

REQUEST FOR PROPOSALS

FOR

ELECTRONIC DOCUMENT MANAGEMENT SYSTEM



Housing Authority of the City of Cheyenne, Wyoming

**Cheyenne Housing Authority
3304 Sheridan Street
Cheyenne, WY 82009**

Executive Director, Greg Hancock

January 4, 2021

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INTRODUCTION

The Housing Authority of the City of Cheyenne (CHA) is soliciting Statements of Proposals from experienced electronic content management providers as described in the Statement of Work below.

CHA is seeking responses from interested and qualified companies that have experience providing software and services to meet the need for a paperless electronic record system. It is CHA's intention to move to a paperless environment for all of its core processes. Since a majority of our paper documents relate to tenant processing, this is our primary focus. However, we expect to remove paper from most of our other processes also: including Accounting, Performance Based Contract Administration (PBCA), Procurement, Maintenance and other general administrative processes.

Note that 'paperless' refers to dramatically minimizing the use of paper in our processes. We do not expect to completely eliminate the use of paper. We do expect the solution to address processes, and improve workflows, and therefore the objective is not simply to eliminate file cabinets by scanning documents "after the fact."

PROFILE OF THE HOUSING AUTHORITY OF THE CITY OF CHEYENNE

The CHA was created in 1971 to address Cheyenne's need for low income housing. CHA is a governmental entity and a public body corporate and politic created and operating under the laws of the State of Wyoming. Consistent with its mission to provide decent, safe, and sanitary housing to elderly, disabled, and economically disadvantaged families unable to obtain housing through conventional means, throughout its history CHA has continually expanded its operations to address housing and housing-related challenges in Wyoming, and now:

- serves as the public housing authority for Cheyenne and Laramie and owns, operates, and maintains 341 public housing units (266 units in Cheyenne and 75 in Laramie)
- administers the housing choice voucher program with 1,786 vouchers in Cheyenne, Laramie, Rawlins, Lander/Riverton, Cody/Powell, Sheridan, Buffalo, Gillette, and Wright
- administers 158 Veterans Assistance Supportive Housing vouchers in Cheyenne, Sheridan, and Gillette to end Veteran's chronic homelessness
- through the Project-Based Section 8 Contract Administration (PBCA) program on behalf of HUD performs statewide contract administration services for 51 properties with 2,144 rental units
- leases 19 units to Peak Wellness
- owns and operates 3 Wyoming Rehabilitation and Acquisition Program houses
- through the Family Self Sufficiency Program supports public housing and housing choice voucher program participant's work to become self-sufficient, and no longer dependent upon any federal subsidy
- sponsored the Welcome Home Wyoming program that to date has provided down payment assistance to more than 900 new homeowners
- owns and operates market rate rental units in Cheyenne including 32 townhomes serving the elderly in Foxcrest II, 7 single family homes, and 12 Weaver Road Apartments
- sponsored the formation of the Wyoming Housing Partnership, a new nonprofit organization that has acquired ownership interest in 88 units in Cheyenne and 20 in Powell. CHA manages the Cheyenne units on behalf of the Wyoming Housing Partnership

- provides a variety of services through the Laramie County Senior Center, including a multi-site nutrition program, senior social services, health enhancement services, and family caregiver/respite care

RFP AT A GLANCE

Contact person	Sarah Smith (307) 633-8302 ssmith@cheyennehousing.org
How to obtain the RFP documents	1. Access cheyennehousing.org 2. Click on “RFP Opportunities” on the top menu bar
How to fully respond to this RFP by submitting a proposal	As instructed in Submission Requirements section. Please submit responses via e-mail, in pdf format to: ssmith@cheyennehousing.org
Deadline	5:00 PM February 19, 2021
Anticipated award date	March 18, 2021

STATEMENT OF WORK

1. Overview

The Cheyenne Housing Authority (CHA) invites all interested vendors to submit proposals to provide software to meet the needs for a Document Management System – paperless Electronic Tenant Record system. The proposed solution should address the key technologies and functionality, including but not limited to:

- A. Document Management
 - i. File creation
 - ii. Document filing
 - iii. Document indexing
 - iv. Document and Data Linking
 - v. File retrieval
- B. Electronic Records Management
 - i. Retention and Disposition Schedules
- C. Workflow
 - i. Document routing
 - ii. Serial and parallel task flows
 - iii. Electronic forms
 - iv. Noticeboards/Dashboards for Task Assignment and Management
- D. Imaging
 - i. Document Recognition
- E. Content Security

F. Search Features

G. Browsing/Folders

H. Integration with our Housing Authority Management System (Linsey) and capability to integrate with any other industry management systems CHA may convert to in the near future

CHA initially plans to implement the selected system in its' Housing Programs: Housing Choice Vouchers, Public Housing, Multifamily and other owned units.

A. Current participant files

B. Applicant files

C. Finance, including:

- i. Contracts
- ii. Budgets
- iii. Accounts Payable
- iv. ACH landlord files
- v. Financial Statements
- vi. Insurance policies

CHA is seeking a solution that will address the key requirements for each programs' processes including document management, imaging, content security, search, and folders; and will address broader Electronic Content Management requirements in the future. One of the key requirements is the proven ability to integrate the proposed solution with Lindsey, CHA's current software, and any other industry software CHA may convert to in the near future.

