

**INVITATION TO NEGOTIATE (ITN) 2017-04**

**COMPREHENSIVE MULTIFAMILY LINE OF BUSINESS SOFTWARE**

**for**

**FLORIDA HOUSING FINANCE CORPORATION**

**November 17, 2017**

## **SECTION ONE INTRODUCTION**

Florida Housing Finance Corporation (“Florida Housing”) is soliciting competitive, sealed responses from qualified firms to provide Comprehensive Multifamily Line of Business Software in accordance with the terms and conditions set forth in this Invitation to Negotiate (ITN), and any other term and condition in any contract subsequently awarded. Respondents will be selected and determined through Florida Housing’s review of each response, considering the factors identified in this ITN. Florida Housing expects to select one Respondent that proposes to provide all of the services specified in this ITN.

## **SECTION TWO DEFINITIONS**

For purposes of this document, the following terms will be defined as follows:

“BAFO”	Best and Final Offer.
“Board”	The Board of Directors of Florida Housing Finance Corporation.
“Committee”	The review committee composed only of employees of Florida Housing that is established pursuant to Rule 67-49.007, Fla. Admin. Code.
“Contractor”	A person or entity providing the professional services described in Section Four of this ITN.
“Days”	Calendar days, unless otherwise specified.
“Effective Date”	The date the last party signs the contract that is awarded as a result of this ITN.
“Florida Housing”	Florida Housing Finance Corporation, a public corporation and public body corporate and politic created by Section 420.504, Fla. Stat.
“ITN”	This ITN, including all exhibits referenced in this document and all other documents incorporated by reference.
“Respondent”	Any person or entity who has the capability in all respects to perform fully the requirements contained in this ITN, and submits a response to this ITN.
“Response”	The written submission by a Respondent to this ITN,

including both the SQSO and BAFO.

“SQSO”

Statement of Qualifications and Services Offered.

“Website”

The Florida Housing Finance Corporation website,  
the URL of which is [www.floridahousing.org](http://www.floridahousing.org).

### **SECTION THREE PROCEDURES AND PROVISIONS**

A. This ITN includes a multi-stage process of Contractor selection. In the first stage, Respondents will submit an initial Response called a Statement of Qualifications and Services Offered (SQSO). These Responses will be scored and the review committee will select one or more Respondents to enter into a negotiation phase. Following the negotiation process, each Respondent will submit firm, final written offers (Best and Final Offer or BAFO). For both types of Responses, the Respondent must submit an original and five copies of the Response to the Contract Administrator in a sealed envelope marked “ITN 2017-04.” Each envelope or package containing Responses must clearly state the name of the Respondent. The Response that is the original must be clearly indicated on that Response. An electronic copy of the Response must also be submitted on a CD or flash drive. Florida Housing will not accept a faxed or e-mailed Response. Florida Housing must receive any Responses on or before 2:00 p.m., Eastern Time, on the date due. Responses will be opened at those times.

Contract Administrator  
Florida Housing Finance Corporation  
227 North Bronough Street, Suite 5000  
Tallahassee, FL 32301-1329  
(850) 488-4197  
Email: [Contract.Admin@floridahousing.org](mailto:Contract.Admin@floridahousing.org)

B. This ITN does not commit Florida Housing to award a contract to any Respondent or to pay any costs incurred in the preparation or mailing of a Response.

C. All services under the contract awarded are to be performed solely by the Contractor, unless subcontracted or assigned with the prior written approval and consent of Florida Housing.

D. Florida Housing reserves the right to:

1. Waive minor deficiencies and informalities;
2. Accept or reject any or all Responses received as a result of this ITN;
3. Obtain information concerning any or all Respondents from any source;
4. Request an oral interview before the Board from any or all Respondents;

5. Select for contract negotiation or for award a Response other than (or in addition to) that with the highest score in order to serve the best interests of Florida Housing and the public; and

6. Negotiate with the successful Respondent with respect to any additional terms or conditions of the contract.

E. Any interested party may submit any question regarding this ITN in writing via mail or e-mail to the Contract Administrator at the address given in Section Three, Item A. All questions must be submitted no later than 2:00 p.m., Eastern Time, on December 6, 2017. Phone calls will not be accepted. Florida Housing expects to respond to all questions in writing by 5:00 p.m., Eastern Time, on December 13, 2017. Florida Housing will post a copy of all questions received and the corresponding answers on Florida Housing's website at:

<http://www.floridahousing.org/BusinessAndLegal/Solicitations/RequestForProposals/>.

Only written responses or statements from the Contract Administrator that are posted on our website will bind Florida Housing. No other means of communication, whether oral or written, may be construed as an official response or statement from Florida Housing.

F. The SQSO must be submitted no later than 2:00 p.m., Eastern Time, on January 10, 2018. **NOTE:** SQSOs are not public records subject to the provisions of section 119.07(1), Fla. Stat., until such time as the Corporation provides notice of a decision pursuant to section 120.57(3)(a), Fla. Stat., or as provided in Section 119.071(1), Fla. Stat.

G. Demonstrations and Negotiations with selected Respondents will occur between February 26 and March 9, 2018.

H. The BAFO from Respondents selected for negotiations must be submitted no later than 2:00 p.m., Eastern Time, on March 21, 2018. Between the release of the solicitation and the end of the 72-hour period following the posting of the notice of intended award, respondents to this solicitation or persons acting on their behalf may not contact any member of Florida Housing's Board of Directors or any Florida Housing employee concerning any aspect of this solicitation, except in writing to the Contract Administrator. Violation of this provision may be grounds for rejecting a response.

I. Any person who wishes to protest the specifications of this ITN must file a protest in compliance with Section 120.57(3), Fla. Stat., and Rule Chapter 28-110, Fla. Admin. Code. Failure to file a protest within the time prescribed in Section 120.57(3), Fla. Stat., will constitute a waiver of proceedings under Chapter 120, Fla. Stat.

J. The initial term of the contract will be for five years, subject to satisfactory performance at the sole discretion of Florida Housing. If the parties mutually agree in writing, the contract may be renewed for a period of time not to exceed three years.

K. Florida Housing is not required to use the services of any selected Contractor or to assign any work to such provider, and may terminate the contract with any selected Contractor without cause and without penalty.

L. Pursuant to Fla. Admin. Code R. 67-49.004, Florida Housing may modify the terms of the ITN at any point prior to the due date for Responses. A notice of such modification will be posted on Florida Housing's Website and will be provided to potential Respondents who requested copies of the ITN. Any Respondent will have at least seven days from the date of the posting of the notice of the modification to submit or modify its Response.

M. The terms of this ITN, and any modifications thereto, will be incorporated into any contract offered as a result of this ITN. Failure of a successful Respondent to accept these obligations in the final contract may result in cancellation of the award.

## **SECTION FOUR SCOPE OF SERVICES**

### **I. Overview**

Florida Housing seeks to work in partnership with a vendor experienced in business process automation, case management, or the state housing finance industry to design and implement a software system that will result in a comprehensive platform for the operation, automation, and analysis of both the multifamily housing development and asset management-related processes and data at Florida Housing.

The Contractor will propose if, and to what extent, existing software, systems, and components will be used in the final system architecture e.g., using Microsoft (MS) SharePoint as a workflow engine or an already existing housing vertical market software package.

Final deliverables and system specifications will be analyzed, negotiated, developed and finalized in partnership with the selected vendor, but the core concepts and goals are outlined in the following sections.

### **II. System Core Components**

Core components of the developed system will include:

A. A database and data functionality to track the following:

1. Multifamily property portfolio – a comprehensive and flexible database that stores all data associated with multifamily portfolio properties and their business processes. A listing of minimum data requirements is included as Table A.

2. Process state and status – documentation of the stage of each development as it is underwritten, closed, and constructed until the development starts serving low income households.

3. Funding details – Funding sources, including but not limited to loans, bonds, tax credits, grants and associated data. Sources should include those administered by Florida Housing, those monitored by Florida Housing such as Interest Reduction Payments (IRP) and Federal Deposit Insurance Corporation (FDIC) and other local or federal funding associated with a development.

4. Participating development entities, and their relationship to each other, e.g. a “Person” is associated with a “Company” is associated with a “Property” etc. Specifically, parent/child relationship between complex “Company” entities, the developments they are associated with, and the people who form the “Company”. These relationships are many to many and can propagate beyond simple parent/child relationships to several tiers. A goal of this type of relationship tracking capability is to report on the status of all properties with which “John Smith” is, or has been, associated. It is critical to Florida Housing to identify who has what roles in relation to a development and the entities associated with it. This means we require the capability to clearly track unique people (referred to as “Natural Persons”) and their association with those entities associated with the development and management of properties. Florida Housing requires the ability to identify poorly performing development owners and property managers.

5. The core operational database should be capable of exposing data to external entities via the Open Data Protocol (OData), based on applicable security.

B. A workflow or business process automation platform to facilitate and automate all Florida Housing multifamily processes that relate to property development and management. The workflow capabilities will be generalized and not specific to current Florida Housing processes. The ITN deliverables associated with Florida Housing process automation will include the analysis of current processes and goals, along with mapping how to best achieve those goals with the proposed workflow engine capabilities and implementation of existing workflows.

A list of tasks and processes to be mapped to workflows as part of this ITN is attached as Table B. The workflow engine capabilities are described below. This task list is provided as a minimum requirements list. It is anticipated that additional tasks/workflows may be identified as part of process mapping.

C. A web portal for all Florida Housing internal and external process roles. Florida Housing desires a single web-browser accessible portal to access all capabilities and roles associated with the developed system. This portal will be accessed via browser and will include role specific and appropriate dashboards and presented information. A list of dashboards is included as Table C. These dashboards will be user-configurable and allow users with multiple roles and responsibilities to customize presentation. This web portal and its associated databases will be:

1. Hosted external to the Florida Housing network and infrastructure;

2. Highly available via server clustering or load balancing;
3. Secured via https or industry standard encryption; and
4. Able to utilize industry standard internal or external directories such as MS Active Directory, Facebook, Google or Microsoft Services accounts, or an internal directory as needed.

A list of minimum role requirements is attached as Table D.

D. Comprehensive discovery, reporting and analysis capabilities. All data and process status information must be available for standardized and ad-hoc reporting and business intelligence analysis. This capability must be made available via the above-mentioned web portal.

1. All database elements, process documents, and email communications collected by the developed system must be indexed and available for comprehensive search, reporting, and collection.
2. If data will be stored externally from Florida Housing infrastructure, a replicated copy of all production data must be available to Florida Housing analysts internal to the Florida Housing network.
3. A comprehensive database schema and data dictionary and associated support and change management processes will be a core deliverable of the proposed system.

E. The ability to interact with and integrate with existing Florida Housing enterprise systems and possible cloud utilization.

