

# **Request for Proposals**

## **For Software or Software Development Services, and Support, Management and Hosting Services**

A consortium of non-profits in the Miami-Dade area, approved for a grant from HUD, is seeking proposals from qualified individuals or firms, to provide computer software (or software development services), hosting, and management services to manage the Neighborhood Stabilization Program 2 ("NSP2"). In compliance with Federal Regulations, proposals are being requested in an open and competitive process.

### **Background:**

A consortium of 6 non-profits and the City of North Miami were awarded \$89,375,000 from U.S. Housing And Urban Development (HUD) for the Miami-Dade NSP Consortium under the Neighborhood Stabilization Program (NSP2), funded through the American Recovery and Reinvestment Act of 2009 (Recovery Act). The Consortium Members include the City of North Miami, Carrfour Supportive Housing, Little Haiti Housing Association, Opa-locka Community Development Corporation, St. John Community Development Corporation, The Urban League of Greater Miami, and Neighborhood Housing Services of South Florida.

### **Requirements:**

The specific requirements for the software and services include, but are not limited to, the following:

#### **Functional Software and Platform**

The software should be designed using a Microsoft SQL Server platform or something that provides the same functionality. The processing platform and systems must be described in the project information

The program will be used to track all tasks and supporting functions necessary to manage the NSP2 Grant activities in accordance with HUD standards. This includes the full cycle of foreclosed property development from acquisition to disposition of target properties. Major areas of focus include:

- Asset (Property) Record including before and after photos and interface to PolicyMap® or comparable tools
- Feasibility Stage (Inspections, appraisals, title search, Scope of Work including detail costs, AMI Target, Authorizations, and Purchase Offers)
- Acquisition Stage (Environmental reports including lead based paints, Historic reviews, Final Acquisition Budget, Survey, Insurance, HUD1 and Deed)
- Bid and Contracts (Security of property, publication and review of bids, contract award, notice to proceed, building permits, and notice of commencement)

- Rehab Stage (Contractor progress reports, certified payroll reports if required, draw requests, final inspections, HQS inspection, certificate of occupancy and appraisal certification)
- Disposition Stage (Buyer or Renter pre-qualification, financing commitments, realtor assignment, and all related transaction documents)
- Financial Interface (an agnostic interface with the ability to accept and issue financial transactions to and from any accounting system)

### **User Interface**

The user interface for the application will conform to industry standards such as HTTPS and HTML standards as adopted and implemented in Microsoft Internet Explorer Version 6.0 and above. Interface shall include a fully customizable role based security model allowing multiple template models based on data ownership as well as functional role.

### **Hosting and Managed Services**

The successful bidder will be completely responsible for hosting and managing all aspects of the application on a day to day basis. The hosting facility must be secure and be able to adhere to policy standards to support appropriate data security and integrity. The application will be hosted on fully redundant WEB and Database servers providing access to the application and data at least 22 hours per day. Disaster recovery procedures would allow for no more than a two hour loss of data and no more than an 8 hour outage or a 22 hour recovery period. Complete electronic backups would be performed nightly to both onsite and offsite backup servers (no manual process).

### **Scalability**

The application must be designed to be fully scalable, to allow for any number of users and any number of properties without additional per user or storage costs.

### **Document and Image Management and Storage**

The application must be able to store and index any type of document, file, or image within the system, fully accessible through the standard user interface. Reporting Capability

The application will include a report server such as "Crystal Reports" Server for creating both the standard and custom, user defined reports. The application as originally developed will include pre-defined standard reports, including DRGR and other NSP2 reports required by HUD.

This RFP is a closed end request that expires on Monday March 15th at 5:00 PM

1. Information about the person or entity responding:.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone No, \_\_\_\_\_

Email address: \_\_\_\_\_

2. Proof that all of the required criteria are or can be met in the timeframe listed such as:

a. Demo version of existing database application software. You must also supply references citing at least two installed clients utilizing the application software. References should include contact information and date the application software was installed.

b. Outline and plan for design and development and implementation of proposed software including development and delivery schedule. You must also supply references citing at least two other software development projects of similar scope and implementation timeframe. References should include contact information, summary of application developed, and total cost to client.

3. Pricing proposal for software acquisition (or development), support, hosting, and all managed data center services. Software as delivered will include full paid-up perpetual licenses for all components. All support, management and hosting costs will be for a period of three years. Please send all information and responses to:

Neighborhood Housing Services of South Florida  
300 N.W. 12 Avenue  
Miami, Florida 33128  
(305)751-5511 x1121  
(305)751-2228 – fax  
Email: NSPRESPONSE@nhssf.org