It is expected that all proposals include formal training and qualified software support for the term of the contract, following successful implementation as determined by CHA.

2. Current Environment

A. Infrastructure is all on premise with Cloud based resources utilized for offsite backup.

B. User Operating System

- i. Physical workstations running local instances of Windows 10 (thick client). Virtual environments are created for remote workers.

C. Primary Application Software

- i. Lindsey (acquired by MRI software, LLC)

D. Users

- i. Administrative Office:
 - i. Housing Programs
 - ii. Accounting
 - iii. PBCA
 - iv. Maintenance
 - v. Senior Services
 - vi. Executive
- ii. Remote sites
 - i. Senior Services

- ii. Laramie office: Public Housing and HCV

3. Documents

CHA currently stores documents on site. Estimated documents on site to be included in document management system:

Housing Choice Voucher Program:

- A. Current participants, current year: 1,855 files
 - i. Initial lease up: 170 pages per new admission (estimate 375 new admissions per year)
 - ii. Annual recertification: 90 pages per participant per year
 - iii. Annual inspection: 15 pages per inspection per year
 - iv. Other inspections: 15 pages per inspection per year
 - v. Interim certification: 25 pages per interim
 - vi. Move: 30-50 pages per move
 - vii. Termination: 15 pages per termination
 - viii. Other actions/documents: 20 pages per participant
- B. Applicant files: 10-150 pages per applicant file (estimate 4,000 applicant files per year)
- C. Backlog scanning: estimate 1000 files
 - i. Current participants: in-between years: 150 pages per year
 - ii. Past participants: estimate 400 pages per file

Property Management:

- A. Current residents: 453 files
- B. Initial lease up: 150 pages per new admission (estimate 100 new admissions per year)
 - i. Annual recertification: 90 pages per resident per year
- C. Other
 - i. Interim certification: 25 pages per interim
 - ii. Transfer: 100 pages per transfer
 - iii. Eviction: 20 pages per eviction
- D. Backlog Scanning: estimate 400 files
 - i. Current residents: in-between years: 150 pages per year
 - ii. Past residents: estimate 400 pages per file

Finance:

- A. Invoices: Estimate 1600/month
- B. Budgets: 100 pages per year
- C. Financial Statements: 700 pages per year
- D. ACH landlord files: 1240 pages initially, 300 per year

4. Objective

Key objectives for the project are:

- A. Minimize or eliminate the use of paper in key processes
- B. Automate and manage key processes through configurable workflows
- C. Minimize or eliminate manual data entry tasks

D. Ensure compliance with all regulatory, statutory and policy requirements

5. Document Management System Requirements

The following are requirements to achieve CHA's objectives. Finalists will be required to demonstrate its ability to meet these requirements:

1. The proposed solution should use nonproprietary file formats (documents are stored in an "open" format allowing us to connect it to another system) and be scalable (system can support 1 user or 1,000 users without major changes).
2. Document and information process streamlining, including automatic capture of the following document types: inbound emails and attachments, faxes, scanned images, existing electronic documents, other paper documents such as: applicant, client, resident and landlord records, requisitions, inspections, quotes, invoices, vouchers, employee records, etc. and to store the captured objects (image/documents) by indexing into a single, electronic repository which allows the retrieval of the objects from anywhere via VDI, WAN, LAN, VPN, intranet or internet (any TCP/IP Route).
3. Compatibility with a Virtual Desktop Environment (VDI).
4. Automatic linkage/association with documents with related documents and data (i.e. 50058's with supporting documents).
5. Provide an Enterprise Content Management System (ECM) solution integrated with core business and operations applications without requiring additional programming.
6. Provide options for both programmatic and non-programmatic integration to other business and operations applications without requiring additional software.
7. Provide automated generation of document 'packets' (i.e. recertification packets).
8. Provide automated document checklists for key processes (applications, move-outs, etc.) with alerts and checklists for late/missing documents.
9. Provide users with simple electronic access to documents, records and information using existing folder concepts.
10. Provide retrieval sorting including; retrieval by name, social security number, tenant number, address, action and document, including but not limited to the following specific tasks:
 - a. Application
 - b. Household declaration
 - c. Request for Tenancy Approval
 - d. Landlord documents
 - e. Verifications
 - f. Calculation worksheet
 - g. HUD Form 50058
 - h. Rent reasonableness
 - i. Lease
 - j. HAP Contract
 - k. Annual recertification

- I. Inspections
 - i. Annual
 - ii. Initial
 - iii. Letters/certifications/extensions
 - iv. Special/complaint
 - v. Quality control
- m. Interim certification
- n. Application
- o. Move
- p. Notices
 - i. Rent increase
 - ii. Rent reasonableness
 - iii. Rent Calculation
 - iv. Lease
- q. Termination
 - i. Termination letter
 - ii. Termination documentation
- r. Hearing letters
- s. Other forms
 - i. Vouchers
 - ii. Extensions
 - iii. Birth certificates
 - iv. Social security cards
 - v. Identity verification
 - vi. Citizen forms
 - vii. Reasonable accommodations
 - viii. Communication
- t. Letters, as applicable
 - i. Property Management Programs
 - ii. Finance