1. Florida Housing currently uses Hyland Software's OnBase as its document management "System of Record." At a minimum, the workflow engine must be able to store and retrieve documents from this repository.
2. In general, the workflow engine should be able to extensively interact with current Microsoft Technologies, including MS SQL, Office 365, MS Azure, MS SharePoint, MS file systems, etc.
3. Florida Housing currently uses Benedict Group, Inc.'s (BGI) loan servicing software. All fund tracking and allocation functionality should be able to interact with this system's databases.
4. These interactions should, at a minimum, be provided via a developed product Application Programming Interface (API), but ideally defined via workflow engine plugin.
5. The implementation will require comprehensive and flexible data import and export capabilities to populate the system with data, documents, and communications from existing systems.

### **III. Contractor Requirements**

A. The Contractor will be required to complete the following tasks:

1. Collect detailed project requirements and design the technical implementation of the provided or developed systems to meet those agreed upon requirements in conjunction with identified stakeholders, both Florida Housing personnel, and third party process participants.

2. Collaborate with Florida Housing on the development of an implementation schedule and steps to minimize impact to existing processes. This can mean a staged implementation of the system if it makes sense to improve implementation times or mitigate implementation risks.

3. Provide resources for all aspects of project management, design, development, and implementation of all system elements.

4. Maximize knowledge transfer to, and support skills training for, Florida Housing personnel during implementation.

B. All current data and existing in-process pipeline development processes will be migrated to and validated within the newly developed platform as part of the implementation process.

C. Florida Housing is currently in the design phase of a framework to track the performance of entities (and the people associated with them) who are involved in the development and management of affordable housing within Florida Housing's portfolio. We intend to track how effective and responsive these entities are and will use this data to weigh future applications appropriately. High performing entities and people will be prioritized for future funding. Currently, Request for Application (RFA) responses require the submission of an entity "Principals" spreadsheet which defines the entities and people associated with the entities who will be part of the development and management team. This information is being extracted to a custom SQL database as part of application processing. Any proposed implementation must be capable of importing and, tracking or facilitating the tracking and aggregation of this data.

D. Business Process Flexibility. The system must be able to accommodate new process development and implementation within Florida Housing business units as well as adapt to changes in existing business processes. Process implementation or change must be a relatively simple exercise, as long as these changes and new processes use existing workflow capabilities.

### **IV. Required Database features and capabilities**

A. Data validation, verification, and anomaly analysis.

1. The accuracy of data within our current portfolio systems has become a priority due to increased reporting and analysis needs over the last decade. It is mandatory that any proposed system include capabilities for data validation and anomaly detection.

2. All data that is manually entered during workflow steps must have the capability for validation via ruleset (i.e. no chars in a numeric field), verification via a second checker, and anomaly analysis (i.e. entered value is usually 1-100, but user entered 10000, etc.). These validations should be highly adaptable and configurable based on not only data types, but on user definable rule sets.

B. The database must maintain a comprehensive history and audit trail for all data and process steps.

C. The proposed solution should facilitate and enable the clear definition and documentation of each data element in the Florida Housing multifamily portfolio lifecycle. This documentation should be available to end-users via routinely used user interfaces such as the web portal (i.e. “tool tips” at a field level). A minimum list of data definitions is included as Table E.

D. The proposed solution must be highly extensible and agile. Florida Housing would like to use master data management principals and/or services as part of this implementation where possible.

## **V. Minimum Requirements for Workflow Engine**

A. The following list should be considered a minimum set of capabilities for any proposed solution.

1. Document Collaboration - System will allow users and groups to create, collaborate, edit, comment, and delete documents within the proposed system.

2. Data Collection from Documents - System will be able to process and retrieve pre-defined fields from documents in the workflow process.

3. Document Retention – The system will allow administrators to set retention rules on all documents captured.

4. Event and Deadline Tracking - Allow users to define and track events included in the workflow. This includes events with deadlines and the ability to remind users and update status based on those deadlines.

5. Automated Communication Tracking Capability - System will communicate via email (send and receive) and track all process communications and ad-hoc communications between system roles.

6. Ticklers - Automated Notifications - System will notify via email (at a minimum, other possible notifications desirable).

7. Task Assignment - System will assign tasks as defined in the process workflows to appropriate users and roles. These assignments will be notified and tracked. Completion date of tasks will be defined and tracked.

8. Data Base Updates - System will update central database as defined in workflow steps and definitions.

9. External Database C.R.U.D. operations - System will be able to create, read, update, and delete from external SQL databases given appropriate permissions.

10. Third Party Registration - System will allow participation in workflows by non-Florida Housing personnel. Depending on workflow, these users will be able to self-enroll to a workflow role, or by invitation from a process administrator.

11. Third Party Role-Based Dashboards - System will provide role-specific web dashboards for all third-party roles defined as part of the workflow processes. (for example: Applicant, Property Manager, Credit Underwriter, Loan Servicer, Counsel, Trustee, Compliance Monitor, Property Developer.

12. Third Party Data Entry - System will allow third-party participants to directly enter data via web form as defined in workflow processes.

13. Third Party Document Handling - System will allow third Party participants in workflows to download templates, create new versions of documents, edit, and "submit" documents.

14. Florida Housing Role-Based Dashboards – System will provide role-specific web-based dashboards for all Florida Housing roles defined as part of workflow processes (for example: Executive Manager, Process Administrator, Application Scorer, Compliance Manager, Annual Owner Certification Reviewer, Special Assets, Manager, etc.

15. OnBase Interaction - System can import and export documents and/or metadata from OnBase document management system when required by workflow steps.

16. Document Signing - Capability via workflow to electronically sign official documents. This can be done via a third-party interaction (i.e. DocuSign) if the capability is integrated via standard interaction in the workflow engine and add-on cost is not prohibitive.

17. Step Review and Approval - All workflow task steps associated with workflows must have an option to notify a supervisor role or route to a supervisor role for second check or documented approval.

B. Workflow design ease. The desired goal of the modularization of workflow capabilities is to facilitate change to existing processes and to develop new processes that use the standard capabilities of the workflow engine. Business users should be able to design and test new or altered processes with ease.

1. Ideally, a graphic representation of the current process should be available to aide in design and analysis. For instance, MS SharePoint can use MS Visio or Designer to design and implement workflow steps in MS SharePoint. The proposed solution will be evaluated on ease of development and provided development tools.

2. Alteration of existing processes and the design and implementation of new processes should be able to be completed without support needs and consultation from the solution provider. A certification or a limit to authorized and properly credentialed Florida Housing developers is acceptable.

3. All workflow steps and status must be reportable and auditable to ensure accountability and accuracy and accountability of steps, status, and reports.

## **VI. Required Web Portal Features and Capabilities**

The proposed solution should include a login and portal for every user, who may be assigned one-or-more of the roles described in Table D, with information and capabilities tailored for their defined role(s). This initial list of roles is for illustration purposes only. The comprehensive list will be determined during the requirements gathering for this ITN. The solution should be flexible and allow for the creation and modification of new business processes, and the roles and workflows associated with those processes.

## **VII. Required Reporting, Discovery, and Analysis Capabilities**

### **A. Background**

1. Florida Housing uses multifamily portfolio property, funding, and process data for complex policy and budgeting decisions and direction. This data and the analysis capabilities associated with it must be extensive and available to all Florida Housing staff and approved external partners.

2. Florida Housing currently uses MS SQL technologies to transfer data via extraction, transformation and loading (ETL) to an internally developed data warehouse for analysis and aggregation purposes. This database sources data from multiple third party and internally developed application databases.

### **B. Requirements**

The proposed solution will:

1. Provide pre-developed reports and the capability for users to generate custom reports based on roles.

2. Provide integration with business intelligence services and tools, such as Power BI Desktop

3. Provide full fidelity synchronization to internal Florida Housing databases.

4. At a minimum, allow for the ETL of all production data into Florida Housing data warehouse infrastructure. Any data warehouse, or solution-provided business intelligence

features will be considered in the ITN evaluation process. These capabilities must be well documented, modifiable, and extensible as needed.

5. Provide connection and query to external entities via OData standards.

## **VIII. Fund Tracking and Management Requirements**

Florida Housing uses a variety of funding sources to fund multifamily affordable housing developments. These include Federal Low-Income Housing Tax Credits (LIHTC), Federal HOME, loans, grants, and bonds.

At a minimum, the proposed system must note and display all funding sources provided by Florida Housing for the development and operation of the portfolio property. Florida Housing currently uses Benedict Group software for fund management, but will entertain using other fund tracking modules or capabilities existing within a proposed system.

## **IX. Current Business Process Related Requirements**

This section describes some of the current lifecycle major process steps and considerations around them.

NOTE: The descriptions below describe the current process and possibly unique aspects, which are included for context and for informational purposes. Please assume that these processes and elements may change as part of legislative requirements, continuing operations, or policy decisions.

### **A. Application Funding Process Requirements**

1. Application Promulgation and Submission - Florida Housing issues Requests for Applications (RFAs) targeted toward specific demographic or policy needs which are published multiple times per year (12-18), and describe the requirements and process for developers to submit applications to be considered for funding. Each application consists of several template files (Word and Excel) and multiple supporting document types as addendums. (Word, Excel, PDF)

Developers are required to submit completed applications by a specific cut-off date and time. Currently, this is completed via an internally developed custom upload application, access to which is removed after the application deadline. Developers are also required to send comprehensive paper copies of all application materials to the Florida Housing office in Tallahassee. These paper copies are reconciled and associated to the electronic versions.

At a minimum, the proposed solution must:

- a. Have the capability for application submitting entities to create an account and register prior to the application deadline, and be able to submit any required pre-application information, such as the Principals list.

- b. Allow for data entry, upload and alteration of all required application documents by the Applicant prior to the application deadline. All steps will be tracked and positively noted by communicated receipts and status notifications.
- c. Remove the capability to submit or alter submitted documents once the application deadline is reached.
- d. Automate the collection and validation of all data elements required in the submitted application information.

2. Application Scoring - Florida Housing's Executive Director selects staff to serve as members of the scoring committee. Each staff member is responsible for scoring different sections of the application and is responsible for reviewing their section of each submitted application and making recommendations based on the requirements of the RFA. The committee meets to report scores for each application and make recommendations as to which applications should receive funding. Those recommendations are taken to the board for approval.

The proposed solution must be able to use standard workflow engine capabilities to replace or enhance the current scoring process. The design and proposal of this replacement process will be used to evaluate the flexibility and the capability of the proposed solution.

## **B. Housing Development Process Requirements**

1. Credit Underwriting - Once an application has been approved and awarded funding, the Development phase of the multifamily portfolio pipeline begins. When an application has been approved for funding, the developer is invited into Credit Underwriting. In this phase, there are continuous communications between developer entities, Florida Housing personnel, and assigned third party contributors such as credit underwriters etc. This communication is event, milestone and deadline driven and includes numerous required document and data submissions.

