



MARIETTA HOUSING AUTHORITY

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REQUEST FOR PROPOSALS

CONSULTANT AND OTHER SERVICES FOR “PAPERLESS” ADMINISTRATION OF HOUSING CHOICE VOUCHER PROGRAM

Date of Issuance: January 14, 2013

Pre-Proposal Conference: February 7, 2013

Date Responses Due: March 8, 2013

OVERVIEW

The Marietta Housing Authority (MHA) is seeking proposals for consultant and related services to achieve a “paperless” process for administering its Section 8 Housing Choice Voucher (HCV or Section 8) program.

The federally-funded HCV program is the primary means of providing rental assistance to eligible low income families throughout the country. Approximately 2500 families in Cobb County receive voucher assistance in one form or another. There is great demand for these vouchers, such that MHA has a long waiting list; indeed, the waiting list is closed and is rarely opened for new applications.

The core of the program is fairly simple. The assisted tenant has a lease with a private landlord specifying a rental amount. The landlord has a contract with MHA through which rental subsidy is provided in exchange for the landlord committing to a prescribed quality level of housing¹. The tenant pays 30% of his or her adjusted gross income for rent and MHA pays the remainder subject to certain caps. Utility allowances are factored into the calculations.

Despite the essential simplicity of the program, administration of it is paper-intensive. The main reason is that the residents must annually re-certify income and other information to permit MHA staff to confirm or re-determine the rent calculations and resident eligibility, including information regarding income. MHA is therefore aspiring to obtain or create, and implement, an

¹ The Housing Assistance Payments (HAP) Contract.

information management system that will significantly reduce---indeed, come close to eliminating--
-hard copy documentation in the program.

Accordingly, MHA is seeking proposals for consultant and related services to carry out this mission. Since MHA is considering a substantial amount of effort in the formulation of this program that could ultimately inure to the benefit of hundreds if not thousands of housing authorities in the efficiency of their section 8 programs, MHA is particularly interested in proposals that offer a mutually beneficial financial relationship.

BACKGROUND

The Housing Authority is a public body organized under applicable state law for the purpose of providing safe and affordable housing. Its activities include the acquisition, financing, construction, maintenance and operation of such housing. MHA is required to comply with all applicable Federal, state and local laws and regulations, including regulations, guidelines and program manuals of the U. S. Department of Housing and Urban Development, and MHA policies and resolutions.

MHA is in the final stages of carrying out a complete transformation of its affordable housing programs that will have an end result of (a) relying on tenant-based section 8 vouchers as the principal means of providing affordable housing assistance to Cobb County families, (b) creation of affordable senior housing stock under the control of entities affiliated with MHA to meet the needs of the growing County senior population, and (c) and seeking and using grant revenues to expand affordable homeownership assistance, especially in the City of Marietta. MHA will demolish the last of its family public housing projects in Marietta (Fort Hill Homes) in January.

In total, MHA helps approximately 2,800 families. By far, the bulk of those families (totaling about 2,500) receive assistance through the HCV program, renting dwellings from about 900 landlords in Cobb County. About 580 HCV voucher users have moved into Cobb County with vouchers from other housing authorities throughout the country. In addition, there are 75 special vouchers set aside for veterans². Demand for HCV vouchers is extremely high, resulting in a long waiting list that is in fact closed to new applications. Applications have been accepted for the waiting list for only 48 hours in the past eight years.

As noted above, the HCV process has several components:

- application
- screening
- selection, waiting list
- “request for tenancy approval” (RTA) and lease
- HAP contract with the landlord
- annual recertification

The day-to-day process is handled by six MHA case workers, who have the title of Housing Specialist, and several other administrative staff. Much of the work of the case workers centers on

² The VASH program, Veterans Affairs Supportive Housing.

data entry. MHA uses a highly regarded system provided by Yardi Corporation that interfaces with a HUD system known as the Public and Indian Housing Information Center (PIC) system.

Currently, the documentation system used by MHA is a conventional model, based on multipart file folders stored in numerous cabinets. The system requires much floor space and is attended by concerns about personal privacy. This is in addition to the long-time logistical problems of traditional “files”, which are information containers that cannot be efficiently searched, can get lost, and require innumerable handlings of papers. MHA believes that, as many operations in the private sector have demonstrated, the technology is there for a better way of managing the logistics of the HCV program.