11. Provide agency staff with access to documents from anywhere via WAN, LAN, VPN, intranet or internet (any TCP/IP Route).
12. Print to any print device, a standard desktop or network printing service.
13. Import any document, report or other content printable from a Windows Application directly into the Document Management System.
14. Allow distribution of the captured objects via print, fax or email. Create quality images of handwritten or electronically created documents.
15. Provide audit capabilities such as who viewed, deleted, changed, annotated, faxed, printed or re-indexed an object, where the user connected from, and when the user performed the action.
16. Enable filtering, searching and reporting for audits.
17. Provide access control with internal security or Active Directory single sign on.
18. Provide concurrent user licenses for accessing the Document Management System.

19. Provide one (1) license for testing purposes for future use.
20. Provide ability to create dynamic electronic forms as part of a workflow process.
21. Provide scanning/imaging capability with automatic identification/recognition of different types of documents.
22. Provide desk-side electronic signature capture.
23. Provide secure, digital signatures for HAP contracts, etc.
24. Provide remote access to documents for specific processes from an iPad or Android tablet with the ability to capture signatures electronically.
25. Software must have the ability to segregate data and thereby serve an additional housing authority and a nonprofit without comingling those documents with CHA's.

Additional Requirements:

26. A work plan of action with timelines outlining how the proposal requirements will be accomplished and how the work will be performed are required. Separate work plans must be presented for the Installation/Conversion and Initial Training respectively. Also, note that CHA will not consider incidental training that occurs during Installation/Conversion as Initial Training.
27. The Installation/Conversion work must explain all efforts and expectations relative to history data capture and migration.
28. Each work plan must include anticipated start-up and completion dates as well as budgeted hours and cost.
29. Additional relevant information may be submitted at Respondent's option. This may include management techniques, cost control methods and experience, cost estimating, track record, and schedule compliance.
30. Provide details about how data from the existing system will be converted into the proposed system.
31. Include how much history can be/will be converted.
32. If applicable, include information concerning third party data conversion vendors.
33. Give a brief history of the proposed solution. When was the package developed? How has it evolved?
34. Provide a comprehensive list of the modules included in the proposal.
35. Does your solution include all of CHA's System Requirements? If not, note those specifically not included.
36. Does your solution include all of the General Features described? If not, note the specific features not included.

37. List any known bugs and/or problems which have not yet been corrected.
38. Describe your organization's policy concerning software upgrades and/or corrections.
39. Describe your organization's technical support. If various types of support plans exist, list each plan and related costs.
40. Provide for access instructions or flash drive to a generic product demonstration that will allow CHA evaluators the opportunity to see a preliminary demonstration of your solution prior to a full Respondent directed demonstration.
41. Provide information on the reports generated by the system. Describe how customized reports are prepared. If an integrated report writer is included, then describe how it is utilized.
42. If the system includes "Dashboard" functions, then describe how this is operated and its capabilities.
43. Provide information on any electronic file documentation your system provides. If necessary, please describe how your system would/could integrate with a third party electronic document management system.
44. Include a listing of additional equipment and estimated costs for required hardware upgrades.

6. Implementation Requirements

A. Project Management

CHA is looking for a full service provider that can offer a turnkey solution. The implementation process will need to include project controls and processes to ensure a smooth roll-out. Respondents are required to provide information on their project planning and implementation approach including specific tasks and a project plan with timeline and labor hours. Proposals should clearly outline the Respondent's methodology and address the following items.

- i. Project Planning Process/Methodology/Project Plan
- ii. Project Risk Management/Mitigation
- iii. Required Protocols/Standards
- iv. Product Certifications
- v. Testing and Acceptance Procedures
- vi. Training
- vii. Documentation
- viii. Implementation Support and Stabilization
 - a. Identify any pass-through manufacturer's warranties.
 - b. Assurance that the system or any key component is not nearing or at the end of its lifecycle.
 - c. Annual maintenance and support costs for hardware and software.

B. Respondent Operating Procedures

Responses should include a description of the Respondent's procedures for doing business including project management and technical support. Examples include:
What is your proposed plan for managing and supporting the CHA account?

- i. Support team members (resumes). Respondent must list sales and support team members.
- ii. Describe your company's technical support system, response and problem resolution procedures.
- iii. What characteristics set your company apart? Describe unique examples of product, service or added value.
- iv. What new technology and additional products or services does your company plan to utilize in the near future that would be advantageous to CHA?

C. Proposed Solution

Provide a narrative of the proposed solution including listing of all hardware and software components. Responses should address all items identified in the requirements section as well as other optional features recommended by the Respondent. The Respondent should highlight features and capabilities that the Respondent feels are the strength of the proposed solution. The section should include the following major parts.

