April 22, 2020

ADDENDUM NO 1. TO RRHA RFP 2020-03

Commodity:  Case Management Software and Implementation Services

RFP Issued:  March 26, 2020

Proposal Due Date:  April 24, 2020 at 2:00PM

The above solicitation is hereby modified as follows:

ADDENDUM ITEMS:

ITEM NO. 1:  DUE DATE CHANGE:

The due date has been extended. The new Bid Closing Date and Time is April 28, 2020 at 2:00PM

ITEM NO. 2:  QUESTIONS/ANSWERS:

The following questions were received after issuance of the RFP. Included are answers and/or clarification to the questions. Please consider each of the answers as you prepare your proposals.

Q1. Please describe your program and the types of services you provide.

A1. RRHA’s Resident Services Department supports families and individuals in their efforts to be self-sufficient and achieve their personal and financial goals. By partnering with a variety of government agencies and nonprofit organizations, Resident Services connects families to resources tailored to their unique strengths and aspirations. Programs are available for youth, families and seniors and focus on jobs, health and education.

Q2. What system are you currently using? What data has to be migrated from the current system?

A2. RRHA does not have a current case management software system.

Q3. Training and Testing section refers to 50 end users and the RRHA Technical Architecture section refers to 200 users. How many total users will require log-on access Please clarify.

A3. RRHA expect up to 50 Users for full access to the Case Management Software. RRHA’s enterprise software, Yardi, has approximately 200 total users for all modules.
Q4. Do you have any requirements relating to system integration?

A4. The software is not required to be integrated. However, additional consideration will be given to proposals that integrate with RRHA’s Enterprise Software System, Yardi. See Compatibility in the Statement of Needs section of the RFP

Q5. Is a budget for this engagement available?

A5. We are not releasing a budget at this time.

Q6. Is Salesforce within the City of Richmond?

A6. RRHA does not have a contractual relationship with Salesforce.

Q7. How many individuals and/or families are served?

A7. 3500 Households…..7000 individuals over 3 years

Q8. You require the ‘Ability to produce aggregate reports across multiple sites and programs.’ Please provide some examples of the types of reports and metrics you currently and/or would like to track.

A9. Some examples include: Demographics reports; Trends/Analysis over multiple years /progression reports; Education Achievements/Training; Employment Achievements; Health; Referrals; Frequency data; and Income increases

Q10. Do you expect the number of users to change in the next few years?

A10. Yes,

Q11. How many cases does the RRHA process on average in a year?

A11. Approximately 1000 people per year.

Q12. Intake: Are you looking for a mobile application or for the solution to be mobile responsive?

A12. Yes and Yes

Q13. Multi-Site: How many sites and programs?

A13. 12 sites up to 20 programs

Q14. Is RRHA subject to any specific requirements relating to data security and auditability of system changes?

A14. No

Q15. What is RRHA’s expected staffing for supporting the success of this project?
A15. Proposers must include all requirements for their software solution.

Q16. What measures of success have you identified for this project?

A16. All evaluation factors are included in the RFP

Q17. What are your preferences for on-site vs remote engagement (aside from training)? What is your desired timeline/deadline for project completion and system go-live?

A17. All minimum requirements are included in the RFP Attachment A - Statement of Needs/Scope of Work

Q18. Proposal Preparation and Submission Instructions B.4. – regarding the requirement to reference each paragraph in the proposal with each paragraph, etc. in the RFP: would it be acceptable to simply maintain your original RFP format and insert each of our responses directly AFTER your question/request?

A18. You may respond in any way that clearly addresses every requirement of the RFP

Q19. SPECIFIC PROPOSAL INSTRUCTIONS C.3.e. – It asks for “Names and contact person for references.” Is this meant to be an internal contact person for our company references? References for individual personnel?

A19. RRHA requires contact information for any provided outside references for verification purposes.

Q20. There are two different section in the RFP that request company references. Can you please clarify whether we need to provide 3 or 4 references?

A20. Please provide 3 references

Q21. Several of the required attachments appear not to apply to this RFP? Can you please confirm whether or not these need to be returned/included in our proposal?

A21. All included forms apply to this RFP.

Q22. For forms that require attestation/witnesses/swearing, we are currently under stay at home orders and would be unable to produce the signatures as our counsel requires to physically be present. Are there any suggestions or guidelines how to tackle these requirements with the current COVID-19 restrictions?

A22. Due to the COVID-19 outbreak, we are waiving notary requirements for forms. Any form within the solicitation requiring a notary’s signature and stamp will instead only require a signature from the offeror.

Q23. Is HUD Form 2992 “Certification Regarding Debarment and Suspension” Required?

A23. Yes
Q24 Regarding the Minority Business and Section 3 Participation Commitment Form – Is there the opportunity to request a Waiver of this requirement?

A24. These requirements will apply to this contract. Please address these requirements in your response.

Q25. Would it be possible to receive a Word copy of the proposal to facilitate completion of the various forms?

A25. A Word version of the RFP is not available.

Q26. Are the other systems installed/deployed on your organization’s server(s) or is the vendor hosting the software in the cloud?

A26. Vendors can propose their preferred solution. However, RRHA prefers cloud hosted systems.

Note: A signed acknowledgement of this Addendum must be received at the submission location indicated on the RFP either prior to the proposal due date and hour or attached to your proposal.

Arthur J. Walker, CPPO
Director of Procurement and Contract Administration
804-780-4444

________________________________________
Name of Firm

________________________________________
Signature / Title

____________________
Date