

Lansing Housing Commisison

**Request For Proposals For
Housing Management & Accounting Software
October 14, 2025**

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1. Introduction:

The Lansing Housing Commission (LHC) is seeking proposals from qualified vendors to provide comprehensive Software as a Service (SaaS)/Cloud/Hosted solution that meets the housing management, tenant management, and accounting needs of LHC. The selected software must enable LHC to efficiently and effectively manage all aspects of housing operations, tenant services, and financial functions.

The purpose of this RFP is to solicit qualified proposals that best meet the needs and requirements of LHC while ensuring cost competitiveness among respondents. Interested firms are urged to carefully review the requirements outlined in this RFP. Written proposals containing the requested information will serve as the primary basis for initial selection, with final selection based on the evaluation criteria detailed in Section 9.

The selected SaaS/Cloud/Hosted solution must conform and maintain compliance with:

- Project-based accounting, budgeting, and management requirements
- Federal Regulations of the U.S. Department of Housing and Urban Development (HUD) Section 8, Section 9, and Multifamily programs
- Low-Income Housing Tax Credit regulations found in Section 42 of the CFR for the Internal Revenue Service.
- Generally Accepted Accounting Principles (GAAP)
- Any applicable state and local housing regulations

LHC looks forward to proposals from vendors who can deliver a robust, compliant, and user-friendly software solution tailored to the needs of LHC.

Proposals are due by November 14, 2025, by 5:00 PM (Eastern Time). Proposals will be accepted electronically through email ONLY to RFPSubmissions@lanshc.org. LHC is not responsible for delayed or late delivery of proposals. NO LATE PROPOSALS WILL BE ACCEPTED.

The RFP has been posted on <https://lanshc.org/>. Follow-up revisions, questions and answers, and additional information will be provided to all active participants. As a participant it is your responsibility to inform LHC you intend to submit a proposal on or before October 31, 2025. This can be achieved by emailing RFPSubmissions@lanshc.org and stating your intent to submit a proposal, please include your company's name and primary point(s) of contact for communication. Reasonable accommodations are available upon request. Questions can be made to RFPSubmissions@lanshc.org.

2. Background:

LHC is a State-enabled Housing Commission under the State of Michigan Housing Facilities Act 18 of 1933. The mission of the Commission is to offer quality affordable housing, essential resources through advocacy and partnerships, and promoting self-sufficiency to strengthen communities.

LHC pursues this mission through open, efficient, innovative, and accountable processes. The Commission's Board of Commissioners consists of five (5) members, each appointed by the Mayor of Lansing and approved by the City Commissioners.

With a staff of approximately thirty (30) staff members and growing, LHC , LHC develops and manages housing resources to benefit low- and moderate-income residents in the Lansing Tri-County area. This includes the administration of approximately 2,000 Housing Choice Vouchers, 500 Project Based Vouchers, and the expected management of 800 affordable housing units most with some form of HUD subsidy. rental units in the Lansing Tri-County area.

LHC administers the following programs and housing types:

Program and Housing Types	Total Units*
Housing Choice Voucher (HCV)	2000 Special Programs: Emergency Housing Vouchers Veterans Affairs Supportive Housing
Project Based Voucher	500
Public Housing	66
RAD / PBRA / LIHTC	800

*All numbers are estimates and based on current and potential future activities

LHC currently uses Emphasys Elite for housing/tenant management and accounting. LHC self-hosts the software on a local server. LHC intends to award a contract to the Proposer that submits the highest-ranked proposal.

3. Proposal Guidelines:

To ensure the fairness of proposal evaluations, proposals must be assembled in adherence to the submittal requirements identified in this section and following the formats required by all parts within Section 5— Submittal Requirements of this RFP. Failure to comply with all proposal requirements may result in disqualification. Proposals should be prepared as simply as possible and provide a straightforward, concise description of the proposed SaaS/Cloud/Hosted solution and professional implementation services to satisfy the requirements of this RFP. Attention should be given to the accuracy, completeness, relevance, and clarity of content. Proposals must address each section, and they must be presented in the same ordered format as specified in Section 5.

Before submitting proposals, Proposers should be familiar with all contract conditions

referred to in this document and any addenda issued before the proposal submission date. Such addenda shall form a part of the RFP and shall be made a part of the contract. Addenda may be posted on LHC's website and will be provided to participants through email. If you have an interest in responding to the RFP, please submit an email to RFPSubmissions@lanshc.org on or before October 31, 2025 to ensure you receive notification of any changes to the RFP.

The terms of the RFP, the selected proposal, and any additional documentation (e.g., questions and answers) provided by the Proposer during the solicitation process will be integrated into the final contract for services entered between LHC and the selected Proposer. It shall be the Proposer's responsibility to ascertain that the proposal includes all addenda issued before the proposal submission date.

4. Proposal Conditions

All proposals shall remain valid for a period of one hundred and twenty (120) calendar days after the date specified for the receipt of proposals. All costs of the proposal process, interviews, contract negotiation, and related expenses are solely the responsibility of the vendor.

Proposers are requested and advised to be as complete as possible in their response. LHC reserves the right to:

- Contact any proposer to clarify any response;
- Contact any current users of the proposer's services;
- Solicit information from any available source concerning any aspect of the proposal;
- Seek and review any other information deemed pertinent to the evaluation process.

This RFP and any contract entered between LHC and the selected vendor must be subject to the following requirements of the U.S. Department of Housing and Urban Development, copies of which are attached:

- Instructions to Offerors Non-Construction HUD-5369-B
- Certifications and Representations of Offerors Non-Construction Contract HUD-5369-C
- General Conditions for Non-Construction Contracts HUD-5370-C

The Vendor must accept/adhere to the following terms and conditions:

- An officer of the vendor authorized to bind the organization must sign the proposal. Legally binding electronic signatures are acceptable.
- LHC reserves the right to reject any or all responses.
- LHC reserves the right to negotiate price and terms.
- The vendor must comply with all applicable requirements of federal and state law and industry standards.