- i. Solution Overview
- ii. System Functionality
- iii. Technical Specifications
- iv. System Requirements
- v. Product Support

Respondents should identify any potential upgrades required or recommended as part of the solution deemed outside the scope of work such as router and switch upgrades, cabling, and PC upgrades to support unified messaging. Respondents should include its technology/platform strategy and future upgrade plans that will assist in the decision process.

D. Implementation Plan

Provide a work plan including Respondent's methodology for implementing the proposed solution. This section should address all key phases including project planning, configuration, testing, rollout and support. A project plan listing tasks, dependencies, owner (Respondent or customer) and associated labor hours is required. Responses should include implementation plan considerations including estimated time frame and deliverables for various stages of the project. Reminder: It is imperative to realize that CHA intends to begin implementation in 2021.

Responses should include a discussion of resources required by CHA staff including IT personnel and end user training for the implementation as well as skills required to support the new system. Key areas of interest include testing procedures and project risk mitigation to help avoid system downtime. The plan should include a review and acceptance process and criteria allowing CHAs final acceptance of the fully-implemented turnkey solution.

In addition to evaluating the plan described above, evaluation of the implementation plan will include evaluation of the scope of support program and service levels and the reasonableness of contract terms.

E. Additional Requirements

Respondent must agree to be solely responsible for costs and performance of any subcontractors it intends to use for implementation or other services. All On-site personnel will be required to comply with CHA workplace, security, IT and conduct policies and requirements.

Title to hardware is expected to be in CHAs unless otherwise expressly indicated in the submission. The right to relocate the system and transfer it with any reorganization or to successor agencies is required.

A sample statement of work for the implementation services should be included in the submission. Proposed legal contracts for the services to be provided should be submitted for CHA evaluation (subject to negotiation).

The solution and components must be provided with indemnification against third party claims of intellectual property infringement covering the customary mode of use of the system. The proposal should include information regarding the warranty remedies.

Payment for installation of the document imaging workflow system will be made based upon negotiated milestones.

SUBMISSION REQUIREMENTS

The CHA intends to award the successful Respondent pursuant to a “Best Value” basis, not a “Low Proposal” basis (“Best Value” in that the CHA will consider other factors than cost in making the award decision). Therefore, so that the CHA can properly evaluate the offers received, all proposals submitted in response to this RFP must be formatted in accordance with the sequence noted herein.

Information Required in the Proposal

1. Letter of Interest

- a) Include contact name and address: name, title, email, telephone and fax number to be contacted for clarification or additional information regarding proposals (Cover letter).
- b) A brief statement summarizing the Respondent’s company, relevant experience, and qualifications.

2. Past Performance on Similar Projects

Provide information about past clients for whom the Respondent provided the same or similar services. You may also provide references from related service providers or agency personnel. Include a brief description of Respondent’s business relationship with the reference.

3. Key Personnel/Staff

Qualification statement of proficiency including a list of staff member(s) to be assigned for this project, resumes can be provided.

4. Desired System Functionality List

Document Imaging and Capture:

- a. Does your system provide the ability to handle documents of mixed types, sizes and conditions?
- b. Does your system provide support for leading scanners and input devices?
- c. Does your system provide image enhancement features?
- d. Does your system provide the ability to capture color documents?
- e. Does your system provide the ability to integrate with leading capture systems?

Indexing:

- a. Does your system support fielded indexing?

- b. Does your system support full-text indexing?
- c. Does your system provide indexing from external data sources, in particular from our Housing Management system? (Lindsey)
- d. Does your system provide for auto-fills of index values?
- e. Does your system support bar coding, both generation of the barcode and creation of the barcode?
- f. Does your system provide “heads up” indexing support for images, i.e. split-screen indexing, with image on one side and the index field on the other side?
- g. Does your system provide automated data capture, i.e. zoned optical character recognition / intelligent character recognition support for index extraction, barcode recognition, etc., as well as manual indexing and data entry?
- h. Does your system provide the ability to provide full audit trail for all changes to indexing information?
- i. Does your system provide the ability to modify existing indexes?

Document Management:

- a. Does your system provide a single logical repository for documents (accessed by multiple users in multiple on-site or remote locations)?
- b. Does your system provide the ability to store all object types, including document images, document and desktop files, PDF, JPEG, TXT RFT, photos, videos, audio, email?
- c. Does your system support check in/check out?
- d. Does your system offer version control?
- e. Does your system provide for annotations and redactions with security?
- f. Does your system offer major and minor versions?
- g. Does your system provide the ability to support published versions (finalized available for public viewing) versus non-published versions (editable, only available to users with rights)?
- h. Does your system provide a missing documents checklist?

Records Management:

- a. Does your system provide support for reliable retention of documents in accordance with relevant regulations/best practices?
- b. Does your system provide the ability to ensure timely disposition (disposal) of documents in accordance with relevant best practices (keeping an audit of all record destructions, providing certifiable proof of destruction)?
- c. Does your system provide the ability to notify administrators or managers when disposition or migration is called for?
- d. Does your system provide the ability to define retention and disposition schedules (which are monitored to ensure compliance)?
- e. Does your system provide the ability for users (with rights) to declare documents or content as records, add them to the records repository, and assign status to prevent destruction?
- f. Does your system provide security over electronic records to ensure trustworthiness so it can be upheld in court, i.e. appropriate backups, security, version control, retrieval capabilities, access control?