At a minimum, the proposed solution must:

- a. Automate, to the maximum extent possible, the tracking of key development events, deadlines, tasks and associated notifications and status changes as defined by Florida Housing's existing business processes and rules. Deadlines and process events can be different for each RFA so the proposed solution must be able to support this flexibility.
- b. Assign pre-defined tasks to Florida Housing staff and external partners.
- c. Capture all electronic communications between roles during the development phase.
- d. Facilitate and track the submission and storage of all required documentation and

automate the extraction of data elements from that documentation when mandated by the business process.

- e. Track all event milestones and status during the Development phase.
- f. Support “one click” generation of standardized forms and letters from templates using collected data. The resulting document may then be customized by the user in MS-Word, and then re-uploaded to the database for document storage.
- g. Support workflow approval mechanism for approving documents and processes.

2. Closing – Once the credit underwriting report has been reviewed or approved by the Board, staff initiates the closing process. Standard closing documents are prepared by attorneys and reviewed and approved by staff and the applicant. Any waivers necessary are approved or rejected by staff and/or the Board. For some types of funding, the Board must also approve the closing. The closing is scheduled, documents are signed and funds are drawn and disbursed.

3. Post-Closing – Once construction has begun on the project, there is a need to periodically review construction progress and/or conditions at the property, and produce and save records of the review. Monitoring Agents review construction progress, Fair Labor Standards (Davis Bacon Monitoring), Section 3 Reporting; and Minority and Women Owned Business Reporting; and provide Florida Housing with site inspections, and progress reports.

4. Construction Completion – Once construction is completed and certificates of occupancy have been obtained, restrictive agreements are finalized and the Final Cost Certification is produced by staff based on documents received from the developer. Staff review the file to ensure that all documents are provided and completed and that the compliance fee has been paid. Final documents collected include IRS 8821’s; photos of the completed development, Green Building Certification and Americans with Disabilities Act (ADA) compliance forms. At the completion of these processes, a final allocation and IRS 8609’s are produced and submitted to the development owner.

### **C. Multifamily Asset Management Phase Process Requirements**

1. Compliance - Once a property in the Florida Housing multifamily portfolio has completed development or rehabilitation and begins to lease to tenants, or is already occupied and begins rehabilitation, the compliance phase of the multifamily portfolio pipeline begins. For properties approved and awarded for rehabilitation or redevelopment, there are frequent communications between developer entities, Florida Housing personnel and assigned third party contributors such as compliance monitors, etc. This communication is event, milestone, and deadline driven and includes numerous required documents and data submissions. These processes include compliance, asset management, loan servicing, and special assets workouts; loan modifications; and foreclosures. Asset Management performs recurring tasks which occur monthly, quarterly, annually or on an as-needed basis. Additionally, Florida Housing uses third party service providers for loan servicing, property inspections and compliance

monitoring.

At a minimum, the proposed solution must:

- a. Automate to the maximum extent possible, the tracking of key compliance events, deadlines, associated notifications and status changes as defined by Florida Housing's established business processes and rules. The deadlines and process events can be different for each development and funding source based upon the applicable rules, regulations and documents.
- b. Assign pre-defined tasks to Florida Housing staff and external partners.
- c. Capture all electronic communications between roles during the compliance and special assets phase.
- d. Track all event milestones and status during the compliance or special assets phase.
- e. Support "one click" generation of standardized forms and letters from templates using collected data. The resulting document may then be customized by the user in MS-Word, and then re-uploaded to the database for document storage.
- f. Allow Compliance users and Groups to collaborate, collect data from, and retain regulatory documents relevant to the compliance phase [e.g. Land Use Regulatory Agreements (LURA) and Extended Use Agreements (EUA)]. The system will allow third party participants to track events and view "final" documents through a collaborative site.
- g. Calculate regulatory/compliance period end dates based on business rules established by the funding programs. The system will allow for verification and approval of end dates by Compliance staff, when required by the funding source.
- h. Provide a web form, data collection from documents, document collaboration, document retention, event tracking, task assignment, automated notification, third party registration, third party data entry, and electronic document signing for reports required of property owners, managers and monitoring agents.

Additionally, the proposed system must also be capable of handling the following:

2. Physical Inspection and Management Review - Third party compliance monitors provide on-site physical inspections and management reviews of most developments in Florida Housing's portfolio. These management reviews occur annually or triennially and include communication back and forth between the monitoring agent and the property manager. Any identified noncompliance must be resolved. Compliance monitors access a portal to upload management review forms. Data is extracted from the forms and used for reporting and analysis.

3. Annual Owner Certification - Developments funded with Housing Credits that are

in the year 1 – 15 compliance period are required to submit Annual Owner Certifications (AOC) each year certifying that the development is in compliance and who the owning entity is. AOCs are submitted to an assigned email address and are reviewed for accuracy to identify any noncompliance issues. If noncompliance is found, the property changes ownership or the owner fails to submit an AOC, an IRS Form 8823 must be filed.

4. Program Report Submission - Property managers submit monthly or annual program reports aggregating tenant information for the preceding period. Program reports are submitted electronically and data is extracted from the form for analysis. The program report is reviewed for accuracy by third party compliance monitors who notify Florida Housing of noncompliance.

5. Financial Reporting - Each year, property owners are required to submit a SAIL Reporting Form 1 (SR-1) and Audited Financial Statements. SR-1s are submitted to an assigned email address and evaluated by Loan Servicing to determine if any interest should be paid on SAIL loans. The SR-1s are uploaded and data is extracted for analysis.

6. Affirmatively Furthering Fair Housing Marketing Plans – Developments are required to submit marketing plans identifying how they intend to market units to minority or underserved communities. These plans are reviewed by Compliance staff.

7. On an as-needed basis, property owners or managers submit requests for exempt units, utility allowance reviews or proposed management companies. These submittals are reviewed and approved or rejected by Compliance staff. Additionally, changes in ownership or development name changes are submitted to Florida Housing for review and approval.

8. If any of the above result in identifying noncompliance, the development and property owner are placed on the noncompliance tracking list. If the property is financed with LIHTC, noncompliance may result in the submission of an IRS Form 8823 to the Internal Revenue Service.

9. Owner’s selection of management company – Management companies are required to submit a variety of information that is reviewed by Compliance staff prior to providing approval to an owner for a change in management company.

#### **D. Special Assets Phase Process Requirements**

Special Assets manages regulatory document amendment requests, development change of ownership, qualified contracts, troubled property workouts and maturing loan refinancing, renegotiation, and resolution.

At a minimum, the proposed solution must:

1. Automate to the maximum extent possible, the tracking of key compliance events, deadlines, associated notifications and status changes as defined by Florida Housing’s established business processes and rules.

2. Assign pre-defined tasks to Florida Housing staff and external partners.
3. Capture all electronic communications between roles during the special assets phase.
4. Track all event milestones and status during the special assets phase.
5. Provide workflow processes for each of the special assets reporting transaction/request types, that tracks closing dates, document preparation, collections, fees, and noncompliance or past-due tracking.
6. Serve as a document repository for all pertinent documents and correspondence as it relates to a particular development.
7. Provides special assets users the ability to make notes on each development file, transaction, or request.
8. Include checkboxes for Florida Housing staff to designate whether a particular development is in non-compliance or past-due, and if checked, a comment box for notes. These fields will also need to show on generated reports.
9. Support “one click” generation of standardized forms and letters from templates using collected data. The resulting document may then be customized by the user in MS-Word, and then re-uploaded to the database for document storage.
10. Allow users to collaborate, collect data from, and retain regulatory documents relevant to the special assets phase (e.g. loan documents, LURAs and EUAs). The system will allow third party participants to track events and view “final” documents through a collaborative site.
11. Calculate regulatory/compliance period end dates based on business rules established by the funding agencies. The system will allow for verification and approval of end dates by Special Assets staff, when required by the funding source.
12. Provide a Web form, data collection from documents, document collaboration, document retention, event tracking, task assignment, automated notification, third party registration, third party data entry, and electronic document signing for reports required of property owners, managers and monitoring agents.
13. Provide a comprehensive reporting tool which allows the ability to track all developments within the special assets pipeline, both current and completed. Additionally, Special Assets requires the ability to:

a. Filter by type of request, i.e. Refinancing, Renegotiation, Transfer, Extension, Qualified Contract, Farmworker Release or other.

b. Filter or sort by date of request, date of completion, staff assigned to request, owner, developer, funding source, development county, attorney assigned to request and/or credit underwriter or servicer assigned to request.

c. Filter or sort by the results of a Special Asset request, i.e. Change of Terms, Affordability Extensions, or Units Lost or Preserved.

14. A comprehensive reporting tool which allows the ability to track the following items for all developments within Florida Housing's portfolio:

a. All loans by funding type maturing date sorted by year.

b. LURA, Housing Credit Compliance Period or EUA end date.

c. Troubled Properties Tracking report including going concerns, foreclosures, short sales with a special assets term sheet.

The proposed system must also be capable of handling the following:

15. Regulatory Document Amendment Requests – Requests are made by owner/borrowers to modify their loan documents with refinancing, etc. Credit underwriting, Board approval and documents modifications are required. New loan terms and information are added to HDS and loan documents are scanned into OnBase.

16. Development Change of Ownership – A change in ownership interest through the sale of the development or GP interest, requires the credit underwriter assesses the financial capacity and affordable housing experience of the new owning entity, principals, and guarantors. Upon receipt of a positive recommendation from the credit underwriter, the request is presented to FHFC's Board of Directors for approval. After Board approval is received, the request is forwarded to Special Counsel for document modification. New loan information is added to HDS and loan documents are scanned into OnBase.

17. Qualified Contract Process – Per Section 42 of the IRS Code, after year fourteen (14) of the initial compliance period, an Owner of a housing credit (HC) funded development can request to sell the development. Florida Housing has one year to find a buyer. If a buyer is not found then the HC restrictive agreement is terminated and the development units are no longer restricted. If a buyer is found the development remains affordable. New information is added to HDS and documents are scanned into OnBase.

18. Maturing Loan Workout Process – Before the loan matures, Special Assets staff works with the Borrower to renegotiate the loan terms if they are unable to repay the principal, interest, and all other fees and sums due at the maturity date. The Borrower usually requests a loan renegotiation/extension to extend the loan term and change the repayment terms of the

loan. Credit underwriting and Board approval are required. Loan document modifications are then prepared by legal counsel. New loan terms and information are added to HDS and loan documents are scanned into OnBase.

19. Troubled Property Resolution - When a troubled loan has been identified, Special Assets staff work with the Borrower/Owner to renegotiate the loan terms in an effort to keep the development financially viable and keep the units affordable. Credit underwriting and Board approval are required. Loan document modifications are then prepared by legal counsel. New loan terms and information are added to HDS and loan documents are scanned into OnBase.