- Costs incurred by the vendor in preparing or submitting the proposal are the responsibility of the vendor and will not be reimbursed by LHC.
 - Neither the resultant contract nor any of the requirements, rights, or privileges demanded by it may be sold, assigned, contracted, or transferred by the vendor/contractor without notification of LHC.
 - The vendor must certify that no officer, agent, or employee of LHC has a pecuniary interest in this proposal; that the proposal is made in good faith without fraud, collusion, or connection of any kind with any other vendor; the vendor is competing solely on its own behalf without connection with, or obligation to, any undisclosed person or firm.
- Any publicity giving reference to this project, whether in the form of press releases, brochures, photographic coverage, or verbal announcement, shall be only with the general or specific approval of LHC.

Proposal Submittal:

Proposals must conform to the requirements outlined in this RFP. Proposals not conforming to these guidelines may be rejected as non-responsive. Proposals must be submitted no later than November 14, 2025, by 5:00 PM, to Email: RFPSubmissions@lanshc.org

It is the Proposer's responsibility to assume the risk of the proposal submission. LHC assumes no responsibility for delays caused by any email delivery service. Proposals must indicate the legal name, address, and telephone number of the Proposer.

5. Submittal Requirements:

Proposals should be prepared to satisfy the requirements of the RFP. ***EMPHASIS SHOULD BE CONCENTRATED ON ACCURACY, COMPLETENESS, AND CLARITY OF CONTENT.*** All parts, pages, figures, and tables should be numbered and labeled clearly. **Proposers who plan to submit proposals must provide an electronic version of the proposal and the Proposal Matrix (PM) in non-editable PDF format to the email address listed above. All proposals, including the PM in Excel format, shall be submitted via e-mail.** The proposal must be organized as follows:

Section	Title
1	Transmittal Letter
2	Executive Summary
3	Proposer Background and Qualifications
4	SaaS/Cloud/Hosted Solution Summary
5	Implementation Plan
6	Staffing Plan
7	Ongoing Support Services
8	Functional System Requirements
9	Client References
10	License and Maintenance Agreements

11	Exceptions and Deviations
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Cost Proposal (SEPARATE DOCUMENT)

Section	Title
1	Cost

Instructions relating to each part of the response to this RFP are defined in the remainder of this section.

Transmittal Letter (Technical Proposal Section 1)

The Proposer shall include a Transmittal Letter and expression of interest in the project. The Proposer should indicate a willingness to enter a contract with LHC and meet the requirements of this RFP, including insurance requirements. The Transmittal Letter shall also name the person(s) authorized to represent the Proposer in any negotiations with the name and title of the person(s) legally authorized to sign any contract that may result. The letter must be signed by the Proposer's authorized representative, along with the email address(es) and telephone number(s). The proposer must also certify that no officer, agent, or employee of LHC has a pecuniary interest in this proposal; that the proposal is made in good faith without fraud, collusion, or connection of any kind with any other vendor; the vendor is competing solely in its own behalf without connection with, or obligation to, any undisclosed person or firm. This part of the response should not exceed three (3) pages. In addition, **Attachment B – Profile of Company Form** must be completed.

Executive Summary (Technical Proposal Section 2)

The Proposer shall include an Executive Summary as a brief narrative not to exceed two (2) pages describing the proposed solution. The summary should contain as little technical commentary as possible and should be oriented toward non-technical personnel. The Executive Summary should not include cost quotations.

Proposer Background and Qualifications (Technical Proposal Section 3)

This evaluation component will allow LHC to assess the Proposer's qualifications to support the commitments outlined in response to this RFP. The Proposer shall address its qualifications to meet this RFP's needs and may also include additional information.

SaaS/Cloud/Hosted Solution Summary (Technical Proposal Section 4)

Proposers are required to provide a general description of the application program product as well as technical aspects and how they will meet the requirements of this RFP. This section must address, at a minimum, the following items:

- Describe the Proposer's overall proposed technology solution.
- Describe the product direction for the company, including time frames.
- Describe unique aspects of the Proposer's solution in the marketplace.
- Describe components of the solution that are industry-standard versus proprietary

to the Proposer.

- For third-party products proposed that are integrated with the Proposer's solution, provide the following for each product:
 - The reason this product is a third-party product versus being part of the Proposer's software solution.
 - The extent to which this third-party product is integrated with the Proposer's solution.
- Describe the Cloud, SaaS, or Hosted solution offered by the Proposer. Please describe the environment and how LHC's critical data will be stored and kept safe, the backup process, the upgrade process, and all other aspects of the SaaS/cloud/hosted offering.

Implementation Plan (Technical Proposal Section 5)

The Proposer shall provide an implementation plan in a narrative format supported by an activity-level project plan that details how the proposed solution is to be implemented.

This implementation plan should include the following elements:

1. General Implementation Approach
2. Project Management Approach
3. Software and Storage Design and Installation Consulting
4. Data Conversion Plan
5. Report Development
6. Integration and Interfaces
7. Change Management Approach
8. Testing
9. Operational Redesign
10. Training
11. System Documentation and Manuals
12. Knowledge Transfer to Staff
13. Disaster Recovery Plan

The Proposer should not be constrained to only include the above items in the proposal response if the Proposer feels that additional elements may add value to the overall implementation plan. LHC requests that the Proposer provide their plan in a PDF format as part of the proposal response. Further details on what is to be provided as part of the proposed implementation plan are included in the following subsections.

5.1 - General Implementation Approach

Provide a general overview of the implementation approach you plan to use for LHC that includes addressing the following items:

- Describe how you transition from the sales cycle to the implementation phase of the project.
- Describe critical differentiators of the approach as it relates to implementing a solution on time, within budget, and with the ability to

meet the needs of LHC.