Content Security:

- a. Does your system provide the ability to set security at the user and group levels?
- b. Does your system provide the ability to limit what users can see and to do based on security level?
- c. Does your system provide the ability to provide access to previous document versions, based on security?

- d. Does your system provide the ability to maintain audit log for user changes (i.e. index or document changes)?
- e. Does your system provide support for single-sign-on environments?
- f. Does your system provide support for security access control down to the document and annotation levels?

Search:

- a. Does your system support search and retrieval from browser-based interfaces?
- b. Does your system support search and retrieval from thick and thin-client interfaces?
- c. Does your system provide the ability to support multi-attribute search?
- d. Does your system provide the ability to save searches and to share saved searches with other individuals, groups and departments?
- e. If your system has notes capability, are they searchable as well?

Integration with Existing Systems/Applications:

- a. Does your system provide integration with Microsoft Office Suite?
- b. Does your system integrate with our housing authority management software (Lindsey) at both the data and user interface levels?
- c. Does your system integrate with any housing authority management software which CHA may convert to in the near future?
- d. Does your system provide documented, standards-based application programming interfaces (APIs)?

Browsing/Folders

- a. Do you allow the same document to be a member of multiple folders?
- b. Can you replicate our existing physical file folder structure with sections depending on program type? (i.e. HCV, PH, VASH, FSS, Tax Credit, etc.)
- c. If a document resides in multiple folders, is the document replicated or is it cross-referenced?
- d. Can folders and sub-folders be auto created when new documents are added?
- e. Can we search folders for a list of missing documents?
- f. Can notes be added to folders?
- g. Can folders be moved, copied and re-ordered?
- h. Can new folders be auto created based on dates? For example, a year 2022 folder will be created when we start the New Year?

Workflow

- a. Does your system provide the ability to support advanced routing logic within work processes?
- b. Does your system support configurable workflows by program type (i.e. recertification process for PH vs HCV)?
- c. Does your system provide the ability to route images, documents or work items based on any available index criteria?
- d. Does our system provide the ability to support both serial and parallel routing?
- e. Does your system provide the ability to generate notification for high priority, escalations, and pending and overdue work items?
- f. Does your solution provide the ability for users to draw from a shared queue of work tasks?
- g. Does your solution provide the ability to integrate with other systems for notification of pending work tasks, i.e. email, etc.?
- h. Does your system provide the ability for users to digitally sign a work item or document?

- i. Does your solution provide the ability for users to specify delegates to complete their work tasks when they are unavailable?
- j. Does your system provide visibility into different users' tasks and workloads by managers for work balancing and metrics?

Hardware Requirements:

- a. Will your system work in a Virtual Desktop Environment?
- b. Where will the primary software (i.e. main database) be installed (server, web based server, individual PC's)?
- c. What are the specifications for the server, if applicable?
- d. What are the hardware (server, storage, scanner, other) requirements?
- e. Can network scanners or multifunction printer/scanners be used?
- f. What are the Third Party software requirements, (Server OS, Database, capturing software), for the initial projects?
- g. Does the software have a client side?
- h. If so, does each client need to be upgraded with each software release?
- i. Can the software be upgraded / installed automatically?
- j. Is consulting included as part of the purchase price?
- k. What consulting is covered?
- l. How many hours of consulting are included?
- m. At what level can you recover: system, module, index, other?
- n. How are installation and initial set-up handled?

5. Licensing, Support, Maintenance and Training

- a. Is your support offered as a service on a subscription basis as well as a perpetual license?
- b. Will your organization provide software maintenance?
- c. What is included in the standard maintenance contract?
- d. Is maintenance provided by third parties or your own personnel?
- e. How often does your organization update and upgrade the software?
- f. How long are previous releases supported?
- g. Are new releases backward/forward compatible?
- h. Do you provide customer support?
- i. What level of support do you provide?
- j. What hours is your Technical Support department available for support?
- k. How quick are the normal response times?
- l. Will you provide off-hours support?
- m. What if we need to contact you after regular business hours?
- n. How do you solve problem isolation and identification procedures?
- o. What are your problem escalation procedures?
- p. How do you release new software versions and updates?
- q. How are these new releases installed?
- r. How often is the typical release cycle?
- s. Is any third-party software included in the system that is being proposed?
- t. Does your system provide on-line help?
- u. Does it provide it at the field entry level?
- v. Does your system provide a way for customers to create their own on-line help?
- w. What documentation is provided with your system: user, administration, operational?
- x. What format is the documentation in?
- y. Does your system have a backup/restore utility?

Training:

- a. Is training provided as part of the system?
- b. Where is the training conducted?
- c. What administrative training is required?
- d. What user training is required?
- e. What training courses are recommended before implementation?