REQUEST FOR PROPOSALS

Marietta Housing Authority (MHA) invites all interested vendors to submit proposals to provide software and services to meet the needs for a paperless electronic tenant record system. It is MHA’s intention to move to a paperless environment for all of its core processes.

SPECIFICATIONS/STATEMENT OF WORK

Specifications that are applicable are attached in [Addendum A](#).

The proposed solution should address the key technologies and functionality, including but not limited to:

- Document Management
 - File creation
 - Document filing
 - Document indexing
 - File retrieval
- Electronic Records Management
 - Records and Information Management Alerts
 - Retention and Disposition Schedules
- Workflow
 - Document Routing
 - Serial and parallel task flows
 - Electronic Forms
 - Noticeboard/dashboard concept for tasks and workflow balancing
- Imaging
 - Document Recognition
 - Data Extraction
- Content Security
- Search Features
- Browsing/Folders
- Integration/Interoperability with our Housing Authority Management System

PROPOSAL CONTENTS

Proposals must include the following:

- Detailed description of services, addressing Addendum A
- Price to carry out the project (include attached FEE SCHEDULE, Addendum B) including System software and licensing, Equipment costs, Installation and configuration costs, Training costs, 1st through 3rd Year software maintenance, and all other costs.
- Project time-line (anticipated start date and duration)
- Housing Authority References (2)
- Acknowledgement that Bidder has read and understands the local jurisdiction's rules and regulations pertaining to the work and that all work will be permitted with the municipality and completed according to its rules and regulations.
- Signed Certification and Representations of Offerors - HUD form **5369c**; (see instructions HUD form 5369b. both the form and instructions may be found on MHA's website – www.mariettahousingauthority.org).These forms are available on-line.
- Acknowledgement that the Bidder has read and will comply with the regulatory requirements in the General Conditions, HUD form **5370 C1** (may be found on MHA's website)..

MHA is not responsible for any cost incurred by responders in association with the proposal process.

MHA is exempt from sales and use taxes. Bidders may eliminate these taxes from the cost of supplies and materials included in their bids, if they will be purchased in our state. Only supplies and materials purchased specifically for the MHA project are eligible for the tax exemptions. MHA will provide a copy of its tax exemption certificate.

CONTRACT EVALUATION

Proposals will be evaluated by a Technical Review Panel, which will provide recommendations to the Executive director and ultimately to the Board of Commissioners.

MHA only contracts with vendors that are qualified to perform the work at the sole discretion of MHA. MHA reserves the right not to award a contract to any firm or person with a history of poor performance on projects performed for MHA at the sole opinion and discretion of MHA.

MHA will not contract with any firm or person that is listed on federal debarment lists. References will be checked on the top two bidders. MHA reserves the right not to award a contract to anyone whose references are less than satisfactory at the sole discretion of MHA.MHA reserves the right to refuse any and all proposals.

Any proposal received after the deadline will not be accepted. A decision regarding the acceptance or rejection of any given proposal as well as a chosen provider shall be made no later than fifteen (15) days after the deadline for receipt of proposals. MHA will endeavor to notify all respondents of the decision as well as any chosen provider via U.S. mail within five (5) business days of the decision.

CONTRACT REQUIREMENTS

- The successful bidder will enter into a contract with MHA. Contractors are responsible for compliance with the MHA contract and all applicable local and federal regulations by themselves and by their sub-contractors.
- MHA requires the contract to provide for a “termination of convenience with 30 days notice”.
- The funds used for this project were derived from federal funds; therefore certain regulatory requirements will be included in the contract which are covered in the General Contract Conditions - HUD form 5370-C Section 1.
- Contractors must obtain the minimum insurance requirements (1 million dollars), including workers’ compensation insurance and show evidence of such coverage before a contract will be executed. The insurance requirements are listed on-line.

SUBMISSION OF PROPOSALS

ALL PROPOSALS MUST BE RECEIVED IN WRITING BY:

3:00 P.M., Friday, March 8, 2013

Five (5) copies of the Proposals shall be submitted by mail or hand delivery to:

Marietta Housing Authority
ATTN: Jim Hartsfield
95 Cole Street Northeast
Marietta, GA 30060

Any Proposals submitted via e-mail will be rejected.