- Describe how you decide on a preferred implementation phasing of software modules, if applicable. What is your recommended approach for this implementation?
- Any unique tools, techniques, or methods that you use should be described in this section.

5.2 - Project Management Approach

LHC expects the Proposer to provide project management resources leading to the successful deployment of the system. This project manager will be the point-of-contact (POC) and work as a team member with LHC's project management team for the system implementation phase. It is expected that this project manager will be responsive and flexible to be on-site as requested if LHC's project management team deems it necessary.

The Proposer shall provide an overall description of their project management approach towards this type of engagement and projected timing for significant phases. The Proposer shall also provide a high-level implementation work plan for achieving the successful deployment of the proposed system.

This evaluation component will allow LHC to assess the Proposer's expertise in developing a project schedule and potentially showcase how the Proposer approaches the inclusion of LHC's stakeholders and workforce.

5.3 - Software and Storage Design and Installation Consulting

The Proposer is expected to work closely with LHC's IT personnel to specify, furnish, deliver, install, and support all application and system software that may include preinstalling or equipment staging. What do you propose for the most effective deployment of hardware, software, and other related items necessary to begin implementation of the SaaS/cloud/hosted solution?

Additionally, LHC expects the selected Proposer to conduct a test of the system backup and recovery solution prior to going live.

5.4 - Data Conversion Plan

LHC anticipates that data conversion will occur when migrating to the new SaaS/cloud/hosted solution. The Proposer is expected to assist LHC in the conversion of both electronic and manual data to the new system. It is anticipated that the Proposer will help LHC with the data extraction from Elite, including data scrubbing and data pre-processing. The Proposer will be responsible for overall data conversion coordination, the definition of file layouts, and data import and validation into the new solution.

Please describe:

- Your general approach towards data conversion and how you would work with LHC to determine what should be converted.
- Your organization's recommended approach toward retention of legacy data.

5.5 - Report Development

For specific reporting requirements, it is anticipated that the Proposer will take the lead on developing any reports required as part of the initial deployment of the system. The Proposer is expected to provide specialized knowledge and information to LHC staff during the development of needed reports, via technical training on the tools used for report development, database schema and architecture, etc.

Provide information on your reporting approach including:

- Description of various methods of reporting.
- Provide a list of standard reports supplied "out of the box".
- Methods for LHC to identify, specify, and develop required reports during the implementation and a method for LHC to create reports post-implementation.

5.6 - Integration and Interfaces

The Proposer *must* comply with the information contained in **Attachment A - Proposal Matrix** to meet LHC's business needs.

5.7 - Change Management Approach

LHC recognizes that a movement from the current environment to a new solution will present Change Management challenges. The Proposer should identify their approach towards Change Management, including any unique approaches or tools that will be used.

5.8 - System Testing

The Proposer should describe their recommended approach to the following types of testing that are anticipated to be performed on the project and the kind of assistance they anticipate providing to LHC related to such testing:

- System testing
- Integration testing
- Stress/performance testing
- User acceptance testing

5.9 - Operational Redesign

With the deployment of the new SaaS/cloud/hosted solution, LHC wishes to take advantage of capabilities within the software that provide support for operational improvements. Proposers are requested to describe their approach

and flexibility towards operational redesign that must comply with the information contained in **Attachment A - Proposal Matrix** to meet LHC's business needs.

5.10 - Training

It is expected that the Proposer will provide LHC with a training plan to ensure efficient and effective delivery of the system implementation services.

- End-user Training Approach: All end-user and technical training will be performed onsite or remote through implementation and be performed by the Proposer.
 - End-user implementation training will be provided by the Proposer and include joint participation by the relevant personnel of LHC for the specific area of the new software system.
 - Technical Implementation training will include training for LHC IT staff on the technologies required to support the new software.
- The Proposer's training plan should demonstrate a thoughtful and structured approach that aligns with the system rollout phases and ensures LHC staff are well-prepared to operate and support the system upon go-live. In addition to live training, the Proposer is expected to provide accessible, user-friendly how-to guides and/or a searchable knowledge base. These resources should be tailored to both end-users and technical staff, be available for ongoing reference to reinforce training and support long-term system adoption and be maintained and updated regularly to align with any system changes. The Proposer should also outline their approach for providing ongoing training and onboarding support for new staff following implementation.

5.11 - System Documentation and Manuals

The Proposers are expected to provide user manuals and online help for use by LHC as part of the initial training and ongoing operational support. Additionally, the Proposers are expected to provide technical documentation.

- Describe what documentation (user guides, technical guides, training materials, etc.) is available on the system and any related costs.
- Describe what types of documentation you anticipate developing during the project.

5.12 - Knowledge Transfer

The Proposers should describe their process for ensuring that a transfer of knowledge occurs back to LHC staff such that staff can support and maintain the application most proficiently once the SaaS/cloud/hosted solution implementation engagement is complete.

5.13 - Disaster Recovery Plan

The Proposers must provide their disaster recovery plan for all services provided to LHC, including recovery point and recovery time objectives.

Staffing Plan (Technical Proposal Section 6)

The Proposers must detail the type and amount of implementation support to be provided (e.g., number of personnel, level of staff, time commitment, etc.). If the Proposers are using subcontractors, please include information on the subcontracting staff being used and their specific role on the project.

The Proposers shall also provide an overall project organizational structure for LHC staff involvement during the project. Identify the roles and responsibilities of each component of this structure. This includes an appropriate governance structure in which to manage the project.

