ability to be linked to a Project ID, Applicant ID, Application ID, Client ID, Building ID;
2. Select data must be able to be extracted from predefined templates;
3. Client submitted documents must be made available in real time;
4. Search capabilities must be comprehensive, "Boolean" type
5. Variety of file types must be able to be accepted and stored; and
6. Large file sizes must be able to be accepted.

6.2.12 Reporting Capability

Reporting on real time data with limited involvement from technology teams, is a high requirement for HTFC. The solution will have the ability to connect with multiple databases to allow for:

1. Canned Report: Predefined report available to all authorized users;
2. Ad Hoc Reports: As needed, reports that include logic and analysis capability, run on all available data points; and
3. Custom Queries: As needed, filter queries run to filter program and project related data and data fields by set criteria, available to all authorized business users.

The reports types listed above must be in real time and comprehensive throughout the project or program lifecycle. The reporting, at minimum, can be done at the:

- Office level
- Program Area/Unit level
- Program level
- Project level
- Based on Project status
- Over a select time period
- Funding Source level
- Client level
- Applicant level
- Agency level

  Lifecycle Phase level

The Reports would include such information as:

- Unduplicated unit count by program, Program Area and/or office
- Special Population
- Apartment attributes (bedroom counts, bathroom counts, etc.)
- Total leveraged Investments
- Number of active projects by Program and Program Area within date parameters
- Application submissions by region
- Projects funded by region
- Projects funded by County
- Projects funded by Legislative District
- Projects funded by Regional Economic Development zones
- Project breakdown by Regional Economic Development zones
- Projects completed by zip code
- Special populations helped by region and county
- Active projects requiring site visits by Program Area, with details
- Total number of projects funded by specific programs
- Allocation of funds by program and Program Area
- Closed/Active projects over a specified time period
- Achieved/active programs over a specified time period with funds available
- Total HCR investments over a specified time period
- Client contact information
- Applicant contact information
- Completed and in progress Projects by developer and client
- Preservation projects vs. new construction projects with project details and funding details
- Exception reports to report discrepancies between expected and actual results

7 RFI SUBMISSION

Responses must be delivered by email no later than the RFI Submission Deadline and time indicated in the "Calendar of Events and Milestones" section of this RFI to contractunitinfo@nyshcr.org, with the subject line of the email labeled "2018 Housing Management and Reporting Modernization RFI." The content in the RFI Submission Narrative must be no more than ten letter-size pages (single or double spaced, minimum 12-point font, and at least one-inch margins). HTFC reserves the right to accept late responses at its sole discretion.

RFI Submissions must be submitted by email to contractunitinfo@nyshcr.org in searchable portable document format ("PDF") compatible with Adobe Reader XI. HTFC will not accept discs, flash drives, or FTP file references that require downloading information from the vendor'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". All submissions shall become the property of HTFC.

8 CONTENT OF SUBMISSION

8.1 RFI SUBMISSION COVERSHEET & COVER LETTER

A complete response includes a fully completed RFI Submission Coversheet, Cover Letter and RFI Submission Narrative that is responsive to the requirements in the below sections. The Respondent's cover letter should not exceed 10 pages and will summarize your firm's demonstrated experience with projects of similar size and scope in relation to the Project Context specified in Section 6 of this RFI.

8.2 RFI SUBMISSION NARRATIVE

HTFC seeks, through this RFI, to gain a more thorough understanding of its options for replacing the legacy M204 and its auxiliary applications as well as the creation of web portals for end to end project management. In doing so, HTFC is seeking responses to the below questions in this Section 8.

