

**REQUEST FOR PROPOSALS FROM
HOUSING AGENCY SOFTWARE VENDORS
FOR THE
ARKANSAS DEVELOPMENT FINANCE AUTHORITY**



**SPECIAL NOTE: YOUR IMMEDIATE ATTENTION IS CALLED TO SECTION I.C.
YOU NEED TO SEND TO US AN E-MAIL ADDRESS FOR
TRANSMISSION OF NOTICES OF INQUIRIES.**

January 25, 2017

**Arkansas Development Finance Authority
900 West Capitol, Suite 310
Little Rock, AR 72201
(501) 682-5900**

SECTION I: INSTRUCTIONS TO PROPOSER/GENERAL INFORMATION

A. PROGRAM INFORMATION. The Arkansas Development Finance Authority (“ADFA” or the “Authority”) is seeking housing software vendor proposals that encompass a fully developed and established software application and reporting solution for the Authority. The software should utilize modern interfaces to maximize the automation of processes throughout ADFA. The Authority intends that the vendor provide the software suite, technical training, staff training, system specifications, installation, configuration, as well as, ongoing support and maintenance.

Since its creation in 1985, the Arkansas Development Finance Authority has become the State’s largest source of low-cost financing for low-to-moderate income housing development, small industries, government, education, agricultural business enterprises and health care. It is through the issuance of taxable and tax-exempt bonds and notes, the administration of private and public grants and partnering with other State and Federal agencies that ADFA gives Arkansans the most cost-effective financing choices possible. ADFA is in the process of evaluating the agencies needs and is looking for cost proposals on a suite of software services to make the agency more efficient and effective. For more on the scope of services, see Section II of the Request for Proposal.

More information about ADFA can be found at www.arkansas.gov/adfa.

B. SUBMISSION OF PROPOSALS. Written proposals responding to the questions and requests for information in the manner specified in this Request For Proposal (“RFP”) should be submitted to the following:

rfp@adfa.arkansas.gov

To be considered, one (1) copy of the proposal should be delivered to ADFA not later than 12:00 p.m. (CST), February 3, 2017, via email. An email will be returned to the proposer acknowledging receipt of the proposal. Late proposals will not be accepted. ADFA reserves the right to reject any or all proposals.

C. ADDITIONAL INFORMATION. It is the responsibility of the proposer to inquire about and clarify any aspect of the RFP. Questions should be directed to Patrick Patton, (patrick.patton@adfa.arkansas.gov), Vice President for Internal Audit, at (501) 682-5902. Substantive questions and answers will be documented in letterform and will be sent by electronic mail to all the proposers who provide us with an e-mail address. **IN ORDER TO BE ON THE DISTRIBUTION LIST FOR INTERNET TRANSMISSION OF ALL RESPONSES TO INQUIRIES, YOU MUST IMMEDIATELY ADVISE PATRICK PATTON OF ADFA THE INTERNET E-MAIL ADDRESS TO WHICH YOU WANT ALL SUCH TRANSMISSIONS SENT.**

D. PROPERTY OF ADFA. Any information or materials submitted as a response to this RFP shall become the property of ADFA and will not be returned. All submitted materials will be available for public review.

E. RESPONSE TO REQUEST FOR PROPOSAL. Firms wishing to respond to this RFP may contact the Chair of the Professional Selection Committee, Patrick Patton. **NO CONTACT WITH ADFA BOARD MEMBERS IS ALLOWED AND ANY SUCH CONTACT WILL BE GROUNDS FOR IMMEDIATE REJECTION OF A FIRM’S PROPOSAL.**

F. SELECTION TIMETABLE.

January 25, 2017	Request for proposal issued
February 3, 2017	Proposals due by 12:00 p.m. (CST), via email
February 16, 2017	Board action (ADFA Board Approval)

Note: After selection, the engagement contract is submitted to Arkansas Department of Finance & Administration (“DF&A”) for approval and to Legislative Council for review.

G. SELECTION PROCESS. The ADFA Staff Professional Selection Committee will review the submitted proposals. Proposals will be evaluated based on responses to specifics outlined in the Proposal Format section of this RFP and based upon the selection criteria. Proposals which omit any of these items may be rejected as non-responsive. The Board Professional Selection Committee will make its decision on a recommendation for selection, which will be reported to the Board of Directors of the Authority. The final selection will be made by a vote of Board members. The Authority reserves the right to select one or more firms for the services requested.

ADFA may at any time prior to the selection of a software vendor reject any and all proposals and cancel this RFP, without liability therefor, upon finding that there is good cause for rejecting all proposals and that it would be in its interest to cancel the solicitation. Further, regardless of the number and quality of proposals submitted, ADFA shall under no circumstances be responsible for any proposer costs and expenses incurred in submitting a response to this RFP. Each proposer who submits a response does so solely at the proposer’s cost, risk and expense. ADFA accepts no responsibility for the return of successful or unsuccessful proposals. This RFP in no way obligates ADFA to select a firm.

Any firm selected will be required to complete a disclosure form in compliance with Governor’s Executive Order 98-04.

H. SELECTION CRITERIA. The Staff Professional Selection Committee composed of selected members of ADFA will review the proposals. The committee generally will use the following criteria to evaluate all acceptable proposals and to develop recommendations to be presented to the ADFA Board Professional Selection Committee; however, the Committee reserves the right to evaluate proposals based upon factors beyond the listed criteria.

Criteria

1. Quality of work/software solution, based on past performance and reference checks
2. Costs to the Agency
3. Demonstrated ability to meet the Agency’s implementation, training and software goals in a timely and responsive manner
4. Availability and adequacy of qualified staff and resources

SECTION II: SCOPE OF SERVICES AND REQUIREMENTS

The housing software vendor will be expected execute a contract prescribed by ADFA and shall be subject to all relevant laws of the State of Arkansas and requirements of ADFA.