Ongoing Support Services (Technical Proposal Section 7)

The Proposer is expected to specify the nature and conditions of any post-implementation support options, including:

- Post go-live support that is included in the proposal response.
- Onsite or remote support (e.g., system tuning, application configuration, interface issues, report development, network optimization, user training, and tips to optimize the user experience).
- Help Desk services (If there is a service level agreement for your Help Desk, please provide a copy with your RFP response).
- Multiple customer service channels, including email, phone, and direct ticketing system
- Online user community/knowledgebase (i.e., how it is accessed, who updates it, etc.).

The Proposers shall also describe the maintenance programs and options with associated pricing to be included in the separate Cost Proposal.

Functional System Requirements (Technical Proposal Section 8)

The Proposers must complete the electronic (Microsoft Excel) version of the Proposal Matrix (PM). The PM is to be inserted into this section of the technical proposal in PDF format. In addition, the Proposer must submit an electronic version of the completed PM in Microsoft Excel format. The PM will identify the Proposer's ability to meet the PM's system requirements for the new solution. The list of system requirements for the software is included in ***Attachment A - Proposal Matrix*** of this RFP.

Client References (Technical Proposal Section 9)

References will be contacted by LHC to assist with the evaluation of experience, expertise, and customer satisfaction. Provide three (3) client references, including the

contact names, phone numbers, email addresses, and mailing addresses from customers for whom the Proposer is currently providing services as required in this RFP within the last five (5) years, preferably with comparable housing authorities. Each reference must be willing to make themselves available for a conference call lasting thirty (30) minutes, including a possible virtual “site visit” to demonstrate the organizations' use of the proposed system. The template for completing the Proposer references is provided in ***Attachment C - Proposer Reference Template*** of this RFP.

License and Maintenance Agreements (Technical Proposal Section 10)

Sample license and maintenance agreements must be provided in this part of the Proposers' responses for all components of the recommended solution(s) (i.e., hardware, software, operating system, database, etc.). Indicate the basis on which licenses are determined.

Exceptions and Deviations (Technical Proposal Section 11)

If the Proposers find it impossible or impractical to adhere to any portion of these specifications and all attachments, it shall be so stated in its proposal, with all deviations grouped in a separate section entitled “Exceptions & Deviations.” This section will be all-inclusive and will contain a definition statement of every objection or deviation with adherence to specific RFP sections. **Objections or deviations expressed only in other parts of the proposal, either directly or by implication, will not be accepted as deviations.**

Cost (Cost Proposal Section 1) – Separate Document from Technical Proposal

The Proposer must offer separate prices for all software, hardware, proposed services, and the maximum amount for travel expenses, including but not limited to:

- Software license with software assurance
- Additional software modules
- Implementation (Professional Services)
- Annual support and maintenance
- Software integration
- Hardware integration
- Data Conversion
- End-User Training
- Travel Expenses
- Ongoing Customer Support

6. Evaluation Process

The Proposal Evaluation Process will encompass the following:

- Phase 1: Proposal Evaluation (Technical and Cost Evaluation)
- Phase 2: Reference Checks (Proposer Validation)
- Phase 3: Demonstrations [Optional: Upon LHC's Request]

Scoring will be completed by the RFP Selection Committee based upon the evaluation criteria listed below in Evaluation Criteria: Scoring and Competitive Range. Each committee member will independently score each proposal, and individual scores will then be averaged across all evaluators to calculate a composite score for each Proposer following the completion of the multi-phased Proposal Evaluation Process. Proposals will then be ranked in descending order by the total proposal score. LHC reserves the right not to enter into any contract because of this bid invitation.

Evaluation Criteria: Scoring and Competitive Range

The criteria listed below will be used by the Selection Committee to evaluate the proposals to determine the optimal SaaS/cloud/hosted solution. Scoring will be completed covering all areas listed below in the evaluation criteria. LHC reserves the right to negotiate with any of the Proposers. Points across the multi-phased Proposal Evaluation Process will be weighed as follows:

Proposal Evaluation Process = 200 Points	
Phase 1 – Proposal Evaluation (Technical)	100
Phase 1 – Proposal Evaluation (Cost)	75
Phase 2 – Reference Checks	25
Phase 3 – Demo (Optional: Upon LHC's Request)	N/A
Total Scoring	0 – 200 Points

After all phases have been completed, the RFP Selection Committee will finalize the composite score across all phases of evaluation. LHC may commence negotiations with the highest-ranked eligible Proposers or may commence simultaneous negotiations with all qualified Proposers.

Phase 1 – Proposal Evaluation

To determine qualified Proposers in Phase 1, LHC will evaluate and score each proposal based upon the criteria listed below to rank the proposals. LHC RFP Selection Committee will also evaluate the proposed Cost by each Proposer. LHC's evaluation of cost is at its own discretion, meaning that the lowest cost does not guarantee the highest score.

The total possible points will be 100 for Phase 1.

Phase 1 (Technical) = 100 Points	
1. Transmittal Letter	Pass / Fail
2. Executive Summary	10
3. Proposer Background and Qualifications	10
4. SaaS/Cloud/Hosted Solution Summary	20

5. Implementation Plan	25
6. Staffing Plan	5
7. Ongoing Support Services	15
8. Functional System Requirements	15
9. License and Maintenance Agreements	Pass / Fail
10. Exceptions and Deviations	Not Scored
Total Scoring	0 – 100 Points

Phase 1 (Cost) = 50 Points	
Total Cost (SaaS/Implementation)	75
Phase 1 (Cost) Total Scoring	0 – 75 Points

Phase 2 – Client Reference Checks

During Phase 2, LHC’s RFP Selection Committee will conduct Reference Checks with current clients of the Proposers. Proposers must provide three (3) client references, preferably all Housing Authorities. These References should be customers with requirements like those of LHC, including successful system implementations that are comparable in size, scope, programs, and operating budget to LHC’s SaaS/cloud/hosted solution implementation. LHC reserves the right to contact these reference clients and to discuss their satisfaction with the Proposer, its products, and its proposed solutions in response to this RFP.