Questions regarding the RFP or scope of work must be submitted by 3:00 P.M. on **Friday, February 1, 2013**. A list of questions received and their answers will be provided on the website as quickly as possible. No questions will be accepted and responses given within 7calendar days of the deadline. Submit questions to: jhartsfield@mariettahousingauthority.org.

Additionally, a Pre-Proposal Conference will be held on **Thursday, February 7, 2013** beginning at 3:00 p.m. at the offices of Marietta Housing Authority at 95 Cole Street, Marietta, Georgia 30060. All interested vendors are invited to attend this conference.

Addendum A

Specifications/Statement of Work

Overview

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

- Document Management
 - File creation
 - Document filing
 - Document indexing
 - Document and Data Linking
 - File retrieval
- Electronic Records Management
 - Retention and Disposition Schedules
- Policy Management
 - Link policies with controls
 - Link policies with sources
- Workflow
 - Document routing
 - Serial and parallel task flows
 - Electronic forms
- Imaging
 - Document Recognition
 - Data Extraction
- Content Security
- Search Features
- Browsing/Folders
- Integration with our Housing Authority Management System

MHA plans to implement the selected system in a phased approach and will start by implementing the Housing Choice Voucher and perhaps to be followed by Public Housing Programs, including:

- Current participant files

The following programs will be considered for subsequent phases:

- Property Management, including:
 - Current participant files
- Finance, including:
 - Requisitions
 - Contracts
 - Accounts Payable
 - Receiving Documents
 - Policy Management
 - Human Resources

- Development

There is no requirement to include these capabilities in the proposal.

MHA is seeking a solution that will address the key requirements for the programs' processes including document management, imaging, content security, search, and folders; and can address broader Enterprise Content Management requirements in the future. One of the key requirements is the proven ability to interface the proposed solution with our housing authority business software – Yardi Voyager.

It is expected that all proposals include formal training and include qualified software support for three (3) years following successful implementation as determined by MHA.

Current Environment

- Major Application Software
 - Yardi Voyager
- Users
 - Section 8:
 - Public Housing
 -

Documents

MHA currently stores documents on and off site. Estimated documents on site to be included in document management system:

Housing Choice Voucher Program:

- Current participants, current year: 2500 files (estimate 250 pages per existing family)
 - Initial lease up: 80 pages per new admission (estimate 20 families per month)
 - Annual recertification: 35 pages per participant per year (times # participants)
 - Annual inspection: 15 pages per inspection per year
 - Other inspections: 15 pages per inspection per year (0.15 times # participants plus 1.5 times # new admissions)
 - Interim certification: 45 pages per interim (0.33 times # participants)
 - Move: 60 pages per move (0.15 times # participants)
 - Termination: 32 pages per termination (0.05 times # participants)
 - Other actions/documents: 10 pages per participant (times # participants)
 - Annual Growth: estimate 20 families per month

MHA Objectives

MHA's key objectives for the project are:

- Minimize or eliminate the use of paper in our key processes
- Paperless Inspection Process in the field
- Automate and manage our key processes through configurable workflows
- Minimize or eliminate manual data entry tasks
- Ensure compliance with all regulatory, statutory and voluntary requirements
- Framework for Participant Data Input – onsite at MHA and Internet acceptance
- Achieve demonstrable efficiencies of at least 20% across our key processes

The following are requirements to achieve our objectives. If selected as one of the top 3 bidders, vendor must anticipate demonstrating any or all of the following:

- 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.)