6. Section 3 and Women and Minority Owned Business efforts

Describe your best efforts to subcontract and employ Section 3 and minority business enterprises and/or women business enterprises with your company.

7. Cost Proposal

Proposal must include the proposed cost, including any and all out of pocket costs, broken down by major activity, and identify any discounts offered to CHA. The cost shall be provided as a "not to exceed" amount. Payment will be based upon milestones in project completion.

Include roles, hourly rates and number of hours for each individual that will work on the project. Any hourly or daily rates applicable to the project must not be increased during the duration of the project.

Respondent should clearly indicate the level and type of support to be provided in detail that relates to their proposed "Annual support and maintenance of software and hardware." This should include hours of operation for support or available support plans with associated service levels and costs.

Cost proposal should identify any hardware and software required to implement the system (including the manufacturer/licensor). All hardware will be expected to be new and not refurbished unless otherwise expressly identified by the Respondent. The cost proposal should outline the warranty and support periods associated with all proposed Equipment and Implementation Services, and identify any available plans/programs for trading in and upgrading to next generation equipment and protecting against product obsolescence. The cost proposal will be assumed to include all required licensing and third-party royalties, unless otherwise expressly identified by the Respondent. Cost proposals should include the following cost components:

- a. Equipment (Hardware)
- b. Equipment (Software)
- c. Implementation Services
- d. Annual Training
- e. Annual support and maintenance of software and hardware
- f. Optional Items

Describe your organization's policy concerning customer requested software modifications and note the cost associated with such modifications.

8. Financial Statement

Include two (2) copies of financial statements for the last three years for the primary member of the team and any guarantors. If required, this information may be confidentially included by Respondent as long as this documentation is clearly marked confidential.

9. HUD Forms

Each Respondent must complete the forms as provided in Attachments 1-3.

EVALUATION FACTORS

Selection of a successful respondent will be the sole discretion of CHA. A CHA evaluation committee will be established to review Offeror responses to this RFP. Proposals will be evaluated using the following evaluation criteria. Offerors will be selected based on the highest cumulative score, as provided below. The CHA, however, reserves the right to reject any and all proposals and to waive any informality in proposals received for any reason whatsoever.

Evaluation Criteria	Maximum Points
Functionality a. Electronic Document Management/Workflow Software /capture 0-5 pts. b. Indexing 0-5 pts. c. Document management 0-5 pts. d. Records management 0-5 pts. e. Content security 0-5 pts. f. Search functions 0-5 pts. g. Integration 0-10 pts. h. Browsing/folders 0-5 pts. i. Workflow 0-5 pts. j. Hardware requirements 0-5 pts.	60
Licensing/Support/Maintenance/Training	15
Cost Proposal	15
Entity Financial Health and Service Sustainability	10
TOTAL	100
Up to 10 additional points may be awarded to selected respondent(s) for a product demonstration	1-10

Interviews, if desired by CHA, will be used to identify the top ranking Respondent(s).

TENTATIVE SCHEDULE FOR SELECTION AND AWARD

- 1) Release RFP through public advertisement: January 4, 2021
- 2) Responses due February 19, 2021, by 5PM
- 3) Proposals reviewed by the Housing Authority of the City of Cheyenne Review Committee
- 4) The Housing Authority of the City of Cheyenne intends to make a selection by March 18, 2021.

GENERAL

All proposals and material contained therein shall become the property of CHA upon submittal.

Regardless of outcome, Respondent shall not hold CHA responsible for any expense in the preparation of its response to this RFP or in negotiating a contract with CHA.

The CHA will reject the proposal of any respondent debarred by the U.S. Department of Housing and Urban Development (HUD).

The determination of the criteria and process whereby proposals are evaluated, and the decision as to a contract award, or whether or not an award shall be made as a result of the RFP, shall be at the sole discretion of CHA and its Board of Commissioners.

The CHA reserves the right to reject any and all proposals for any reason at its sole discretion.

ATTACHMENTS

1. Attachment I - Form HUD-5369-C, Certifications and Representations of Offerors, Non-Construction Contract
2. Attachment II - Form HUD-2992, Certification Regarding Debarment and Suspension
3. Attachment III - Form HUD-50071, Certification of Payments to Influence Federal Transactions

ATTACHMENT I

Certifications and Representations of Offerors Non-Construction Contract

U.S. Department of Housing
and Urban Development
Office of Public and Indian Housing

OMB Approval No: 2577-0180 (exp. 7/30/96)

Public reporting burden for this collection of information is estimated to average 5 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.

This form includes clauses required by OMB's common rule on bidding/offering procedures, implemented by HUD in 24 CFR 85.36, and those requirements set forth in Executive Order 11625 for small, minority, women-owned businesses, and certifications for independent price determination, and conflict of interest. The form is required for nonconstruction contracts awarded by Housing Agencies (HAs). The form is used by bidders/offerors to certify to the HA's Contracting Officer for contract compliance. If the form were not used, HAs would be unable to enforce their contracts. Responses to the collection of information are required to obtain a benefit or to retain a benefit. The information requested does not lend itself to confidentiality.