8.2.1 Market Information

1. Who are the most qualified and experienced vendors in building and maintaining housing development solutions specifically for HMRM, and/or for other, related federal or state affordable housing development programs?
2. What types of COTS products already exist and are currently in use in the marketplace?
    a. Could those products meet the unique challenges that go with managing a large, statewide housing development program through a diverse network of geographically-based local administrators?
3. What would it take to build a comprehensive solution from the ground up specifically for an HMRM program?
4. How would the functionality of such a solution compare with one built using a COTS product?
5. What type of pricing structures are most common in creating and maintaining such a product solution?
6. What information would your firm need to see in a potential solicitation that would help your firm provide a comprehensive proposal? Please be as specific as possible.
7. What approach would your firm recommend in order to meet HTFC's requirements? Please explain why your firm recommends the proposed approach
8. Please provide the length of term your firm recommends for implementing a system in a future potential contract. Please explain why your company recommends the proposed term.

8.2.2 Experience

Please describe your firm and its experience in providing the services described in this RFI. Where possible, provide the following information:

1. Provide a brief overview of your firm, including organizational structure, history, current staffing, and recent accomplishments.
2. Describe any past or current contracts within the past five years, starting in Calendar Year 2013, which are relevant to this project. Where possible, provide:
    a. The name and location of the contracting entity
    b. The type of entity (State PHA, Local PHA, local government, private, etc.)
    c. The dates of the engagement
    d. The services provided.
3. Describe the products offered by your firm that might meet the needs described in this RFI.
    a. How long has your firm offered these products,
    b. How were they developed?
4. Describe any best practices or innovative techniques that were learned and/or applied in building or maintaining those products that may be useful in achieving the outcomes listed in this RFI.
5. From your work on similar projects and based on the information provided in this RFI, identify and describe the greatest challenges and risk points to HTFC in a future procurement and implementation of a new HMRM solution.

8.2.3 Possible Approach

Please describe, to the extent possible, how your firm might approach the project described in this RFI. Specifically, please speak to the following sections:

8.2.3.1 Products

1. What types of products are offered by your firm, and how have these products been applied to meet other federal or state housing development programs?
2. Provide a detailed description of the platform and system requirements of the system you would offer?
3. How would the database you would build be hosted (New York State has its own, centralized

data center)?

   a. Are your databases typically hosted by you or by your customers?
   b. Where you host the database, what type of security protocols are in place to protect sensitive information?
4. To what extent can your database products be adjusted and reconfigured to meet changing needs and requirements?
5. What other recommendations would you have for HTFC based on past best practices and lessons learned?
6. In the attachments section, provide any relevant flow charts or diagrams of how your system might be configured

8.2.3.2 Service

1. To what extent does your firm maintain the products you have built?
2. What type of Help Desk assistance do your offer?
3. Do you currently maintain a call center? Include your recommendation for roles and responsibilities of both HCR and vendor staff.
4. What is your process for making future modifications? Describe the process for improving and updating your product and/or solution. Include client involvement in your response.
5. Describe any problems encountered when implementing and using your application.
6. Describe your firm's implementation services required for a successful solution implementation.

8.2.3.3 Cost and timing

1. Describe the approach and methodology for pricing of your proposed solution.
2. How would you price the creation and implementation of the requirements described in this RFI?
3. Would your pricing be based on time and materials, fixed cost deliverables, or another methodology?
4. Would you be willing to also bid on an ongoing maintenance component?
   a. If so, how would that service be priced, and what type of response time could HTFC expect?
5. How long would it take to design, build and implement the solution. If possible, provide a timeline.

PLEASE NOTE: HTFC does not expect to receive a bid price in response to this RFI, and any timeline submitted will not be binding on either HTFC or the vendor.

8.2.3.4 Availability

1. Would your firm be willing to bid on this project were it to be competitively procured within the next 12 months?
    a. If so, how soon after the award of contract would your firm be able to start?