## **X. Required IT and System integration capabilities**

### **A. Background**

Florida Housing currently uses the following:

1. Microsoft Technologies as its IT operational infrastructure.
2. Hyland OnBase as an enterprise document management system. This architecture principal is not extensively integrated into current supporting applications and future initiatives and efforts will be directed to integrate with this application if possible.
3. Office 365 for its messaging system.
4. An on-site SharePoint infrastructure for internal intranet and file storage.
5. Windows 2012 file services for group shared storage.
6. Benedict Group, Inc. Loans for loan tracking.
7. MS Great Plains for general ledger, accounts receivable, and accounts payable accounting services.

### **B. Requirements**

The proposed solution must:

1. Utilize Microsoft technologies and skill sets.
2. Utilize MS Active Directory for internal user directory and authentication and single sign-on to internal users.
3. Provide a method by which any and all documents stored be indexed and searchable based on role security.

4. Have the capability to integrate with the OnBase document management system.
5. Be able to support unlimited applications, unlimited users, and unlimited data.
6. Be optimized for Windows desktop\browser utilization but accessible to mobile devices to the maximum extent possible.
7. Be highly available via redundant or load-balanced systems and scalable, with associated Service Level Agreements, monitoring, and disaster recovery planning in place.
8. Be hosted and capable of operating independently of the availability of the Florida Housing network and internal resources.
  - a. All required licensing and fees shall be included in the proposed solution.
  - b. Support procedures for all operations, upgrades, and security measures must be provided as part of the proposed solution.
  - c. A copy or replica of the portfolio data shall be maintained on Florida Housing servers to provide for ad-hoc reporting and/or custom development.
  - d. Documents of record submitted to the hosted system shall be transferred to Florida Housing systems. Method of transfer and input to Florida Housing's OnBase document storage system to be proposed as part of this ITN response.
9. Proposed solution shall include Helpdesk Support via email or phone.

## **XI. Support Requirements**

The outcome of this ITN will result in significant changes to existing core business infrastructure and processes. Florida Housing will act in partnership with the Contractor to effect these changes.

### **A. Requirements**

1. The initial support contract will be for a five-year term to be negotiated prior to executing a contract.
2. The support service will include a comprehensive and detailed support infrastructure with documented service level agreements and fully documented processes.
3. The support service will include a comprehensive change management process that covers both minor and major modifications to existing processes and capabilities.
4. The support plan will clearly define what kind of issues and requests are covered and those that are considered beyond normal support needs scope.

5. Base rates associated with changes beyond normal support needs will be mutually agreed upon and agreed to on a per engagement basis by contracted Statement of Work.

6. User, Administration, and developer training will be provided as part of the yearly support contract. It is expected that basic training for each of these roles will be available via on-demand webinar, on-line resources or on-site for all users. The development of these training materials will be part of the initial contract. Advanced, or instructor-led training should be included as a contracted number of hours each year, with additional training delivered at an additional pre-contracted cost, as outlined in Tables H and I.

7. Complete and comprehensive development and test environments will be provided and maintained as part of the delivered infrastructure. Code promotion between environments and data refresh/migration from and to environments should be well documented and relatively simple exercises.

## **SECTION FIVE CERTIFICATION**

Do not reproduce the language of Section Five in the Response. By inclusion and execution of the statement provided in Section Six, subsection I, of this ITN, each Respondent certifies that:

A. The Respondent submits this Response without prior understanding, agreement, or connection with any person or entity submitting a separate Response for the same services. However, any agreement with a person or entity with whom the Response is jointly filed and such joint filing is made clear on the face of the Response will be an exception so long as the Response is in all respects fair and without collusion or fraud.

B. Any material submitted in response to this ITN is a public record pursuant to Chapter 119, Fla. Stat., and subject to examination upon request, but only after Florida Housing provides a notice of decision pursuant to Section 120.57(3), Fla. Stat., or within 30 days after the Response is opened, whichever is earlier.

C. The Respondent, if awarded a contract under this ITN, will comply with Section 420.512(5), Fla. Stat. For the purpose of Section 420.512(5), Fla. Stat., “Prohibited Business Solicitation Communications” is defined by Section 420.503(32), Fla. Stat.

D. The Respondent is in compliance with Section 287.133(2)(a), Fla. Stat.

E. The Respondent understands and agrees to cooperate with any audits conducted in accordance with the provisions set forth in Section 20.055(5), Fla. Stat.

F. Pursuant to Section 119.0701(2)(b), Fla. Stat., the Respondent, if awarded a contract under this RFQ, will be required “to comply with public records laws, specifically to:

1. Keep and maintain public records required by the public agency to perform the service.

2. Upon request from the public agency's custodian of public records, provide the public agency with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in this chapter or as otherwise provided by law.

3. Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the contract term and following completion of the contract. If the contractor does not transfer the records to the public agency.

4. Upon completion of the contract, transfer, at no cost, to the public agency all public records in possession of the contractor upon termination of the contract or keep and maintain public records required by the public agency to perform the service. If the contractor transfers all public records to the public agency upon completion of the contract, the contractor shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the public agency, upon request from the public agency's custodian of public records, in a format that is compatible with the information technology systems of the public agency."

Notwithstanding anything contained herein to the contrary, the provisions and requirements of this paragraph will only apply if and when the Contractor is acting on behalf of Florida Housing.

G. The Respondent acknowledges that if awarded a contract it will be prohibited from engaging in activities in connection with services related to Florida Housing transactions that produce direct or indirect financial gain for the Respondent other than for the compensation agreed upon in the contract that results from this ITN, unless that Respondent has Florida Housing's written consent after Florida Housing has been fully informed of such activities in writing.

H. The Respondent acknowledges that if awarded a contract it will be prohibited from engaging in any actual, apparent, or potential conflict of interest. Should any such actual, apparent, or potential conflict of interest come into being subsequent to the effective date of the contract and prior to the conclusion of the contract, the Respondent will provide notification (Notice of Conflict of Interest) to Florida Housing, through first class certified mail, return receipt requested, within 10 working days, seeking consent from Florida Housing's Executive Director. If the Respondent is found to be in non-compliance with this provision, without written consent from Florida Housing's Executive Director, any compensation received in connection with the contract will be subject to forfeiture to Florida Housing.

I. The Respondent, in submitting this Response, acknowledges and agrees that the terms and conditions of this ITN, as well as any modifications thereto, will be incorporated into any contract offered as a result of this ITN.

J. CERTIFICATION STATEMENT:

**THE FOLLOWING WILL BE REPEATED IN THE RESPONDENT’S RESPONSE AND SIGNED BY AN INDIVIDUAL AUTHORIZED TO BIND THE RESPONDENT. THIS IS A THRESHOLD ITEM AND FAILURE TO INCLUDE THE CERTIFICATION STATEMENT BEARING AN ORIGINAL SIGNATURE WILL RESULT IN REJECTION OF THE RESPONSE.**

“I agree to abide by all conditions of ITN 2017-04 and certify that all information provided in this Response is true and correct, that I am authorized to sign this Response as the Respondent and that I am in compliance with all requirements of the ITN, including but not limited to, the certification requirements stated in Section Five of this ITN.”

---

Authorized Signature (Original)

---

Print Name and Title

**SECTION SIX  
INFORMATION TO BE PROVIDED IN SQSO**

In providing the following information, restate each item and sub-item (with its letter and number), limit your Response to one bound volume. Responses to the items must be included immediately after the restated items without any reference to any appendix.

A. COVER LETTER

Each proposal must be accompanied by a cover letter that contains a general statement of the purpose of submission and includes the name, job title, address, office and cellular telephone numbers, and e-mail address of a primary contact person who will be responsible for day-to-day contact with Florida Housing, and any backup personnel who would be accessible if the primary contact cannot be reached.

B. REGISTRATION WITH THE FLORIDA DEPARTMENT OF STATE

Provide evidence that the Respondent is qualified to do business in the State of Florida.

C. RESPONSE QUESTIONNAIRE

Respondents shall complete a copy of the Response Questionnaire for this ITN, located on Florida Housing’s website at: <http://www.floridahousing.org/legal/procurements/invitations-to-negotiate>. A detailed response on how the Respondent intends to meet each requirement should be given for each item listed.

**D. PROJECT ORGANIZATION AND PLAN**

1. Provide an organizational chart for the project. The chart shall identify all project team members by name and their responsibilities. This section shall also include a résumé, not to exceed one page in length, of all professional staff assigned to the project. Résumés should include name, education, programming experience, information technology experience, and related experience.

2. Submit a detailed and specific work plan for this project. Define phases, milestones, activities, tasks, task duration, deliverables, and task dependencies. Any requirements for implementation for Florida Housing staff shall be clearly stated in the project plan.

**E. CUSTOMER REFERENCES**

Provide at a minimum three separate, verifiable references for which the Respondent has provided services similar to those requested in Section Four of this RFP. Respondents may not use Florida Housing, any confidential clients, nor any subcontractors as a reference. The same client may not be listed for more than one reference. Include the company name, street address, contact name, and phone numbers for these references.

Florida Housing will attempt to call each of the three references to complete the questionnaire below. References should be available for contact between 9:00 a.m. and 5:00 p.m., Eastern Time. Florida Housing will attempt to call each reference three times. In the event that the contact person cannot be reached following three attempts, the Respondent will receive a score of zero for that reference evaluation. Florida Housing will not attempt to correct any of the supplied contact information. Final scores for this section will be averaged.

The following questions will be asked:

<b><u>TABLE G</u></b> <b>REFERENCE QUESTIONNAIRE</b>	
<b>Question</b>	<b>Score</b>
1. Briefly describe the services the vendor performed for your organization.	N/A
1. How would you rate the contract implementation with this vendor?  Excellent = 5; Good = 4; Acceptable = 3; Fair = 2; Poor = 1	
2. Did the vendor consistently meet all of its performance milestones/deadlines?  Yes = 3; No = 0	

3. How would you rate the vendor's key staff and their ability to work with your organization?  Excellent = 5; Good = 4; Acceptable = 3; Fair = 2; Poor = 1	
4. Did the vendor's staff maintain open lines of communication with your organization?  Yes = 3; No = 0	
5. Did the vendor's project/contract manager effectively manage the contract?  Yes = 3; No = 0	
6. Was the vendor's staff responsive to technical direction from your organization?  Yes = 3; No = 0	
7. Would you contract with this vendor again?  Yes = 3; No = 0	
<b>TOTAL SCORE:</b>	

**F. PRICE PROPOSAL**

1. Provide the proposed fee to be charged in connection with the services described in Section Four of this ITN in Table H below.