1. Contingent Fee Representation and Agreement

(a) The bidder/offeror represents and certifies as part of its bid/offer that, except for full-time bona fide employees working solely for the bidder/offeror, the bidder/offeror:

- (1) ☐ has, ☐ has not employed or retained any person or company to solicit or obtain this contract; and
- (2) ☐ has, ☐ has not paid or agreed to pay to any person or company employed or retained to solicit or obtain this contract any commission, percentage, brokerage, or other fee contingent upon or resulting from the award of this contract.

(b) If the answer to either (a)(1) or (a) (2) above is affirmative, the bidder/offeror shall make an immediate and full written disclosure to the PHA Contracting Officer.

(c) Any misrepresentation by the bidder/offeror shall give the PHA the right to (1) terminate the resultant contract; (2) at its discretion, to deduct from contract payments the amount of any commission, percentage, brokerage, or other contingent fee; or (3) take other remedy pursuant to the contract.

2. Small, Minority, Women-Owned Business Concern Representation

The bidder/offeror represents and certifies as part of its bid/offer that it:

- (a) ☐ is, ☐ is not a small business concern. "Small business concern," as used in this provision, means a concern, including its affiliates, that is independently owned and operated, not dominant in the field of operation in which it is bidding, and qualified as a small business under the criteria and size standards in 13 CFR 121.
- (b) ☐ is, ☐ is not a women-owned small business concern. "Women-owned," as used in this provision, means a small business that is at least 51 percent owned by a woman or women who are U.S. citizens and who also control and operate the business.
- (c) ☐ is, ☐ is not a minority enterprise which, pursuant to Executive Order 11625, is defined as a business which is at least 51 percent owned by one or more minority group members or, in the case of a publicly owned business, at least 51 percent of its voting stock is owned by one or more minority group members, and whose management and daily operations are controlled by one or more such individuals.

For the purpose of this definition, minority group members are:

(Check the block applicable to you)

- | | |
|---|---|
| <input type="checkbox"/> Black Americans | <input type="checkbox"/> Asian Pacific Americans |
| <input type="checkbox"/> Hispanic Americans | <input type="checkbox"/> Asian Indian Americans |
| <input type="checkbox"/> Native Americans | <input type="checkbox"/> Hasidic Jewish Americans |

3. Certificate of Independent Price Determination

(a) The bidder/offeror certifies that—

- (1) The prices in this bid/offer have been arrived at independently, without, for the purpose of restricting competition, any consultation, communication, or agreement with any other bidder/offeror or competitor relating to (i) those prices, (ii) the intention to submit a bid/offer, or (iii) the methods or factors used to calculate the prices offered;
- (2) The prices in this bid/offer have not been and will not be knowingly disclosed by the bidder/offeror, directly or indirectly, to any other bidder/offeror or competitor before bid opening (in the case of a sealed bid solicitation) or contract award (in the case of a negotiated solicitation) unless otherwise required by law; and
- (3) No attempt has been made or will be made by the bidder/offeror to induce any other concern to submit or not to submit a bid/offer for the purpose of restricting competition.

(b) Each signature on the bid/offer is considered to be a certification by the signatory that the signatory:

- (1) Is the person in the bidder/offeror's organization responsible for determining the prices being offered in this bid or proposal, and that the signatory has not participated and will not participate in any action contrary to subparagraphs (a)(1) through (a)(3) above; or
- (2) (i) Has been authorized, in writing, to act as agent for the following principals in certifying that those principals have not participated, and will not participate in any action contrary to subparagraphs (a)(1) through (a)(3) above (insert full name of person(s) in the bidder/offeror's organization responsible for determining the prices offered in this bid or proposal, and the title of his or her position in the bidder/offeror's organization);
(ii) As an authorized agent, does certify that the principals named in subdivision (b)(2)(i) above have not participated, and will not participate, in any action contrary to subparagraphs (a)(1) through (a)(3) above; and

-
- (iii) As an agent, has not personally participated, and will not participate in any action contrary to subparagraphs (a)(1) through (a)(3) above.
 - (c) If the bidder/offeror deletes or modifies subparagraph (a)2 above, the bidder/offeror must furnish with its bid/offer a signed statement setting forth in detail the circumstances of the disclosure.

4. Organizational Conflicts of Interest Certification

- (a) The Contractor warrants that to the best of its knowledge and belief and except as otherwise disclosed, it does not have any organizational conflict of interest which is defined as a situation in which the nature of work under a proposed contract and a prospective contractor's organizational, financial, contractual or other interest are such that:
 - (i) Award of the contract may result in an unfair competitive advantage;
 - (ii) The Contractor's objectivity in performing the contract work may be impaired; or
 - (iii) That the Contractor has disclosed all relevant information and requested the HA to make a determination with respect to this Contract.
- (b) The Contractor agrees that if after award he or she discovers an organizational conflict of interest with respect to this contract, he or she shall make an immediate and full disclosure in writing to the HA which shall include a description of the action which the Contractor has taken or intends to eliminate or neutralize the conflict. The HA may, however, terminate the Contract for the convenience of HA if it would be in the best interest of HA.
- (c) In the event the Contractor was aware of an organizational conflict of interest before the award of this Contract and intentionally did not disclose the conflict to the HA, the HA may terminate the Contract for default.
- (d) The Contractor shall require a disclosure or representation from subcontractors and consultants who may be in a position to influence the advice or assistance rendered to the HA and shall include any necessary provisions to eliminate or neutralize conflicts of interest in consultant agreements or subcontracts involving performance or work under this Contract.

