

Request for Qualifications and Proposals for

Microsoft Dynamics GP Partner

for

MISSOURI HOUSING DEVELOPMENT COMMISSION



Strength, Dignity, Quality of Life

MISSOURI HOUSING
DEVELOPMENT COMMISSION

RESPONSE DEADLINE:

Friday, November 18, 2016 Noon Central Time

Submit electronic copy by email to: sturk@mhdc.com

MISSOURI HOUSING DEVELOPMENT COMMISSION

Request for Qualifications and Proposals for Microsoft Dynamics GP Partner

I. INTRODUCTION

The Missouri Housing Development Commission (“MHDC” or the “Commission”) was established in 1969 in order to increase the availability of decent, safe and sanitary housing at prices within the means of low- and moderate-income persons. The Commission is a governmental instrumentality of the state of Missouri and a body corporate and politic. The Commission’s authority is derived from Section 215.030, et seq., of the Revised Statutes of Missouri, as amended and supplemented.

The Commission administers a variety of state and federal funding sources to finance the purchase of single family homes for owner occupancy and to finance the construction and rehabilitation of affordable rental housing for low-income Missourians. Funding is made available through a combination of issuing tax credits, sale of bonds to provide mortgages, providing grants, and making low-interest loans. Sources include the federal Low Income Housing Tax Credit, Missouri Low Income Housing Tax Credit, HOME Investment Partnership Program, federal Risk-Share insurance, Affordable Housing Assistance Program and proceeds of bond sales, as well as the Commission’s own general fund balances. The Commission’s activities are governed by the laws and regulations of each particular funding source as well as Commission policy. Further information about the Commission and its programs is available on the Commission’s website at www.mhdc.com.

Purpose of Request for Qualifications and Proposals (RFP)

MHDC is seeking to engage a Microsoft Dynamics GP partner to provide a range of services, which include software implementation services, ongoing maintenance, training and technical support.

II. GUIDELINES AND INSTRUCTIONS

Form of Response

The Commission desires to consider responses to this RFP in a consistent and easily comparable format. Interested qualified vendors are invited to submit proposals that contain information submitted in the order of Section IV. Proposals not organized in the manner set forth in this RFP may be considered, at the Commission’s sole discretion, as unresponsive. Please do not refer to other parts of the proposal, to information that may be publicly available elsewhere, or to the vendor’s website or another website in lieu of answering a specific question.

Proposal Submission

Completed proposals must be submitted to the Commission electronically by the proposal due date. Respondents shall transmit completed proposals to the Commission by email to sturk@mhdc.com in PDF file format along with the spreadsheet listing in Excel file format of the vendor’s owners pursuant to Section IV.2. The “Subject” line of the email should state “[insert vendor name] Proposal for Microsoft Dynamics GP Partner.”

Proposal Due Date Friday, November 18, 2016 by Noon Central Time

Standards of Conduct

Please refer to the Commission's "Standards of Conduct" Policy for information regarding contact with MHDC commissioners or staff in connection with this RFP, necessary disclosures thereunder and other policies regulating the actions of interested parties, employees and commissioners during a competitive matter. The Commission's Standards of Conduct Policy is available on MHDC's website at www.mhdc.com.

Furthermore, pursuant to the Standards of Conduct, any response under this RFP shall disclose the name of the individual, entity and/or entities having ownership interests in the Respondent as set forth in Section IV.2.

Inquiries

The Commission will provide responses to inquiries submitted by vendors to the Commission's contact person, Sara Turk. All questions must be submitted in writing via email to Ms. Turk at sturk@mhdc.com and received no later than Friday, November 4, 2016 3:00 p.m. CT. The "Subject" line of the email should be, "2016 Microsoft Dynamics GP Partner RFP Questions." Questions submitted after the deadline will not receive a response.

All inquiries must be submitted by email, citing the particular proposal section and paragraph number. Proposers should note that all clarifications and exceptions are to be resolved prior to submission of the proposal.

Public Records

Vendors responding to this RFP should be aware that the proposals are public records in accordance with state law, after the evaluation and selection process is completed.