A. BUSINESS REQUIREMENTS. The software should provide process automation and data processing solutions to the Authority’s **Finance and Administration** (General Ledger Accounting, Loan Servicing, Accounts Receivable,

Accounts Payable and Investment Management), **Housing Department** (Multifamily, Single Family, Ongoing Compliance and Asset Management), and **Development Finance**. ADFA believes the software solution should provide the following, at a minimum:

- a. General Ledger Processing
 - i. Program specific accounting database and processing module with financial close and reporting processes for all of the financial and accounting activities.
 - ii. Ability to integrate or interface with IDIS, Trustees and Master Servicers in the current software
- b. Cash Processing
 - i. Full cash reconciliation and automated data interface and processing between the Authority and Trustee Banks.
- c. Accounts Payable Processing
 - i. Accounts Payable lifecycle from invoice to payment involving checks, wire transfers, ACH, etc.
 - ii. Ability to integrate with other processes of the software
- d. Debt and Loan Servicing
 - i. Ability to integrate or interface with the General Ledger and other modules of the software
- e. Multifamily Processing
 - i. Ability for Multifamily applicant to upload or complete an online application that is mapped to the software solution
 - ii. Multifamily processing should include the loan servicing, draw processing, portfolio management and the ongoing compliance of these properties
 - iii. Ability to integrate or interface with the General Ledger and other modules of the software
- f. Investment Processing
 - i. Ability to integrate or interface with the General Ledger and other modules of the software
- g. Single Family Processing
 - i. Ability for a single family lender to reserve a loan from an internet portal
 - ii. Single Family process should include the initial reservation of the loan to the servicing of the loan by ADFA's Master Servicer
 - iii. Ability to integrate or interface with the General Ledger and other modules of the software
- h. Reporting Processing
 - i. Ability to report across all systems of the software solution
 - ii. Ability to generate financial statements, other reports using canned reporting or customized reports using the data dictionary and other relevant data means
- i. Workflow and Imaging Processing
 - i. Ability to develop and maintain workflow processing and imaging down to a specific project
- j. Development Finance
 - i. Ability to set-up, monitor and track projects by the Department with bonds or loans
 - ii. Ability to interface with Loan Servicing to produce daily loan trial balances, delinquency reports, payment history, amortization schedules, custom reports and letters
 - iii. Ability to utilize a Borrower Portal to allow borrowers online access to account information
 - iv. Ability to produce customized program/portfolio reports
- k. Modules not needed (Fixed Assets, Payroll, Budgeting or Section)

B. TECHNICAL REQUIREMENTS. The software should meet the following minimum requirements:

- a. Local Hosting on Agency Servers (may go to vendor hosting in the future)
- b. Multiuser Authentication
- c. Ability for the Authority to administer user and group security permissions for access to software solution
- d. Support of and/or integration with Microsoft Active Directory
- e. Ability to provide audit trails, logs, history tracking and reports for user activity such as authentication, data access inserts, updates and deletions
- f. Support for fixes and bugs and readily available support for issues, as needed
- g. All personally identifiable information (PII) stored or processed by the system shall be encrypted using at least 128 – bit encryption
- h. All modules must provide for full integration or interfacing to other modules
- i. Ability to utilize document imaging and storage solutions
- j. Ability to analyze data errors before they impact the integrity of the data
- k. Provide insurance for data security breach

SECTION III: PROPOSAL FORMAT

A. TRANSMITTAL LETTER. A one-page transmittal letter prepared on the proposer's business stationery should accompany the proposal.

B. PROPOSAL. The proposal should be labeled "Proposal to serve as Housing Software Vendor for the Arkansas Development Finance Authority." The submission must contain sufficient information to enable the ADFA Staff and Board Professional Selection Committees to evaluate the proposal. It should be prepared in a clear and concise manner and should address each of the following subsections:

1. **Experience as Housing Software Vendor.** Provide a representative list of clients that use the complete proposed software solution. Provide a summary of this data, which includes the following:
 - a. Name of client;
 - b. Duration of auditor/client relationship;
 - c. Modules used by client; and
 - d. Your implementation team.
2. **Implementation Plan.** How does your firm plan on implementing a whole Housing software solution? Describe in detail the process. Include at a minimum:
 - a. Conversion and importing of existing data from other systems;
 - b. Creating system interfaces;
 - c. Project Management process and tracking;
 - d. User and Administration training;
 - e. User Documentation plan;
 - f. Other items that are relevant to the successful implementation of your software.
3. **Comments on Scope of Services.** Elaborate on your approach to performing services as requested in Section II of this Request For Proposal.

4. **Client References.** Provide three client references that you feel are somewhat similar to the Authority. Furnish name, title, agency/company and telephone number for these references.
5. **Fee Proposal.** Provide a schedule of fees, itemized by module (at a minimum breaking out conversion of data cost, price of the module, cost of implementation, testing and training and support and maintenance cost) signed by an official authorized to bind the vendor. The proposal should be a **firm fixed price** that provides for a not to exceed amount, except for additional services that may be specifically requested, in writing, by the Authority. On-going support and maintenance should be broken out for a 5 year guaranteed fee.
6. **Equal Opportunity Statement.** Please submit your Equal Opportunity Policy to ADFA in accordance with Arkansas Act 2157 of 2005. This act requires any firm wishing to respond to an RFP or submit a proposal or statement of qualifications to provide ADFA with your Equal Opportunity Policy.
7. **Acceptance.** Submission of proposals, in response to this Request for Proposal, constitutes acceptance of all conditions, requirements and limitations described in this document.