9 APPENDIX

9.1 PROGRAM AREA SUMMARY

Below are summaries of all the in-scope Program Areas & Units for HMRM:

Program Areas & Units	Summary Description
Finance	Finance is an integral part of the HCR programs, henceforth referred to as, Finance. The finance unit works with NYS both HTFC and DHCR and is responsible for the financial management of the development of affordable low and moderate-income housing in NYS. Finance interreacts with all in-scope Offices and Programs, and is also responsible for handling the fiscal management of several retired and out of scope programs.
Office of Finance and Development (OFD)	Office of Finance and Development (OF&D) is responsible for investing billions of dollars each year to stimulate the development or preservation of affordable rental housing and to help low and moderate-income homeowners purchase their first home. The department's multifamily programs are driven by the Federal and State Low Income Housing Tax Credits, tax exempt bonds, and augmented by an array of State funded programs targeted to a range of housing and community development needs.
Office of Community Renewal (OCR)	The Office of Community Renewal is responsible for management and implementation of a number of HCR programs. OCR manages 18 housing, community and economic development programs including the Affordable Housing Corporation, NYS Community Development Block Grant Program, NY Main Street program, the Neighborhood and Rural Preservation programs, and RESTORE.
Fair and Equitable Housing office (FEHO)	The Fair and Equitable Housing Office was created in 2015 to ensure New Yorkers have an equal opportunity to live in housing they desire and can afford regardless of race, color, familial status, religion, sex, disabilities, national origin, marital status, age, and sexual orientation. FEHO reviews and approves Affirmative Fair Housing Marketing Plans and reports compliance with HUD Section 3 and OEOPD regulations.
Architects and Engineers (A&E)	Architecture and Engineering (A&E) is responsible for the construction, maintenance and preservation of State-aided developments. A&E reviews plans and specifications for all State-assisted housing developments to ensure acceptability with regard to design and construction standards. A&E also performs inspections and provides technical assistance to the housing developments.
Office of Legal Affairs	The Office of Legal Affairs is an integral part of the agency and HCR programs. The legal team participates in and advises on multiple facets on the agency's work.

Program Areas & Units	Summary Description
Office of Economic Opportunity and Partnership Development (OEOPD)	It is the responsibility of the Office of Economic Opportunity and Partnership Development to ensure Minority- and Women-Owned Business Enterprises (MWBEs) and Service-Disabled Veteran-Owned Businesses (SDVOBs) are provided opportunities for participation in the Agency's contracting activities. Additionally, State contracts require reporting to ensure Equal Employment Opportunity is not only reflected in staffing but also in pay; and OEOPD is responsible for monitoring this activity on a quarterly basis. Lastly, OEOPD is responsible for monitoring compliance with federal labor standards laws, including the Davis Bacon Act.
Environmental Unit	The Environmental Unit is part of the agency and participate in the HCR programs. The Environmental Unit has a number of policies in place that projects utilizing certain credits and programs must meet to be considered in compliance.
Asset Management Unit (AMU)	The Asset Management Unit (AMU) of DHCR works in conjunction with various offices within the agency, such as OF&D & OCR, as well as with external federal agencies, such as HUD, to ensure compliance and monitoring of all tax credit projects, and projects with capital funding for HCR.
Public Housing Modernization (PHM)	Public Housing Modernization provide grants to public housing developments where rental income is insufficient and funds are unavailable from other sources for needed repairs and improvements. Only State-aided developments not receiving federal operating subsidies are eligible for grants.
Manufactured/Mobile Homes Program	The Manufactured/Mobile Homes Program (MHP) provides information and advocacy services to a vulnerable community in the unique position of being manufactured homeowners and tenants simultaneously. HCR staff works with both manufactured home park owners and tenants to ensure compliance and resolve complaints and concerns.
Mitchell-Lama (ML)	Mitchell-Lama program is designed to accommodate the housing needs of moderate income families. In exchange for low-interest mortgage loans and real property tax exemptions, the Mitchell-Lama law required limitation on profits, income limits on tenants and supervision by DHCR. Developments are eligible to withdraw from the Mitchell-Lama program, or buyout, after 20 years upon prepayment of the mortgage. When developments buy out, they are no longer subject to DHCR regulation, and apartments need not be kept affordable for moderate income families.