- Streamline the processing of documents and information, including the ability to automatically capture 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 WAN, LAN, VPN, intranet or internet (any TCP/IP Route)
- Automatically link/associate documents with related documents and data (i.e. 50058's with supporting documents)
- Provide options for both programmatic and non-programmatic integration to other business and operations applications without requiring additional software.
- Provide direct access to documents from the display of business and operations applications (primarily, Yardi Voyager but others possible) through some form of application enabler.
- Provide automated generation of document 'packets' (i.e. recertification packets) [Inspection Scheduling letters , 1st& follow up : 2nd Requests for Annuals and/or Missing Documents]
- Provide automated document checklists for key processes (applications, move-outs, etc.) with alerts and checklists for late/missing documents
- Provide users with simple electronic access to documents, records and information using existing folder concepts.
- Retrieval sorting requirements include retrieval by name, social security number, tenant number, address, action and document, including but not limited to the following specific tasks:
 - Section 8 Programs
 - New Lease Up
 - Application
 - Request for Tenancy Approval
 - Landlord documents
 - Verifications
 - Calculation worksheet
 - HUD Form 50058
 - HUD Form 9886
 - Rent reasonableness
 - Rent burden
 - Lease
 - HAP Contract
 - Landlord I.D.
 - Caseworker Assignment
 - Annual recertification
 - Application
 - Verifications
 - Calculation worksheet
 - HUD Form 50058
 - HUD Form 9886

- Inspections
 - Annual
 - Booklet
 - Letters/certifications/extensions
 - HUD FORM 50058
 - Initial
 - Booklet
 - Letters/certifications/extensions
 - HUD FORM 50058
 - Special/complaint
 - Booklet
 - Letters/certifications/extensions
 - HUD FORM 50058
 - Quality control
 - Booklet
 - Letters/certifications/extensions
 - HUD FORM 50058
- Interim certification
 - Application
 - Verifications
 - Calculation worksheet
 - HUD Form 50058
 - HUD Form 9886
- Move
 - Notice
 - Mutual Rescission
 - Request for Tenancy Approval
 - Landlord documents
 - Calculation worksheet
 - HUD Form 50058
 - HUD Form 9886
 - Rent reasonableness
 - Rent burden
 - Lease
 - HAP Contract
- Rent increase
 - Notices
 - Rent reasonableness
 - Rent Calculation
 - HUD Form 50058
 - Lease
 - HAP Contract (if applicable)

- Termination
 - Termination letter
 - Termination documentation
 - Hearing letters
- Other forms
 - Vouchers
 - Extensions
 - Birth certificates
 - Social security cards
 - Citizen forms
 - Reasonable accommodations
 - V A W A
- Communication
 - Letters

Special Programs

Port – In

Port Out

Policy Management / Compliance - May be Provided in Phase 2

- HUD
- Other Federal
- State
- Local
- IT
- Finance
 - Property Management Programs
 - May be Provided in Phase 2
 - Finance
 - May be Provided in Phase 2
- Provide our staff with access to documents from anywhere via WAN, LAN, VPN, intranet or internet (any TCP/IP Route).
- Print to any print device, a standard desktop or network printing service.
- Ability to import any document, report or other content that is printable from a Windows Application directly into the Document Management System
- Allow distribution of the captured objects via print, fax or email. Create quality images of handwritten or electronically created documents.
- 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.
- Enabling filtering, searching and reporting for audits.
- Provide author, reviewer, approver and user/acknowledger roles (for eventual policy management)
- Provide complete audit trail of policy changes, user acknowledgements, exceptions
- Provide access control with internal security or Active Directory single sign on.

- Provide concurrent user licenses for accessing the Document Management System.
- Provide one (1) license for testing purposes for future use.
- Provide ability to create dynamic electronic forms to use as forms and as part of a workflow process.
- Provide scanning/imaging capability with automatic identification/recognition of different types of documents
- Provide extraction of information from scanned documents
- Provide desk-side electronic signature capture
- Provide remote access to documents for specific processes from an iPad or Android tablet with the ability to capture signatures electronically
- Ability to export Document Management System content into Microsoft and Adobe software.

Addendum B

Fee Schedule

Contractor shall furnish all facilities, labor, materials, equipment, and perform all work as specified on the Fee Schedule and Specifications:

ITEM UNIT PRICE

Imaging system software and licensing \$ _____

Equipment \$ _____

Installation and configuration \$ _____

Training \$ _____

1st Year software maintenance \$ _____

2nd Year software maintenance \$ _____

3rd Year software maintenance \$ _____

Advisory Services \$ _____

Other costs (describe below) \$ _____

In addition to the above pricing, prompt cash payment discount of _____% _____ days, or net 30 days is submitted.