Modifications to Proposals

Respondents may not modify or correct its proposal any time after the Proposal Due Date, except in direct response to a request from the Commission for clarification.

Revisions to this RFP

In the event that it becomes necessary to revise any part of the RFP, MHDC will provide an addendum to each vendor receiving this RFP. Any additional information required to clarify portions of this RFP will be issued in the form of an addendum.

Visits and Interviews

All vendors responding to this RFP must be prepared to schedule a visit to MHDC's offices or to another location upon request by the Commission. In addition, vendors responding to this RFP may be interviewed by the Commission as a part of the selection process.

Expense Relating to Proposals

The Commission is not responsible for any expense incurred in preparing and submitting a proposal or taking any action in connection with the selection process, or for the costs of any services performed in connection with submission of a proposal.

Reservation of Rights

The Commission reserves the right to conduct any investigation of the qualifications of any vendor that it deems appropriate; negotiate modifications to any of the items proposed in the proposal; request additional information from any vendor; reject any or all proposals; and waive any irregularities in any proposal. **The Commission retains the right to negotiate the fees and compensation**

arrangements for its Microsoft Dynamics GP Partner services. The engagement described in this RFP is not exclusive and MHDC expressly retains the right at any time to retain any other vendor or vendors to provide other related services without violating the engagement contemplated by this RFP. At the Commission's sole discretion, the selection of a proposal by the Commission may be cancelled at any time prior to the complete execution of a contract or agreement. If the Commission cancels its selection of a proposal, the Commission may repost this or a similar RFP and re-seek proposals.

III. PROJECT DESCRIPTION

The Commission is seeking to engage a Microsoft Dynamics GP partner for ongoing support and maintenance. MHDC is currently using Microsoft Dynamics GP 2013 Release 2 for general ledger, accounts payable and fixed assets functionality as well as Management Reporter 2012 for financial reporting. Currently, MHDC is looking to upgrade to Microsoft Dynamics GP 2015 Release 2 and to add paperless workflow capabilities. The project may also involve upgrading software for financial reporting and may lead to the vendor aiding MHDC in selecting and implementing additional software compatible with Microsoft Dynamics GP to meet other business needs.

The selected vendor will be required to provide on-going support and maintenance of Microsoft Dynamics GP and applicable add-on products and to establish and implement a training program for MHDC users to teach the skills and knowledge necessary to effectively use the technology being implemented. The vendor will also be required to provide ongoing technical support and documentation and to implement system updates as they become available.

IV. STRUCTURE AND CONTENT OF PROPOSAL

The following information must be submitted with the proposal in the following order to be considered by the Commission:

1. **Vendor Information.** State full name and address of vendor and identify the parent company if a subsidiary. Specify the office that will perform, or assist in performing, the work. Indicate whether vendor operates as a partnership, corporation, or sole proprietorship. Indicate where the company is headquartered and where incorporated as applicable. Vendor must submit evidence of authorization to do business or operate in the state of Missouri. Provide the location(s), extent and capabilities of the vendor's offices and employees in Missouri. Discuss any substantive changes in vendor organization or ownership within the last three (3) years. Describe any changes anticipated in the next two years in vendor organization or ownership.
2. **Vendor Ownership.** Pursuant to the Standards of Conduct (see Section II of this RFP), any response under this RFP shall disclose the name of the individual, entity and/or entities having ownership interests in the Respondent. All entities identified in this disclosure shall be reduced to their human being level irrespective of the number of entity layers which may be present for any disclosed entity. Notwithstanding the previous sentence, to the extent any Respondent under this RFP is a publicly traded corporation, such a Respondent may limit this disclosure to all board members, officers (and other key employees) and any shareholders owning or controlling ten percent (10%) or more of the corporation. **For purposes of providing vendor ownership information, please complete Attachment 1 in spreadsheet format to include a listing of Respondent's owners/shareholders.** Questions regarding these

requirements or any other requirements or restrictions imposed by the Standards of Conduct may be directed to the Commission's General Counsel, Katherine (Katie) Jeter-Boldt, by phone at 816-759-6835 or email at kjeterboldt@mhdc.com.