The total possible points will be 25 for Phase 2.

Phase 2 – Client Reference Checks = 25 Points	
Reference Checks	25
Total Points	0 – 25 points

Phase 3 – System Demonstration (Optional)

LHC’s RFP Selection Committee may, at its discretion, request a SaaS/cloud/hosted solution demonstration from the top three highest-scoring Proposers following the completion of Phase 1 and Phase 2 of the evaluation process.

The demonstration will not be scored and will not impact the numerical evaluation. However, the RFP Selection Committee will use the demo to assess the system’s ease of use, user interface, and overall user experience to help inform the final selection decision.

7. Contract and Insurance Requirements

Contract Requirements:

The successful Proposer will be expected to enter a contract incorporating the following terms and conditions, and such additional terms and conditions standard to services of this type. The Proposer shall be referred to as “Contractor” to detail LHC’s Contract

Requirements, which include:

- a) Control – All services by the Contractor will be performed in a manner satisfactory to *LHC* and in accordance with the generally accepted business practices and procedures of *LHC*.
- b) Contractor's Personnel – The Contractor certifies that it presently has adequate qualified personnel to perform all services required under this Contract. All work under this Contract will be supervised by the Contractor with the coordination of *LHC* personnel or their designee. The Contractor further certifies that all its employees assigned to serve *LHC* have such knowledge and experience as required to perform the duties assigned to them. Any employee of the Contractor who, in the opinion of *LHC*, is incompetent or whose conduct becomes detrimental to the work shall immediately be removed from association with services under this Contract.
- c) Independent Status:
 - 1) Nothing in this Contract shall be deemed to represent that the Contractor, or any of the Contractor's employees or agents, are the agents, representatives, or employees of *LHC*. The Contractor will be an independent Contractor over the details and means for performing its obligations under this Contract. Anything in this Contract which may appear to give *LHC* the right to direct the Contractor as to the details of the performance of its obligations under this Contract or to exercise a measure of control over the Contractor is solely for purposes of compliance with local, state, and federal regulations and means that the Contractor will follow the desires of *LHC* only as to the intended results of the scope of this Contract.
 - 2) It is further expressly agreed and understood by Contractor that neither it nor its employees or agents are entitled to any benefits which normally accrue to employees of *LHC*; that the Contractor has been retained by *LHC* to perform the services specified herein (not hired) and that the remuneration specified herein is considered fees for services performed (not wages) and that invoices submitted to *LHC* by the Contractor for services performed shall be on the Contractor's letterhead.
- d) Termination or Abandonment – It shall be cause for the immediate termination of this Contract if, after its execution, *LHC* determines that either:
 - 1) The Contractor or any of its principals, partners, or corporate officers, if a corporation, including the corporation itself, has pleaded nolo contendere, or has pleaded or been found guilty of a criminal violation, whether state or federal, involving, but not limited to, governmental sales

or purchases, including but not limited to the rigging of bids, price-fixing, or any other collusive and illegal activity pertaining to bidding and governmental contracting.

- 2) The Contractor has subcontracted, assigned, delegated, or transferred its rights, obligations, or interests under this Contract without *notification to LHC*.
 - 3) The Contractor has filed bankruptcy, become insolvent, or made an assignment for the benefit of creditors, or a receiver or similar officer is appointed to take charge of all or part of the Contractor's assets.
 - 4) *LHC* may terminate the Contract upon thirty (30) days written notice by *LHC* or its authorized agent to the Contractor for the Contractor's failure to provide the services specified under this Contract.
- e) Subcontracting, Assignment, or Transfer – Any subcontracting, assignment, delegation, or transfer of all or part of the rights, responsibilities, or interest of either party to this Contract is prohibited unless by written consent of the other party. No subcontracting, assignment, delegation, or transfer shall relieve the Contractor from the performance of its duties under this contract. *LHC* shall not be responsible for the fulfillment of the Contractor's obligations to its transferors or subcontractors. Upon the request of the other party, the subcontracting, assigning, delegating, or transferring party shall provide all documents evidencing the assignment.
- f) Conflict of Interest – The Contractor covenants that it has no public or private interest and will not acquire directly or indirectly any interest which would conflict in any manner with the performance of its services. The Contractor warrants that no part of the total contract amount provided herein shall be paid directly or indirectly to any officer or employee of *LHC* as wages, compensation, or gifts in exchange for acting as officer, agent, employee, or subcontractor to the Contractor in connection with any work contemplated or performed relative to this Contract.
- g) Covenant Against Contingent Fees – The Contractor warrants that it has not employed or retained any company or person other than a bona fide employee working solely for the Contractor, to solicit or secure this Contract, and that it has not paid or agreed to pay any company or person, other than a bona fide employee working solely for the Contractor, any fee, commission, percentage, brokerage fee, gift, or any other consideration contingent upon or resulting from the award or making of this Contract. For breach or violation of this warranty, *LHC* will have the right to recover the full amount of such fee, commission, percentage, brokerage fee, gift, or other consideration.
- h) Employment of *LHC* Workers – The Contractor will not engage in a full or

part-time or another basis during the period of the Contract, any professional or technical personnel who are in the current employment of *LHC*. Notwithstanding the foregoing, no prior official or employee of *LHC* may be employed by or receive compensation, wages, or benefits from the Contractor for a period of one year from employment separation from *LHC* if, during the period of employment with *LHC*, the employee or official had any direct or indirect involvement with the Contractor's services or operations provided to *LHC*.

