

# MHDC RFP for Database and Software Developers to Assist in Implementing a Multifamily Housing Software Suite

## Question and Answers

Updated 7/23/10

Will a complete ERD and System documentation be available to responding Offerors? **No.**

Are there any system diagrams, business flow processes, business rules, user manuals, etc. that will be made available to Offerors? **Functional business process flows will be provided upon request.**

How much of the work must be performed onsite? Is the primary need for someone onsite for implementation only or software programming as well? Can programming be done from a remote location? **MHDC will work with the contractor to do what makes sense. It is expected there will be some time onsite and off. Development may take place off site, but off-shoring is not acceptable.**

Does MHDC plan to install, configure and train on the current system "as is" and then incorporate custom development later on? If not please clarify how, or in what stages the agency is planning to have the system implemented. **It will require some customization prior to incorporation, then MHDC plans to run in parallel with existing systems until desired customization is complete.**

What will RSM McGladrey Inc.'s specific role be with this phase of the MHDC scopes project? **Program manager and technology advisor.**

Will RSM McGladrey Inc. be submitting a proposal in that regard, or have they been contracted? **RSM McGladrey is contracted in this role.**

If contracted, will RSM McGladrey be on the selection committee for the SCOPES RFP? **No.**

Has the purchase of Authority DMS been finalized? If Authority DMS has not been purchased, is MHDC open to the custom development of software that will not require ongoing licensing fees? **Authority DMS is the chosen solution and has been purchased.**

Has Authority DMS (IHCD) been contracted to provide any implementation support and services to MHDC? If yes, please explain. If no, please explain. **IHCD has not been contracted to provide implementation support. It is expected the contractor for this RFP will provide implementation services.**

Will Authority DMS provide MHDC with full documentation of the system, including user documentation, that can be modified for MHDC? **System documentation will not be provided.**

Has Authority DMS modified their project to support MHDC SCOPE specific regulations (including Missouri), functionality, processing, or reporting requirements? **Authority DMS has not been modified to support MHDC processes.**

Has Authority DMS already submitted a cost proposal for MHDC implementation and post implementation support including software development and customization? **No.**

Is previous experience with Authority DMS required where it is currently developed for IHCD? **No.**

Is MHDC obligated to provide Authority DMS access to custom developed software/programs created via this project? (where MHDC has requested ownership) **MHDC will own changes to the software.**

Is Authority DMS (IHCD) responsible for their product updates, patches, and bug fixes? **IHCD will provide updates, patches, and bug fixes.**

What, if any, development restrictions exist regarding the modification or enhancement of the Authority DMS application? **None.**

Will the winning firm be provided full access to Authority DMS source code? **Yes.**

Is the winning firm expected to work with Authority DMS? Will Authority DMS be available for technical questions and support? **IHCD may be available for periodic questions.**

Will MHDC require selected vendor to have experience with Housing Finance Agency(s) or is equivalent industry experience acceptable? **Industry experience is desired.**

Are there any restrictions that prohibit out of state firms from submitting proposals for this RFP? Is MHDC agreeable to out of state development? (not off shore) **Out-of-state development is acceptable, off-shoring is not.**

What is the budget allocation for this project (excluding the purchase of Authority DMS and related licensing) **We are not asking for a total cost, but for hourly rates, as all requirements have not been provided.**

What are the MHDC conversion requirements regarding the staging and population of the Authority DMS application for SCOPES? **Unsure of what is being asked.**

Has MHDC defined the current system decommission plan? **No.**

What if any technology platform changes, if any, does MHDC envision in the near future? **No changes have been set at this time.**

Page 7 of the RFP asks for Proposed Fees – Hourly Rates by personnel. Does MHDC only want hourly rates or estimated total cost by resource? Is there a cost proposal template you would like vendors to use? **Hourly rates will suffice plus travel cost assumptions. No preferred template.**

What are the top 3 concerns of MHDC regarding this project? **Managing scope, time, and budget towards success.**

We understand that “Authority DMS” is a ready application which needs to be customized and implemented. Will we be getting the complete access to the application – including source code? Is

there any customized development needs to be done as per your processes, requirements? **There will be access to source code. Yes, we do desire to make further customizations.**

Does MHDC has any technical staff ? How many of them and what are their work profiles? **MHDC has IT staff, but does not currently have staff skilled in the desired development code to customize the product.**

Is there any integration involved with other applications, systems? **There would be desired integration with Great Plains Dynamics and other TBD systems – some not currently known.**

We do have presence in USA – But is it ok that the customization of the application can be done off-shore i.e. to our India development center or is it mandatory to do it on site at your location? **Implementation we can do at on-site. The vendor must be a US company/organization. All work must be performed in the US.**

We do not have any experience working with a organization like yours, but we do have extensive and proven experience on MicroSoft technologies. Considering this will we be getting considered to participate in the project? We are currently in discussion with few government establishments for completely full life cycle project development on the MicroSoft platform. **Prior experience working with housing finance agencies is preferred, it is not a requirement.**

At how many locations the application needs to be installed, configured and implemented? **One.**

How many Server(s) and work stations are anticipated? **Few servers. 75 – 100 users.**

Being the detailed requirements will be provided to the winning bidder – is it ok that we give you our standard hourly rates and in case we would be the winning party then provide you with the detailed Time and cost estimates? You will appreciate that without understanding the exact scope of the requirement, application – it would be over ambitious to quote any time and cost component. **We have not yet fully defined requirements so hourly rates are what we are asking for.**

Which part, modules of Authority DMS is to be customized? **See Section IV Scope of Services in the RFP.**

Any specific time frame is planned for completion of the customization and implementation? **Once requirements are provided to the vendor, MHDC will work with vendor on developing a timeline.**

By what time line the winner of the project / RFP will be announced / notified after 30<sup>th</sup> July,2010? **Within approximately 30 – 45 days of the due date.**

What would be the startup date for the project? **TBD depending on contract discussions...Fall of 2010 is desired.**

Is it mandatory that the firm must be a minority or woman owned business? **This is not a requirement.**

Are there any other mandatory requirements, certifications, forms we need to fulfill before / after participating in the bid? **See sections V and VII of the RFP.**