<b>TABLE H – Price Proposal</b>	
Business Process Mapping	\$
Development and Implementation	\$
Licensing	\$
Installation and Configuration	\$
Training	\$
Annual Licensing and Maintenance – Year Two	\$
Annual Licensing and Maintenance – Year Three	\$
Annual Licensing and Maintenance – Year Four	\$
Annual Licensing and Maintenance – Year Five	\$
Annual Licensing and Maintenance – Optional Renewal Year One	\$
Annual Licensing and Maintenance – Optional Renewal Year Two	\$
Annual Licensing and Maintenance – Optional Renewal Year Three	\$
<b>TOTAL PROPOSED COST FOR CONTRACT</b>	<b>\$</b>

2. Respondents may include optional pricing for added features not listed above for consideration; however, those fees will not be scored in accordance with Section Nine below. Florida Housing is interested in pricing for additional training sessions to be completed in addition to the requirements set forth in Section Four, Item XI.A.6.

3. Fees proposed must include all charges relating to the services required under the contract and all out-of-pocket expenses, such as telephone, postage and shipping, printing and/or copy costs, and travel, if any. No costs will be reimbursed under the contract.

*FINAL FEE SCHEDULE WILL BE SUBJECT TO NEGOTIATION.*

#### **G. CERTIFICATION (Mandatory Item)**

**FAILURE TO INCLUDE THE CERTIFICATION STATEMENT LOCATED IN SECTION FIVE OF THIS ITN BEARING AN ORIGINAL SIGNATURE WILL RESULT IN REJECTION OF THE RESPONSE.**

### **SECTION SEVEN INFORMATION TO BE PROVIDED DURING DEMONSTRATIONS AND NEGOTIATIONS**

Respondents selected for negotiations must be prepared to discuss the ITN and their SQSO responses, and provide a demonstration of their solution. The negotiation session will not be open to the public; however, they are recorded for public records purposes in accordance with s. 119.071, Fla. Stat. Discussions which are considered confidential or trade secret must be clearly denoted by the Respondent during their presentations.

### **SECTION EIGHT INFORMATION TO BE PROVIDED IN BAFO**

In providing the following information, restate each item and sub-item (with its letter and number), limit your Response to one bound volume. Responses to the items must be included immediately after the restated items without any reference to any appendix. Respondents should use the 'track changes' feature of Word and Excel to show changes made from the SQSO.

#### **A. RESPONSE QUESTIONNAIRE**

Respondents shall complete a copy of the Response Questionnaire for this ITN, located on Florida Housing's website at: <http://www.floridahousing.org/legal/procurements/invitations-to-negotiate>. A detailed response on how the Respondent intends to meet each requirement must be given for each item listed.

**B. PROJECT ORGANIZATION AND PLAN**

1. Provide an organizational chart for the project. The chart shall identify all project team members by name and their responsibilities. This section shall also include a résumé, not to exceed one page in length, of all professional staff assigned to the project. Résumés should include name, education, programming experience, information technology experience, and related experience.

2. Submit a detailed and specific work plan for this project. Define phases, milestones, activities, tasks, task duration, deliverables, and task dependencies. Any requirements for implementation for Florida Housing staff shall be clearly stated in the project plan.

**C. PRICE PROPOSAL**

1. Provide your best and final offer to be charged in connection with the services described in Section Four of this ITN in Table I below.

<b>TABLE I – Price Proposal</b>	
Business Process Mapping	\$
Development and Implementation	\$
Licensing	\$
Installation and Configuration	\$
Training	\$
Annual Licensing and Maintenance – Year Two	\$
Annual Licensing and Maintenance – Year Three	\$
Annual Licensing and Maintenance – Year Four	\$
Annual Licensing and Maintenance – Year Five	\$
Annual Licensing and Maintenance – Optional Renewal Year One	\$
Annual Licensing and Maintenance – Optional Renewal Year Two	\$
Annual Licensing and Maintenance – Optional Renewal Year Three	\$
<b>TOTAL PROPOSED COST FOR CONTRACT</b>	<b>\$</b>

2. Respondents may include optional pricing for added features not listed above for consideration; however, those fees will not be scored in accordance with Section Nine below.

3. Fees proposed must include all charges relating to the services required under the contract and all out-of-pocket expenses, such as telephone, postage and shipping, printing and/or copy costs, and travel, if any. No costs will be reimbursed under the contract.

*FINAL FEE SCHEDULE WILL BE SUBJECT TO NEGOTIATION.*

D. DRUG-FREE WORKPLACE

If the Respondent has implemented a drug-free workplace program, the Respondent must submit the following certification indicating that it meets all of the requirements of Section 287.087, Fla. Stat.:

I hereby certify on behalf of the Respondent, under the terms of ITN 2017-04, that the Respondent has implemented a drug-free workplace program pursuant to Section 287.087, Fla. Stat.

Authorized Signature: \_\_\_\_\_  
Print Name: \_\_\_\_\_  
Print Title: \_\_\_\_\_

E. MINORITY BUSINESS ENTERPRISE

If the Respondent is a minority business enterprise as defined in Section 288.703, Fla. Stat., the Respondent must submit the following certification:

I hereby certify on behalf of the Respondent, under the terms of ITN 2017-04, that the Respondent is a “minority business enterprise” as defined in Section 288.703(3), Fla. Stat.

Authorized Signature: \_\_\_\_\_  
Print Name: \_\_\_\_\_  
Print Title: \_\_\_\_\_

F. CERTIFICATION (Mandatory Item)

**FAILURE TO INCLUDE THE CERTIFICATION STATEMENT LOCATED IN SECTION FIVE OF THIS ITN BEARING AN ORIGINAL SIGNATURE WILL RESULT IN REJECTION OF THE RESPONSE.**

**SECTION NINE  
EVALUATION PROCESS**

The individual Committee members will independently evaluate each of the Responses by reviewing the answers to each of the items identified in Sections Six and Eight of this ITN and assigning points up to the maximum points allowed for each item. The points available for items in Section Six are to be evaluated are as follows:

**STATEMENT OF QUALIFICATIONS AND SERVICES OFFERED (SOSO)**

<u>Item Reference</u>	<u>Maximum Points</u>
C. Response Questionnaire, Section II.....	40
C. Response Questionnaire, Section III.....	40

C. Response Questionnaire, Section IV.....	20
C. Response Questionnaire, Section V.....	40
C. Response Questionnaire, Section VI.....	40
C. Response Questionnaire, Section VII.....	20
C. Response Questionnaire, Section VIII.....	20
C. Response Questionnaire, Section IX.....	40
C. Response Questionnaire, Section X.....	20
C. Response Questionnaire, Section XI.....	20
D.1. Project Organizational Chart and Resumes.....	15
D.2. Project Organization Plan.....	60
E. Customer References.....	25
F. Price Proposal.....	100

**Total Points Available.....500**

For the SQSO Price Proposals, the Respondent with the lowest proposed total cost will receive the maximum allowable points (100 points). The remaining respondents will receive a percentage of the maximum points, rounded to the nearest whole number, based on the following formula:

$\frac{\text{Lowest Proposed Total Cost}}{\text{Current Respondent's Proposed Total Cost}}$	=	%	x	100	=	<b>Total Points Awarded for that "Total Cost"</b> (Rounded to the nearest whole number)
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Following the receipt of SQSOs, the Committee will conduct one or more public meetings during which members will discuss their evaluations and develop a recommendation or series of recommendations of which Respondents will move forward to negotiations. The Committee's recommendation will be based on the cumulative scoring and information gathered from the non-scored items.

**BEST AND FINAL OFFER (BAFO)**

<u>Item Reference</u>	<u>Maximum Points</u>
A. Response Questionnaire, Section II.....	40
A. Response Questionnaire, Section III.....	40
A. Response Questionnaire, Section IV.....	20
A. Response Questionnaire, Section V.....	40
A. Response Questionnaire, Section VI.....	40
A. Response Questionnaire, Section VII.....	20
A. Response Questionnaire, Section VIII.....	20
A. Response Questionnaire, Section IX.....	40
A. Response Questionnaire, Section X.....	20

A. Response Questionnaire, Section XI.....	20
B.1. Project Organizational Chart and Resumes .....	15
B.2. Project Organization Plan .....	60
C. Price Proposal .....	125
<b>Total Points Available.....</b>	<b>500</b>

For the BAFO Price Proposals, the Respondent with the lowest proposed total cost will receive the maximum allowable points (125 points). The remaining respondents will receive a percentage of the maximum points, rounded to the nearest whole number, based on the following formula:

Lowest Proposed Total Cost	=	%	x	125	=	Total Points Awarded for that “Total Cost” (Rounded to the nearest whole number)
$\div$						
Current Respondent’s Proposed Total Cost						

Following the receipt of the BAFOs, the Committee will conduct one or more public meetings during which members will discuss their evaluations and develop a recommendation or series of recommendations to the Board. The Committee’s recommendation will be based on the cumulative scoring and information gathered from the non-scored items. The Board may use the Responses, the Committee’s scoring, the non-scored items in the Responses, any other information or recommendation provided by the Committee or staff, and any other information the Board deems relevant in its selection of Respondents to whom to award a contract.

In the event of a tie, Florida Housing will give preference in the award process to the Response certifying a drug-free workplace has been implemented in accordance with Section 287.087, Fla. Stat. If a tie continues to exist, Florida Housing will give preference to minority business enterprises as defined in Section 288.703, Fla. Stat.