- i) Arbitration – Any dispute concerning a question of fact in connection with the work not disposed of by agreement between the Contractor and *LHC* will be referred to *LHC's Executive Director* or duly authorized representative, whose decision regarding the same will be final.
- j) General Compliance with Laws:
 - 1) If required, the Contractor shall certify that it is qualified and duly licensed to do business in the State of Michigan and that it will take such action as may be necessary from time to time to remain so qualified and it shall obtain, at its expense, all licenses, permits, insurance, and governmental approvals, if any, necessary to the performance of its obligations under this Contract.
 - 2) The Contractor is assumed to be familiar with and agrees that at all times it will observe and comply with all federal, state, and local laws, ordinances, and regulations in any manner affecting the conduct of the work. The preceding shall include but is not limited to compliance with all Equal Employment Opportunity (EEO) laws, the Fair Labor Standards Act (FLSA), Occupational Safety and Health Administration (OSHA) requirements, the Americans with Disabilities Act (ADA), and
 - 3) This Contract will be interpreted following the laws of the State of Michigan. By execution of this contract, the Contractor agrees that all actions, whether sounding in contract or tort, relating to the validity, construction, interpretation, and enforcement of this contract will be instituted and litigated in the courts of the State of Michigan, located in Grand Rapids, Michigan, and in no other. In accordance herewith, the parties to this contract submit to the jurisdiction of the courts of the State of Michigan located in Grand Rapids, Michigan.
- k) Nondiscrimination – The Contractor hereby agrees, warrants, and assures that no person shall be excluded from participation in, denied benefits of, or be otherwise subjected to, discrimination in the performance of this Contract or the employment practices of the Contractor on the grounds of handicap and/or disability, age, race, color, religion, sex, national origin, or any other classification protected by Federal, Michigan State constitutional, or statutory

law. The Contractor shall, upon request, show proof of such nondiscrimination and shall post in conspicuous places available to all employees and applicants notices of nondiscrimination.

- l) Entire Agreement - This Contract contains the entire Contract of the parties, and there are no other promises or conditions in any other Contract, whether oral or written. This Contract supersedes any prior written or oral Contracts between the parties.
- m) Amendment – This Contract may be modified or amended only if the amendment is made in writing and is signed by both parties.
- n) Severability – If any provision of this Contract is held to be unlawful, invalid, or unenforceable under any present or future laws, such provision shall be fully severable, and this Contract shall then be construed and enforced as if such unlawful, invalid, or unenforceable provision had not been a part hereof. The remaining provisions of this Contract shall remain in full force and effect and shall not be affected by such unlawful, invalid, or unenforceable provision or by its severance herefrom. Furthermore, in lieu of such unlawful, invalid, or unenforceable provision, there shall automatically be added as a part of this Contract a provision as similar in terms to such unlawful, invalid, or unenforceable provision as may be possible, and be legal, valid, and enforceable.
- o) No Waiver of Contractual Right – No waiver of any term, condition, default, or breach of this Contract, or any document executed pursuant hereto, shall be effective unless in writing and executed by the party making such waiver; and no such waiver shall operate as a waiver of either (a) such term, condition, default, or breach on any other occasion or (b) any other term, condition, default, or breach of this Contract or such document. No delay or failure to enforce any provision in this Contract or any document executed pursuant hereto shall operate as a waiver of such provision or any other provision herein or in any document related hereto. The enforcement by any party of any right or remedy it may have under this Contract or applicable law shall not be deemed an election of remedies or otherwise prevent such party from enforcement of one or more other remedies at any time.
- p) Subject to Funding – This Contract is subject to annual appropriations of funds to LHC. In the event sufficient funds for this Contract are not appropriated to LHC for any of its fiscal periods during the term hereof, then this Contract will be terminated. In the event of such termination, the Contractor shall be entitled to receive just and equitable compensation for any satisfactory work performed as of the termination date.

- q) Travel Expenses – All travel expenses payable under this Contract shall not exceed the amount agreed upon and budgeted for travel in said Contract.
- r) Incorporation of Other Documents:
- 1) The Contractor shall provide services pursuant to this Contract in accordance with the terms and conditions set forth within *LHC's* Request for Proposals as well as the Response of Contractor, thereto, all of which are maintained on file within *LHC's* Administrative Services Department and incorporated herein by reference.
 - 2) It is understood and agreed between the parties that, in the event of a variance between the terms and conditions of this Contract and any amendment thereto, and the terms and conditions contained either within the Request for Proposals or the Response thereto, the terms and conditions of this Contract, as well as any amendment, shall take precedence and control the relationship and understanding of the parties.
- s) Waiver of Proprietary Interest – Notwithstanding anything to the contrary contained herein or within any other document supplied to *LHC* by the Contractor, the Contractor understands and acknowledges that *LHC* is a governmental entity subject to the laws of the State of Michigan and that any reports, data, or other information supplied to *LHC* by the Contractor due to services performed pursuant to this Contract is subject to being disclosed as a public record in accordance with the laws of the State of Michigan.
- t) Organization Status and Authority:
- 1) The Contractor represents and warrants that it is a corporation, limited liability company, partnership, or other entity duly organized, validly existing, and in good standing under the laws of the State of Michigan; it has the power and authority to own its properties and assets and is duly qualified to carry on its business in every jurisdiction wherein such qualification is necessary.
 - 2) The execution, delivery and performance of this Contract by the Contractor has been duly authorized by all requisite action and will not violate any provision of law, any order of any court or other agency of government, the organizational documents of the Contractor, any provision of any indenture, agreement or other instrument to which the Contractor is a party, or by which the Contractor's respective properties or assets are bound, or be in conflict with, result in a breach of, or constitute (with due notice or lapse of time or both) a default under any such indenture, agreement or other instrument, or result in the creation or imposition of any lien, charge or encumbrance of any nature

whatsoever upon any of the properties or assets.