3. Audit Reports. Submit the audited financial statements for the most recent fiscal year of the vendor, and if the proposing company is a subsidiary, the most recent audited financial statements of its parent company as well.
4. Vendor Services. Describe the primary services offered by the company including product support. Describe the depth of experience of the company as a Microsoft Dynamics GP Partner. Provide details about ongoing customer service, including hours of operation and average response times. Detail if MHDC would be assigned specific customer service individuals.
5. Project Approach. Describe the vendor's approach to meeting the objectives of the project as described in Section III: Project Description. Include planning, installation and testing of software updates and any new software solutions; data needed; hardware specifications; space requirements; or any other requirements.
6. Pricing Options. Provide a proposed itemized cost schedule for the services described in this RFP. Specifically outline the costs proposed to upgrade to Microsoft Dynamics GP 2015 Release 2 for 12 concurrent users, including ongoing annual maintenance. Describe the approach used for pricing other projects that may be required, including detailing hourly rates, if applicable.
7. Experience. Provide evidence of qualifications and experience of providing similar services for other organizations, including working with housing finance agencies or other governmental entities providing similar services.
8. References. Provide names, addresses, telephone numbers and email addresses of up to three clients, currently or in the past, MHDC can contact concerning Respondent's performance providing comparable services.
9. Contact Person and Staffing. Provide names and brief resumes of all key personnel who will be assigned to this project and the primary responsibilities assigned to each person. Provide the name, address and telephone number for the contact person in the company authorized to negotiate agreement terms and render binding decisions on contract matters.
10. Office Location and Capacity. Provide the location of the office that will primarily be providing the services proposed. Indicate the number of and identify the positions of personnel that will be available to answer questions.
11. Litigation, Investigations and Regulatory Proceedings. Provide a summary of all inquiries, investigations or civil litigation initiated, in progress or closed by any court or agency during the past three years regarding the conduct of Respondent's company, Respondent company's management or personnel.
12. Federal Work Authorization Program. Pursuant to *Mo.Rev.Stat. §285.530.2*, the vendor selected pursuant to this RFP shall provide MHDC with an affidavit stating that the vendor does not employ any person who is an unauthorized alien in conjunction with the contracted

services, and that the vendor is enrolled in and participating in a federal work authorization program with respect to the employees working in connection with the contracted services. Prior to execution of any agreement contemplated herein, the vendor shall provide evidence of participation in a federal work authorization program. Questions regarding this requirement may be directed to the Commission's General Counsel, Katherine (Katie) Jeter-Boldt, by phone at 816-759-6835 or email at kjeterboldt@mhdc.com. In the proposal, please indicate whether the company is currently enrolled in and participating in a federal work authorization program such as E-Verify.

13. Special Strengths and/or Minority Representation. Include any additional information that will be helpful to the Commission in making a decision, including any special strengths or capabilities of vendor (which may include administering programs for other state housing finance agencies, the vendor's status as a minority or woman-owned vendor, the presence of offices or headquarters in Missouri, the number of employees of the vendor within Missouri or any other special services or assistance vendor may provide to MHDC) believed may be relevant to or helpful to MHDC in meeting the goals of the project.

V. EVALUATION CRITERIA

In evaluating proposals submitted by vendors pursuant to this RFP, the Commission places high value on the following factors, among others, not necessarily in order of importance:

- Qualifications and experience of the vendor and personnel assigned to develop and manage the Microsoft Dynamics GP Partner services;
- Financial soundness of the vendor, necessary capital resources and ability to meet requirements;
- The proposed fees for services;
- Presence in Missouri;
- The vendor's inclusion of minority and women participation, including the vendor's employees and/or any participation with a minority or woman-owned vendor; and
- The Commission's prior experiences, if any, with the vendor and any other factors the Commission believes would be in its best interest to consider.

In addition, related investigations and regulatory proceedings and litigation involving the vendor will be taken into account, depending upon the nature and significance of the proceedings.