## SECTION TEN AWARD PROCESS

Florida Housing will provide notice of its decision, or intended decision, for this ITN on Florida Housing’s Website the next business day after the applicable Board vote. After posting, an unsuccessful applicant may file a notice of protest and a formal written protest in accordance with Section 120.57(3), Fla. Stat. Failure to file a protest within the time prescribed in Section 120.57(3), Fla. Stat. or failure to post the bond or other security required by law within the time allowed for filing a bond will constitute a waiver of proceedings under Chapter 120, Fla. Stat

Table A - Required Data Elements

FIELD NAME	Application	Credit Underwriting Report	Carryover Agreement	Closing Documents	Final Cost Certification	Initial Program Report	Initial Annual Review	LURA/EUA Amendment Worksheet
Property Number								
Property Name	X	X	X	X	X	X	X	X
Address Line 1	X	X					X	
City	X						X	
State								
Zip Code	X						X	
County	X	X				X		
Property Name History								
Latitude	X							
Longitude	X							
Residential Buildings	X	X	X	X	X		X	X
Total Units	X	X	X	X	X	X	X	X
Total Acres		X						
Year Built		X						
Density		X						
Senate District								
House District								
Congressional District								
Census Tract		X						
DDA	X	X	X					
QCT	X	X	X					
Housing Type/Architectural Style	X	X	X		X			X
Scattered Site Addresses	X	X						
Federal Funding Sources	X	X						
Total Square Footage								
Construction Type/Materials		X						X
Shimberg ID								
Number of Parking Spaces		X						
Status	X	X	X	X		X	X	
Credit Underwriting Report Approved		X						
Final Allocation Date					X			
Placed in Service Date					X			
QPP Date								
Initial Review Date							X	
Applicant	X	X	X					
*Applicant Contact Information								
Project Owner		X	X	X	X		X	
*Project Owner Contact Information								
Federal Tax ID Number			X		X			
Project Owner Address	X	X	X					

Table A - Required Data Elements

FIELD NAME	Application	Credit Underwriting Report	Carryover Agreement	Closing Documents	Final Cost Certification	Initial Program Report	Initial Annual Review	LURA/EUA Amendment Worksheet
Owner/Parent Company								
*Owner/Parent Company Contact Information								
Closing Attorney								
*Closing Attorney Contact Information								
Closing/Special Counsel								
*Closing/Special Counsel Contact Information								
Developer	X	X						
*Developer Contact Information								
Co-Developers								
*Co-Developers Contact Information								
Credit Underwriter		X						
*Credit Underwriter Contact Information								
Monitoring Agent				X			X	
*Monitoring Agent Contact Information								
Management Company	X						X	
*Management Company Contact Information								
Link Referral Agency								
*Link Referral Agency Contact Information								
Project Number	X	X	X	X				X
Project Name	X	X	X	X		X	X	
Application Date								
Construction Type - New	X	X	X					
Construction Type - Rehab								
Construction Type - Acquisition								
DDA	X	X	X					
QCT	X	X	X					
Preservation	X							
Preservation Area	X							
Nonprofit Required	X							
Estimated Market Value		X						
Total Development Cost	X	X	X		X			
Loan Maturity Date				X				
Closing Date				X				
20/50 or 40/60			X		X			
14 Year Opt Out Waived								
Unit Description		X	X				X	X
Bedroom Size		X						
Number of Units	X	X						
Loan Description	X	X	X	X				
Source Year	X	X	X	X				

Table A - Required Data Elements

FIELD NAME	Application	Credit Underwriting Report	Carryover Agreement	Closing Documents	Final Cost Certification	Initial Program Report	Initial Annual Review	LURA/EUA Amendment Worksheet
Program Number	X				X		X	
Finance Type	X				X		X	
Original Loan Amount	X	X	X	X	X			
Interest Rate		X		X				
Term		X		X				
Amortization Type				X				
Description	X	X	X	X			X	
Proposed Units	X	X	X	X			X	
Proposed % of Units	X	X	X	X			X	
% AMI	X	X	X	X			X	
Source Description	X	X	X	X	X			
Start Date				X				X
Years Restricted			X	X				X
End Date				X				X
LURA/EUA Recorded Date				X				
Unit Type	X	X	X	X				
Number of Units	X	X	X	X			X	
% of Units	X	X	X	X			X	
% AMI	X	X	X	X		X	X	X
Target	X	X	X	X			X	
Building Identification Number					X			
Building Designation					X			
Building Address Line 1					X			
Building City					X			
Building State					X			
Building Zip Code					X			
Building County					X			
Building Total Units					X			
Building Placed in Service Date					X			
Multifamily Staff Assigned								
Multifamily Back-up Assigned								
Asset Management Staff Assigned								
Redemption/Payoff Date				X				

\* Contact Information includes Mailing Address, Email Address, Phone and Fax Number

Table B - Tasks/Processes to be Mapped to Workflows

**PIPELINE - FUNDING/CONSTRUCTION TASKS**

<b>FHFC Funding Program</b>	<b>Development Stage/Process</b>	<b>Task</b>	<b>Resulting Document(s)</b>
Multi	Application	Draft Request for Applications is developed	Draft Request for Applications
Multi	Application	Public workshop is scheduled	
Multi	Application	Public workshop noticed in Florida Administrative Weekly	Workshop Public Meeting Notice
Multi	Application	Public workshop held	
Multi	Application	Public comments received and responded to	Public Comments and FHFC Responses
Multi	Application	RFA finalized and released	
Multi	Application	Applicant principals lists submitted and uploaded	Principals List
Multi	Application	Principals data extracted, aggregated and made available internally	
Multi	Application	Applications submitted	Applications
Multi	Application	Applications received - intake roster of applications created	Applications Submitted Report
Multi	Application	Applications submitted lists released to public via website	
Multi	Application	Application data extracted and made available internally	
Multi	Application	PDFs of Applications are made available internally	
Multi	Application	Scoring committee selected	
Multi	Application	Notice of scoring meeting published	Scoring Meeting Public Notice
Multi	Application	Applications scored	
Multi	Application	Scoring meeting occurs - recommendations are made	Scoring Meeting Recommendations
Multi	Application	Board package materials created	Board Package
Multi	Application	Board approves scoring committee recommendation	
Multi	Application	Approved funding application list released to public via website	Approved Funding List
Multi	Application	PDFs of Applications are made available externally	
Multi	Application	Legal challenges to scoring recommendations received	Legal Challenge(s)
Multi	Application	Legal challenges to scoring recommendations resolved	Administrative Hearing Recommendations
Multi	Application	Application is complete after the resolution of any legal challenges and board approval	Board Minutes
Multi	Underwriting	Third party credit underwriters services are requested for approved applications	Email Request from Florida Housing
Multi	Underwriting	Third party credit underwriters acknowledge willingness to provide services	Email Response from Credit Underwriter
Multi	Underwriting	Invitation to credit underwriting and IRS Form 8821 are sent to applicant	Invitation to Credit Underwriting

Table B - Tasks/Processes to be Mapped to Workflows

<b>FHFC Funding Program</b>	<b>Development Stage/Process</b>	<b>Task</b>	<b>Resulting Document(s)</b>
Multi	Underwriting	Invitation to credit underwriting serves as preliminary commitment	Preliminary Commitment
Multi	Underwriting	Applicant returns signed invitation within 7 days	Signed Invitation to Credit Underwriting Response
Multi	Underwriting	Applicant remits payment to Credit Underwriter	
Multi	Underwriting	Florida Housing sends application and any exhibits to underwriter	
HC 9%	Underwriting	Credit Underwriter initiates market study for development	Market Study
HC 9%	Underwriting	Credit Underwriter submits market study and Preliminary Recommendation Letter to Florida Housing	Preliminary Recommendation Letter
HC 9%	Carryover	Staff produces Carryover Agreement for competitive housing credits	Carryover Agreement
HC 9%	Carryover	Carryover is signed by Applicant and Florida Housing	
HC 9%	Carryover	Applicant submits items required by carryover within six months of carryover completion	Ten Percent Test; Site Control and Link Memorandum of Understanding
HC 9%	Carryover	Link Memorandum of Understanding received at six months is forwarded to Policy staff for review	
HC 9%	Carryover	Applicant submits items required by carryover within nine months of carryover completion	Limited Partnership Agreement; Notice of Commencement; Credit Underwriting Report
HC 4%	Underwriting	Staff produces Preliminary Recommendation letter for non-competitive housing credits	Preliminary Recommendation Letter
Multi	Underwriting	Rehab critical needs assessment performed	Critical Needs Assessment
Multi	Underwriting	Underwriter contacts applicant with checklist of items required to begin analysis	Email correspondence
Multi	Underwriting	Underwriter engages various 3rd party reports (appraisal, plan and cost review, etc.) and conducts overall credit underwriting and analysis	Appraisal; Plan and Cost Review
Multi	Underwriting	Applicant submits items required by application within seven days of credit underwriting acceptance	
Multi	Underwriting	Applicant submits items required by application within fourteen days of credit underwriting acceptance	
Multi	Underwriting	Applicant submits items required by application within twenty-one days of credit underwriting acceptance	
HC 9%	Underwriting	Applicant submits 10% test, Site Control and Link Memorandum of Understanding within six months from Carryover Agreement Completion	10% test, Site Control, Link MOU
HC 9%	Underwriting	Applicant submits Limited Partnership Agreement, Notice of Commencement, Credit Underwriting Report within nine months of Carryover Agreement Completion	Limited Partnership Agreement; Notice of Commencement; Credit Underwriting Report
Multi	Underwriting	Staff forwards items received from Applicant to Credit Underwriter	

Table B - Tasks/Processes to be Mapped to Workflows

<b>FHFC Funding Program</b>	<b>Development Stage/Process</b>	<b>Task</b>	<b>Resulting Document(s)</b>
HOME	Underwriting	HOME Environmental Review completed	Environmental Review
HOME	Underwriting	Subsidy Layering Review completed	
HOME	Underwriting	HUD IDIS number created	
MMRB	Underwriting	Staff prepares Acknowledgement Resolution for execution at next Board meeting	Acknowledgement Resolution
MMRB	Underwriting	Staff asks bond administration to calculate COI (cost of issuance)	Cost of Issuance
MMRB	Underwriting	Staff forwards COI spreadsheet to credit underwriter	
Multi	Underwriting	Staff prepares description of features and amenities (exhibit B) and forwards to underwriter	Exhibit B
Multi	Underwriting	If necessary, underwriter consults with staff on various issues that arise during underwriting	
Multi	Underwriting	Staff makes decision on issue(s), which may or may not include rule waiver(s)	
Multi	Underwriting	Depending on the issue, staff approval or Board approval may be necessary (CUR extension, closing deadline extension, etc.)	Extension Request
Multi	Underwriting	Draft of CUR is received by staff	Draft Credit Underwriting Report
Multi	Underwriting	Staff reviews and provides comments as needed to underwriter	
Multi	Underwriting	Draft CUR sent to applicant for comment	
Multi	Underwriting	Final credit underwriting reports are included in the next board package, either as agenda or consent items	Final Credit Underwriting Report
MMRB	Underwriting	Staff sends CUR to FHFC's IRMA (Independent Registered Municipal Advisor) who prepares method of bond sale recommendation letter	Method of Bond Sale Recommendation Letter
MMRB	Underwriting	Staff assigns bond counsel for each application	
MMRB	Underwriting	Staff asks bond counsel to prepare Authorizing and Sale Resolutions for execution at next Board meeting	Authorizing and Sale Resolutions
MMRB	Underwriting	Board package materials are created for submission and approval of documents	Board Package Materials
MMRB	Underwriting	CUR, method of bond sale recommendation letter, and assignment of recommended professional (investment banker) presented at next Board meeting	
Multi	Underwriting	Credit Underwriting is complete when a final credit underwriting report has been reviewed or approved by the board	
SAIL	Closing	Staff sends applicant a firm commitment letter	Firm Commitment
SAIL	Closing	Application returns signed firm commitment letter and firm commitment fee payment within seven days	Firm Commitment Response
MMRB	Closing	Staff makes professional assignments and sends out CUR and professional assignments letter to assigned professionals via e-mail	Professional Assignment Letter