- u) Warranty – The Contractor warrants to *LHC* that all services shall be performed in accordance with acceptable standards in the industry applicable to the services. The Contractor shall correct, at its sole cost and expense, any work reasonably deemed to be unsatisfactory by *LHC*. The Contractor warrants to *LHC* that all services shall be in strict compliance with the terms of this Contract and all applicable governmental laws, rules, and regulations.
- v) Rights in Data – *LHC* shall become the owner, and the Contractor shall be required to grant to *LHC* or its successors, a perpetual, non-exclusive, non-transferable, royalty-free right, in *LHC*'s name, to use any deliverables provided by the Contractor under this Contract, regardless of whether they are proprietary to the Contractor or any third parties.

8. Attachments

Attachment A: Proposal Matrix (PM)

- The Microsoft Excel version of the PM shall be emailed to the Proposer upon request. **This is a required part of the proposal.**

Attachment B: Profile of Company Form

- Please submit as a separate document.

Attachment C: Proposer Reference Template

- Please submit as a separate document.

Attachment A: Proposal Matrix (PM)

Response	Definition	Instruction for Comments
S	Standard: Requirement is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Proposer in accordance with agreed-upon configuration planning with LHC.	Proposers are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the respondent/system's ability to meet the requirement.
F	Future: Requirement will be available in a future software release available to LHC, at which point it will be implemented in accordance with agreed-upon configuration planning with LHC.	If a response indicator of "F" is provided for a requirement that will be met in a future software release, the Proposer shall indicate the planned release version, as well as the time the release will be generally available.
C	Customization: Requirement is not included in the current software release, and it is not planned to be a part of a future software release. However, this feature could be provided with custom modifications . All related customization costs should be indicated.	If a response indicator of "C" is provided for a requirement that will be met through a custom modification, the Proposer shall indicate the cost of such a modification.
T	Third Party: Requirement is not included in the current software release, and it is not planned to be a part of a future software release. However, this feature could be provided with integration with a third-party system . This system should be specified.	If a response indicator of "T" is provided for a requirement that will be met by integration with a third-party system, the Proposer shall identify this third-party system, provide details on how the third party software is incorporated into the system, and include a cost proposal to secure this system.
N	No: Requirement cannot be provided.	N/A

Financial Management			
Section ID	Description of Requirement	Response (S, F, C, T, N)	Comments
1	General ledger accounting (with subaccount allowance)		
2	Ability to import data into general ledger		
3	Budget creation and tracking		
4	Accounts Payable (AP)		
5	Automated AP and vendor payment processing online (i.e., third-party payment processing)		
6	Accounts Receivable (AR) for tenant and non-tenant accounts		
7	Invoicing for tenant and non-tenant accounts		
8	AP/AR integrations to work order system		
9	Purchase Order (PO) system		
10	AP/AR integrations to purchase order system		
11	PO and Work Order integrations		
12	Inventory Control		
13	Fixed Assets tracking		
14	Dual program integration for clients with Section 8 Vouchers who reside in a property owned by LHC		
15	Payment plan tracking		
16	Collections processing for Section 8 and LHC Owned Property Tenants		
17	Vendor Portal		
18	Grants Management		
19	Journal entries, including Payroll journal entries and templates		
20	Bank Reconciliation		
21	Financial Reporting (Balance Sheet - Current Asset, Long-term asset differentiation, Current Liability, Long-term Liability differentiation)		
22	Income Statement		
23	Cash Flow Statement		
24	Electronic 1099 processing		
25	Financial Data Schedule (FDS) Reporting		
26	Credit Card Transactions/Reconciliation		
27	Receipt Generation for Landlord Reimbursements		

Rental Assistance Management			
Section ID	Description of Requirement	Response (S, F, C, T, N)	Comments
1	Section 8 Voucher participant management		
2	Rent Reasonableness determinations		
3	HUD Rent calculations		
4	Creation and submission of HUD 50058/50059 forms		
5	Participant portal that supports online payments		
6	Property owner/Property manager/Landlord portal		
7	Public Housing Information Center (PIC) submissions		
8	Voucher Management System (VMS) submissions		
9	Family Self-Sufficiency (FSS) program management for HCV/Section 8 clients		
10	FSS information viewable on the online participant portal		
11	Mobile HQS Inspections		
12	HQS Inspection module tied to HCV/Section 8 units		
13	HQS inspection information viewable on the landlord and participant portal		
14	Tracking and Management of PBV contracts		
15	Portability Tracking		
16	Ability to manage Tenant Payment Agreements		
17	Ability to process landlord overpayments and garnish the property owner		
18	Ability to process landlord abatements		

Property Management			
Section ID	Description of Requirement	Response (S, F, C, T, N)	Comments
1	Tenant management		
2	Tenant portal that supports online payments		
3	Creation and submission of Tenant Income Certification (TIC) for LIHTC and state/local programs		
4	Work Order (WO) system		
5	Mobile maintenance work order completion application for Android and iPhone devices		
6	Ability for workers to easily sort and select work orders based on various criteria while out in the field		
7	Ability to manage legal activities for tenants (i.e. eviction, non-payment) with incident tracking		
8	Mobile inspections application, including basic housekeeping and unit abuse (Android and iPhone devices)		
9	Tracking resident contracts		
10	Unit occupancy and vacancy tracking		
11	Rent calculations and estimations		

Applicant Management			
Section ID	Description of Requirement	Response (S, F, C, T, N)	Comments
1	Configurable applicant intake processes		
2	Online applications (must allow online application submissions by bedroom size, meeting occupancy standards)		
3	Ability to view names and ages of household members on online applications and waitlist reports		
4	Ability to export applications to PDF format (individual and batch)		
5	Ability for applicants to verify online that they continue to be interested in being on the waitlist		
6	Applicant portal for applicants to submit changes, apply for additional waitlists, and view their status on a waitlist		
7	Rent calculations and estimations		
8	Waiting list management		
9	Ability to find possible duplicate applicants		
10	Ability to merge duplicate applicant records into a single record		
11	Email Forwarding, Reply, Attach, and Printing capabilities for portal communication purposes		
12	Generate a receipt of application showing programs the client applied for online		
13	Generate a welcome letter via email when processing or approving applications		
14	Generate correspondence letters to applicants		
15	Ability to search by all members on an application		
16	Auto-forward portal email to an Admissions email inbox		
17	Ability to search by address, social security number, DOB, Last name, First name, Client number, and Application confirmation number		