5. Authorized Negotiators (RFPs only)

The offeror represents that the following persons are authorized to negotiate on its behalf with the PHA in connection with this request for proposals: (list names, titles, and telephone numbers of the authorized negotiators):

6. Conflict of Interest

In the absence of any actual or apparent conflict, the offeror, by submission of a proposal, hereby warrants that to the best of its knowledge and belief, no actual or apparent conflict of interest exists with regard to my possible performance of this procurement, as described in the clause in this solicitation titled "Organizational Conflict of Interest."

7. Offeror's Signature

The offeror hereby certifies that the information contained in these certifications and representations is accurate, complete, and current.

Signature & Date:

Typed or Printed Name:

Title:

ATTACHMENT II

Certification Regarding Debarment and Suspension

U.S. Department of Housing
and Urban Development

Certification A: Certification Regarding Debarment, Suspension, and Other Responsibility Matters - Primary Covered Transactions

1. The prospective primary participant certifies to the best of its knowledge and belief that its principals;

a. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal debarment or agency;

b. Have not within a three-year period preceding this proposal, been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification, or destruction of records, making false statements, or receiving stolen property;

c. Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State, or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and

d. Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State, or local) terminated for cause or default.

2. Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Instructions for Certification (A)

1. By signing and submitting this proposal, the prospective primary participant is providing the certification set out below.

2. The inability of a person to provide the certification required below will not necessarily result in denial of participation in this covered transaction. The prospective participant shall submit an explanation of why it cannot provide the certification set out below. The certification or explanation will be considered in connection with the department or agency's determination whether to enter into this transaction. However, failure of the prospective primary participant to furnish a certification or an explanation shall disqualify such person from participation in this transaction.

3. The certification in this clause is a material representation of fact upon which reliance was placed when the department or agency determined to enter into this transaction. If it is later determined that the prospective primary participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency may terminate this transaction for cause or default.

4. The prospective primary participant shall provide immediate written notice to the department or agency to whom this proposal is submitted if at any time the prospective primary participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.

5. The terms **covered transaction, debarred, suspended, ineligible, lower tier covered transaction, participant, person, primary covered transaction, principal, proposal, and voluntarily excluded**, as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549. You may contact the department or agency to which this proposal is being submitted for assistance in obtaining a copy of these regulations.

6. The prospective primary participant agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency entering into this transaction.

7. The prospective primary participant further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transaction," provided by the department or agency entering into this covered transaction, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

8. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines this eligibility of its principals. Each participant may, but is not required to, check the Nonprocurement List.

9. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

10. Except for transactions authorized under paragraph (6) of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency may terminate this transaction for cause or default.

Certification B: Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transactions

1. The prospective lower tier participant certifies, by submission of this proposal, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.

2. Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Instructions for Certification (B)

1. By signing and submitting this proposal, the prospective lower tier participant is providing the certification set out below.

2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

3. The prospective lower tier participant shall provide immediate written notice to the person to which this proposal is submitted if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.

4. The terms covered transaction, debarred, suspended, ineligible, lower tier covered transaction, participant, person, primary covered transaction, principal, proposal, and voluntarily excluded, as used in this clause, have the meanings set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the person to which this proposal is submitted for assistance in obtaining a copy of these regulations.

5. The prospective lower tier participant agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which this transaction originated.

6. The prospective lower tier participant further agrees by submitting this proposal that it will include this clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transaction," without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Nonprocurement List.

8. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

9. Except for transactions authorized under paragraph (5) of these instructions, if a participant in a lower covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies including suspension and/or debarment.

Applicant		Date	
Signature of Authorized Certifying Official	Title		

ATTACHMENT III

Certification of Payments to Influence Federal Transactions

U.S. Department of Housing
and Urban Development
Office of Public and Indian Housing

OMB Approval No. 2577-0157 (Exp. 03/31/2020)

Applicant Name

Program/Activity Receiving Federal Grant Funding

The undersigned certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, Disclosure Form to Report Lobbying, in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all sub recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

I hereby certify that all the information stated herein, as well as any information provided in the accompaniment herewith, is true and accurate.
Warning: HUD will prosecute false claims and statements. Conviction may result in criminal and/or civil penalties. (18 U.S.C. 1001, 1010, 1012; 31 U.S.C. 3729, 3802)

Name of Authorized Official

Title

Signature

Date (mm/dd/yyyy)

Previous edition is obsolete

form HUD 50071 (01/14)
ref. Handbooks 7417.1, 7475.13, 7485.1, & 7485.3