Table B - Tasks/Processes to be Mapped to Workflows

<b>FHFC Funding Program</b>	<b>Development Stage/Process</b>	<b>Task</b>	<b>Resulting Document(s)</b>
SAIL	Closing	Staff makes legal counsel assignment and sends out CUR to appointed attorney via e-mail	Professional Assignment Letter
MMRB	Closing	Assigned professionals respond via e-mail signifying acceptance	Professional Assignment Response
MMRB	Closing	Staff sends good faith deposit account opening letter to trustee	Good Faith Account Letter
MMRB	Closing	Staff sends good faith deposit letter to applicant with wiring info	
MMRB	Closing	TEFRA hearing notice ad is placed in appropriate newspaper and Florida Administrative Register announcing proposed transaction	TEFRA Hearing Notice
MMRB	Closing	TEFRA hearing conducted in Tallahassee and TEFRA hearing report is executed by FHFC staff	TEFRA Hearing Report
MMRB	Closing	Investment Banker prepares fiscal determination report for submission to SBA / Cabinet and forwards to FHFC staff	Fiscal Determination Report
MMRB	Closing	After review and approval, staff forwards to SBA electronic copies of fiscal determination, all executed resolutions and excel cash flow spreadsheets	Cash flow Spreadsheets
MMRB	Closing	Staff delivers four hard copies of fiscal determination to SBA	
MMRB	Closing	SBA submits the four hard copies to the Cabinet for consideration at next meeting	
MMRB	Closing	FHFC staff submits TEFRA package to Division of Bond Finance for TEFRA approval	
MMRB	Closing	Cabinet Aides meets one week before actual Cabinet meeting for dry run	
MMRB	Closing	Fiscal determination is approved at Cabinet meeting	Fiscal Determination Approval
MMRB	Closing	Division of Bond Finance provides TEFRA approval letter to FHFC staff	TEFRA Approval
MMRB	Closing	SBA provides fiscal determination resolution to FHFC staff	Fiscal Determination Resolution
Multi	Closing	FHFC counsel (as well as outside counsel representing applicant, HC investor, etc.) circulates drafts of various closing documents to the working group (includes Florida Housing staff)	Draft Closing Documents
Multi	Closing	If necessary, counsel consults with staff on various issues that arise during document prep	
Multi	Closing	Staff makes decision on issue(s), which may or may not include rule waiver(s)	
Multi	Closing	Depending on the issue, staff approval or Board approval may be necessary (closing deadline extension, etc.)	Extension Request
Multi	Closing	Counsel sends out another round of drafts which are again reviewed by the working group (and so on) until all parties agree the docs are deemed final and we are ready to close	
MMRB	Closing	"Dry" real estate closing takes place but no funds are moved	

Table B - Tasks/Processes to be Mapped to Workflows

<b>FHFC Funding Program</b>	<b>Development Stage/Process</b>	<b>Task</b>	<b>Resulting Document(s)</b>
MMRB	Closing	Approx. 1 week after real estate closing, an in-person, pre-closing takes place in Tallahassee where all documents are executed and some funds begin to flow	
MMRB	Closing	The next day (or two), closing / funding takes place and remaining / final funds flow	
Multi	Closing	Signed legal documents are distributed for recording (Mtg., LURA, etc.) by real estate counsel	Signed Closing Documents
Multi	Closing	FHFC signature pages are collected and forwarded by staff to the appropriate counsel in preparation for closing	FHFC Signature Pages for Closing
Multi	Closing	Closing takes place and funds are disbursed	
MMRB	Post-Closing	Bond counsel sends hard copy, bound (and unbound) of bond transcript books along with several CDs of same to FHFC which is placed in the transcript library on 6th floor	Bond Transcript
Multi	Post-Closing	FHFC legal counsel sends e-mail to staff containing copies of all executed loan docs	Executed Loan Documents
Multi	Post-Closing	FHFC legal counsel also sends a loose (unbound) closing "binder" containing all original executed loan docs	
Multi	Post-Closing	Staff sends closing binder or CD to records management to be scanned into OnBase	
Multi	Post-Closing	Closing is complete when Florida Housing receives recorded documents	
Multi	Construction	During the construction period, servicer sends each draw approval form to staff whether draw is for FHFC funds or not	
Multi	Construction	If the draw includes FHFC funds, staff forwards the draw approval along with a program wire / EFT request form signed by staff and the Dir. of MF Programs to loan servicing for funding of the draw	Draw Request
Multi	Construction	Process continues until construction is completed and all funds disbursed	Final Disbursement
Multi	Construction	Following completion of construction an ongoing operation of the development there is normally no staff involvement unless borrower requests some type of change or amendment (LURA amendment, approval of development sale, etc.)	LURA Amendment
Multi	Construction	Third-party compliance monitors perform construction monitoring which includes site inspections	Site Inspections
Multi	Construction	Progress reports are provided to Florida Housing at each quarter of construction completion	Progress Reports
Multi	Construction	Construction is complete when a certificate of occupancy is obtained for each building	Certificate of Occupancy

Table B - Tasks/Processes to be Mapped to Workflows

<b>FHFC Funding Program</b>	<b>Development Stage/Process</b>	<b>Task</b>	<b>Resulting Document(s)</b>
HC	Completion	Extended Use Agreement incorporating requirements of application is finalized and recorded	Extended Use Agreement
Multi	Completion	If required by the application, the Developer must provide notice of Green Building Certification	Green Building Certification
Multi	Completion	IRS Form 8821s are submitted by Developer, identifying principals receiving funds from Florida Housing	IRS Form 8821(s)
Multi	Completion	Americans with Disabilities Act Rule 504 review of completed development is performed and notification is submitted to Florida Housing	ADA Rule 504 Review
HC	Completion	Final Cost Certification is completed documenting expenses necessary to produce development	Final Cost Certification
HC	Completion	A Final Allocation Agreement is produced by staff documenting date and amount of housing credit funding	Final Allocation Agreement
HC	Completion	IRS Form 8609s are produced by staff for each building identifying building address, owner contact, the amount of housing credits allocated to each building, and the placed-in service date	IRS Form 8609(s)
Multi	In Lease-up	An initial program report or an initial review is submitted for the development evidencing occupancy. The development's status is changed to "Active - In Lease-Up"	Initial Occupancy Report or Initial Monitoring Review

Table B - Tasks/Processes to be Mapped to Workflows

**ASSET MANAGEMENT - RECURRING TASKS**

<b>FHFC Business Unit</b>	<b>Development Stage/Process</b>	<b>Task</b>	<b>Resulting Document(s)</b>
Compliance	Management Company Approval	Staff approves development management companies not already providing services to other Florida Housing developments	Management Approval
Compliance		Staff review completed documents to identify features and amenities required to be provided by the development	Exhibit B
Compliance	Regulatory Period Calculation	Staff review completed documents to calculate regulatory periods for each funding source	
Compliance	AFFHMP	Staff review and approve Affirmatively Furthering Fair Housing Marketing Plans which are submitted every five years	Affirmatively Furthering Fair Housing Marketing Plans
Compliance	Name Change Request	Staff review and approve requests for development name change	Development Name Change Approval
Compliance	Exempt Units	Staff review and approve requests for exempt units	Exempt Unit Approval
Compliance	Utility Allowance	Staff review and approve utility allowances for each development	Utility Allowance Approval
Compliance	Program Report	Property Manager submits program report monthly summarizing tenant information for the development	Program Report
Compliance	Program Report	Program reports are uploaded and data is extracted and aggregated to produce cumulative occupancy reports	
Compliance	Program Report	If the development is found to be in noncompliance, Compliance Monitors notify Florida Housing and the development	Noncompliance worksheet
Compliance	AOC	Property owners submit Annual Owner Certifications from year one to year fifteen of housing credit lifecycle	Annual Owner Certification
Compliance	AOC	Annual Owner Certifications are reviewed by staff to identify development change of ownership or noncompliance	
Compliance	Noncompliance	If housing credit development is found to be in noncompliance, staff produce IRS form 8823s to report noncompliance	8823 Noncompliance form
Compliance	SR-1 Collection	Property owners submit annual SR-1 reports and audited financial statements.	SR-1 Form and Audited Financials
Compliance	SR-1 Collection	Staff verify information and upload SR-1 reports	
Compliance	SR-1 Collection	SR-1 data is extracted and aggregated to produce cumulative financial reports	
Compliance	Management Review	Compliance monitoring agents provide on-site review of each development annually, ensuring that all features and amenities documented in the regulatory agreement continue to be provided; reviewing the physical condition of the property and the orderliness of tenant files	Management Review
Compliance	Management Review	Each completed management review is uploaded by the compliance monitoring agent and processed by Florida Housing	

Table B - Tasks/Processes to be Mapped to Workflows

<b>FHFC Business Unit</b>	<b>Development Stage/Process</b>	<b>Task</b>	<b>Resulting Document(s)</b>
Compliance	Management Review	The management reviews are uploaded and data is extracted to summarize the condition of the property. The detailed report can be viewed by staff for more information.	
Compliance	Tenant Concerns	Staff review, process and respond to tenant complaints or concerns	
Special Assets	Change of Ownership	Staff review and approve requests for change of ownership	Change of Ownership Approval
Special Assets	Document Amendments	Staff review proposed amendments to regulatory documents	Amended documents
Special Assets	In Foreclosure	An action to foreclose is filed and Florida Housing's Corporation Clerk is served or our monitors learn of the action while preparing for a site visit. Staff is notified via the foreclosure group email.	Foreclosure Complaint
Special Assets	In Bankruptcy	Florida Housing's Corporation Clerk receives notice of a bankruptcy petition or our monitors learn of the action while preparing for a site visit. Staff is notified via the foreclosure group email.	Notice of Bankruptcy
Special Assets	Foreclosed	Florida Housing's Corporation Clerk receives notice of discharge or a certificate of title. Staff is notified via the foreclosure group email.	Notice of discharge or Certificate of Title.