Reporting			
Section ID	Description of Requirement	Response (S, F, C, T, N)	Comments
1	Financial Reports		
2	HUD-Required reports		
3	Rent Roll reports		
4	Custom ad-hoc reports		
5	Ability to edit all reports		
Correspondence Generation			
Section ID	Description of Requirement	Response (S, F, C, T, N)	Comments
1	Ability for documents to be customized		
2	Dynamic data based on client information		
3	Generated correspondence can be viewed, edited, printed, or sent using industry standard software or an included tool		
Security			
Section ID	Description of Requirement	Response (S, F, C, T, N)	Comments
1	Controls to allow access to features to be turned on and off by individual user, user group, or department		
2	Access controls per property or subsidy program		
3	Logging for all sign-ons and user activity within the system		
4	Ability to use Azure Active Directory as a Single Sign-on provider		
5	Data Loss Prevention controls (control/prevent/log any data exports from the system)		
6	Data encrypted at rest and in transit		

SaaS			
Section ID	Description of Requirement	Response (S, F, C, T, N)	Comments
1	The solution must be web-based and contractor-hosted entirely within the United States of America, in at least 2 geographically separated locations to assure a highly available product and have a sufficient backup system in place to prevent data loss. Describe the Backup process in the comments (how are they done, where are they stored, how often, and what is recovery time)		
Migration			
Section ID	Description of Requirement	Response (S, F, C, T, N)	Comments
1	Migrate data from existing solution		
2	Provide Templates and Field definitions for data migration		
Training			
Section ID	Description of Requirement	Response (S, F, C, T, N)	Comments
1	Provide on-site training for staff. Provide details in comments		
2	Provide electronic training manuals and guides		
Support			
Section ID	Description of Requirement	Response (S, F, C, T, N)	Comments
1	Provide support services to staff		
2	Provide an online knowledge base for the proposed software, accessible by LHC users		

ATTACHMENT B - PROFILE OF COMPANY FORM

(This Form must be fully completed)

(1) Prime_____Sub-contractor_____(This form must be completed by and for each).

(2) Name of Company:_____Telephone:_____Fax: _____

(3) Street Address, City, State, Zip:_____

(4) Please attach a brief biography/resume of the company, including the following information:

(a) Year Company Established; (b) Former Name and Year Established (if applicable); (c) Name of Parent Company and Date Acquired (if applicable).

(5) Identify Principals/Partners in Company (submit under Proposal Section 12 a brief professional resume for each):

NAME	TITLE	% OF OWNERSHIP

(6) Identify the individual(s) that will act as Project Manager and any other supervisory personnel that will work on the project. Please submit a brief resume for each. (Do not duplicate any resumes required above):

Name	TITLE

(7) Federal Tax ID No.: _____

(8) State of Michigan Business License No.: _____

(9) State of _____License Type and No.: _____

(10) Workers' Compensation Insurance Carrier: _____

Policy No.:_____Expiration Date: _____

(11) Professional Liability Insurance Carrier: _____

Policy No.:_____Expiration Date: _____

Signature

Date

Printed Name

Company

ATTACHMENT B - PROFILE OF COMPANY FORM

(This Form must be fully completed and placed under Proposal Section 12 of the proposal submittal.)

(12) Debarred Statement: Has this company, or any principal(s) ever been debarred from providing any services by the Federal Government, any state government, the State of ____, or any local government agency within or without the State of _____? Yes ☐ No ☐

If "Yes," please attach a full detailed explanation, including dates, circumstances, and current status.

(13) Disclosure Statement: Does this company or any principals thereof have any current, past, personal or professional relationship with any Commissioner or Officer of LHC?

Yes ☐ No ☐

If "Yes," please attach a full detailed explanation, including dates, circumstances, and current status.

(14) Non-Collusive Affidavit: The undersigned party submitting this proposal hereby certifies that such proposal is genuine and not collusive and that said Proposer entity has not colluded, conspired, connived or agreed, directly or indirectly, with any Proposer or person, to put in a sham proposal or to refrain from proposing, and has not in any manner, directly or indirectly sought by agreement or collusion, or communication or conference, with any person, to fix the proposal price of affiant or of any other Proposer, to fix overhead, profit or cost element of said proposal price, or that of any other Proposer or to secure any advantage against the Housing Authority or any person interested in the proposed contract; and that all statements in said proposal are true.

(15) Verification Statement: The undersigned Proposer hereby states that by completing and submitting this form he/she is verifying that all information provided herein is, to the best of his/her knowledge, true and accurate, and agrees that if LHC discovers that any information entered herein is false, that shall entitle LHC to not consider nor make award or to cancel any award with the undersigned party.

Signature

Date

Printed Name

Company

Attachment C – Proposer Reference Template

- Proposers may adjust the size of the Proposer Reference Template to accommodate contents if the structure is maintained.

	Client #1
Client Name:	
Contact Person:	
Contact Information:	
No. of Users	
Implementation Budget	
Date of Services:	
Project Description:	

	Client #2
Client Name:	
Contact Person:	
Contact Information:	
No. of Users	
Implementation Budget	
Date of Services:	
Project Description:	

	Client #3
Client Name:	
Contact Person:	
Contact Information:	
No. of Users	
Implementation Budget	
Date of Services:	
Project Description:	