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Table C - Dashboards

<b>Multifamily Pipeline Dashboards</b>	
Internal Development Phase Portfolio Manager	Provide a summary view of all properties in Florida Housing's portfolio and their current position and status within the pipeline.
External Developer	Provide a summary view of their developments within Florida Housing's pipeline, including past and upcoming milestones and tasks.
External Property Owner	Provide a summary view of their developments within Florida Housing's portfolio, including past and upcoming milestones and tasks.
External Credit Underwriter	Provide a summary view of developments they are responsible for underwriting; their current status within the pipeline; and past and upcoming milestones and tasks.
Internal Multifamily Allocation	Provide a summary view of all Requests for Applications, including the number of responses and any legal challenges, as well as links to postings on Florida Housing's external website.
Internal and External Calendar of Events	Provide a summary of post release challenge to-from windows, board meeting dates, pre-board meeting deadlines (internal and external) and Department of Administrative Hearing Dates.
Internal Waiver/Change Request Administration	Provide a view of waiver requests and resolutions
Internal Director/Assistant Director	Provide a summary of alerts that Program Managers receive listed by employee.
Internal Program Manager Dashboard (by Funding Program)	Alert staff of new task assignments
	Provide a list of items due within 30 days or less and past due items
	Provide a list of upcoming milestone events and tasks by development
	Provide notice of pending approvals and status changes
	Provide status of pending fee payments
Internal Multifamily Document Template Storage	Provides access to templates for standard documents produced during the pipeline process.
<b>Asset Management Dashboards</b>	
Legislative Analyst Tracking	Provides a view of all developments with additional information by House, Senate and Congressional Districts
Maturing Loan Tracking	Provides a view of all loans by maturity date and funding source
Compliance Period Tracking	Provides a view of all developments reaching year 15 in Compliance or reaching their compliance end date
Compliance Analyst Tracking	Provides a view of all developments assigned to a particular analyst including upcoming milestones and tasks
Internal Special Assets Manager	Provide a view of all developments within Special Assets' worklog and their current status; type of request; date of request; date of completion; developer, funding source, county, attorney assigned and credit underwriter/servicer assigned and outcome of request
External Property Manager	Provide a view of all developments managed by a property manager, including past and upcoming milestones
Troubled Properties Tracking	Provide a view of all developments at some level of risk (low occupancy, going concern, past due, noncompliance, etc.) using Special Assets Term Sheet
Noncompliance Tracking	Provides a summary of developments and property owners in noncompliance with from and to dates.
Past Due Tracking	Provides a summary of developments and property owners past due with from and to dates.
External Monitoring Agent Tracking	Provides a view of all developments assigned to a monitoring agent including upcoming milestones and tasks
Compliance Manager Tracking	Provides a view of all developments including upcoming milestones and tasks, as well as notification of past due tasks
External Property Owner	Provide a summary view of their developments within Florida Housing's portfolio, including past and upcoming milestones and tasks.

Table D - Minimum Role Requirements

<b>External Roles - Registration and Password Required</b>
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Applicant
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Developer
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Property Manager Organization and Staff
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Property Owner
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Credit Underwriter Organization and Staff
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Compliance Monitor Organization and Staff
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Loan Servicer
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Data Consumer
---------------

Legal Counsel
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Real Estate Broker
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Bond Servicer
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<b>Internal Roles - Windows Authentication (Should be accessible remotely)</b>
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Multifamily Application Designer
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Multifamily Application Scorer
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Multifamily Business Analyst
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Multifamily Development Process Admin
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Multifamily Allocation Process Admin
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Multifamily Compliance Process Admin
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Multifamily Risk Analysis Admin
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Multifamily Special Assets Admin
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Pipeline Workflow Task-Specific Personnel
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Multifamily Pipeline System Admin
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Executive/Analyst
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Legal Staff
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Link Review/Analysis
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Loan Servicing
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Special Assets
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<b>IT Roles - Windows Authentication</b>
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Admin
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Developer
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Systems Analyst
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Data Manager
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Table E - Data Definitions

Field Name	Definition	Document Data is Found On	Alternate Document/Source
Property Number	Unique number associated with the development	Autopopulated	
Property Name	The current name of the development	EUA/LURA Amendment or EUA/LURA	Management Review Development Sign Photo
Address Line 1	The street address of the development	Management Review	Final Cost Certification or Google
City	The city in which the development is located	Management Review	Google
State	The state in which the development is located	Management Review	Google
Zip Code	The USPS zip code for the development address	Management Review	<a href="https://tools.usps.com/go/ZipLookupAction_input">https://tools.usps.com/go/ZipLookupAction_input</a>
County	The county in which the development city is located	Autopopulated associated with the city	
Property Name History	Any former names of the development	Autopopulated when changes are made to the development name in HDS	
Latitude	The development latitude	Application Exhibit	Google
Longitude	The development longitude	Application Exhibit	Google
No. of Buildings	The number of residential buildings in the development	Final Cost Certification	Management Review
Total Units	The total number of units in the development	Final Cost Certification	Management Review
Total Acres	Total Acres	CUR	
Year Built	Year Built	CUR	
Density	Zoning Density	CUR	
Senate District	The State Senate district in which the development is located	ArcGIS	
House District	The State House district in which the development is located	ArcGIS	
Congressional District	The Congressional district in which the development is located	ArcGIS	
Census Tract	Census Tract	CUR	
Difficult Development Area	Property location identified as a difficult to develop area	Final Cost Certification	CUR
Qualified Census Tract	Property location within a qualified census tract	Final Cost Certification	CUR
Housing Type (a.k.a. Architectural Style)	Garden, Midrise, Hi-Rise, Townhome, etc.	Exhibit "B" Of the LURA/EUA	CUR
Scattered Site Addresses	Any additional addresses for the development		
Federal Funding Sources	Federal funding associated with the development	CUR	Assisted Housing Inventory
Total Square Footage	The total square feet of the development	CUR	
Construction Type (a.k.a. Construction Materials)	The type of materials used to construct the development	CUR	
Security	Shimberg Clearinghouse Unique Identifier	Assisted Housing Inventory	<a href="http://flhousingdata.shimberg.ufl.edu/a/ahi_basic">http://flhousingdata.shimberg.ufl.edu/a/ahi_basic</a>
No. Parking Spaces	Total Parking Spaces	CUR	

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Table E - Data Definitions

Field Name	Definition	Document Data is Found On	Alternate Document/Source
Description: Board Approved Final Credit Underwriting Report	The date the FHFC Board approved the Final Credit Underwriting Report	Board Package	
Description: Final Allocation Date	The date of the Final Allocation of Housing Credits	Final Allocation	
Description-Placed in Service Date	The date the last building of the development is placed in service	Final Cost Certification	8609s
Description-Qualified Project Period Date			
Description-Initial Review Date	The date of the first review received by the Property	Initial Management Review	
Applicant	The entity submitting an application to Florida Housing (generally becomes Project Owner)	Closing Documents or EUA	8609s
Type-Project Owner	The formal ownership entity of record on documents	Assignment and Assumption Agreement (AAA), Closing Documents or EUA/LURA	
Project Owner Taxpayer Identification Number	A unique ID assigned to the development owner by the IRS	8823 notifying IRS of Sale or 8609s	Carryover
Project Owner Address	The address of the formal ownership entity of record on documents	Assignment and Assumption Agreement (AAA) or EUA/LURA	sunbiz.org
Owner/Parent Company			
Type-Closing Attorney	The FHFC or third party attorney responsible for producing closing documents and/or closing the loan	Closing Documents	
Type-Developer	Name of First Developer listed	Construction Loan Agreement	CUR
Type-CoDeveloper 1	Name of CoDeveloper 1	Construction Loan Agreement	CUR
Type-CoDeveloper 2	Name of CoDeveloper 2	Construction Loan Agreement	CUR
Type-Credit Underwriter	The entity that produced the Credit Underwriting Report	CUR	
Type-Monitoring Agent	The compliance monitoring service provider	Compliance Monitoring and Servicing Agreement	
Type-Compliance Management Company Contact 1	Name of Property Management Company	Management Review	CUR
Type-Link Referral Agency	The organization under MOU with the development to refer special needs clients and provide those clients supportive services	Link MOU	
Project Number	The application number attributed to the funding source	Closing documents or EUA/LURA	
Project Name	FHFC Funding Type	EUA/LURA Amendment or EUA/LURA	
Application Date	Application due date	Application	

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Table E - Data Definitions

Field Name	Definition	Document Data is Found On	Alternate Document/Source
Construction Type New	New Construction	Application	CUR
Construction Type Rehab	Rehabilitation	Application	CUR
Construction Type Acquisition	Acquisition	Application	CUR
Difficult Development Area	Housing credit development is located in a difficult to develop area at the time of application	Carryover Agreement	CUR
Qualified Census Tract	Housing credit development is located in a qualified census tract at the time of application	Carryover Agreement	CUR
Preservation	Development is funded through a preservation strategy	Application	
Preservation Area	Preservation strategy for which the development was selected	Application	
Nonprofit Name	Nonprofit development owner entity	8609	Application
Nonprofit Required	The owner entity is a 501(c)3 entity	8609	Application
Estimated Market Value	Original appraised Value per Market Study or CUR	CUR	Market Study
Uses and Sources-Use Description-Total Development Cost	The total cost to produce or rehabilitate the development	Final Cost Certification	
Uses and Sources-Sources & Loans-Maturity Date	The date the loan matures and is due and payable	Global Amendment, Amendment, Restated Promissory Note, or Promissory Note	
Uses and Sources-Sources and Loans-Loan Closed Date	The date the loan closed	Promissory Note	
Compliance Minimum Set-Aside	Housing credit 20%@40% or 40%@60% selection	Final Cost Certification	
14 Year Opt Out Waived	Housing credit owner waives the right to opt-out at year 14	EUA	Application or Carryover
Unit Description	Bedroom/bathroom breakout	Exhibit "B" Of the LURA/EUA	Management Review Rent Units Tab
Loan Description	Cycle/Rule/RFA Number the property is governed by	Promissory Note	Application
Source Year/Funding Year	The year the application was submitted to FHFC	Application	
Finance Type	The funding type	EUA/LURA/Promissory Note	CUR
Actual Amount	The original amount of funding from a program received by the development	Promissory Note/Final Allocation	
Interest Rate	The percentage of interest charged for the loan	Promissory Note	
Term (Months)	The term of the loan in months	Promissory Note	
Amortization Type	The type of amortization, such as Fixed Rate, Interest Only or Forgivable	Promissory Note	

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Table E - Data Definitions

Field Name	Definition	Document Data is Found On	Alternate Document/Source
Description	The funding type associated with the restriction	EUA/LURA Amendment or EUA/LURA	
Proposed Units	The number of units restricted to a particular Area Median Income	EUA/LURA Amendment or EUA/LURA	
Proposed % of Units	The percentage of units restricted to a particular Area Median Income	EUA/LURA Amendment or EUA/LURA	
% AMI (Income)	The maximum percentage of Area Median Income a household may receive to be eligible to reside in a portion of the development's units	EUA/LURA Amendment or EUA/LURA	
Source Description	The funding type associated with a LURA or EUA period	EUA/LURA Amendment or EUA/LURA	
Start Date	The start date of the EUA/LURA period		
Years Restricted	The number of years a development has committed to comply with restrictions	EUA/LURA Amendment or EUA/LURA	
End Date	The end date of the EUA/LURA Period		
Unit Type	The funding type associated with the targeting restriction	EUA/LURA Amendment or EUA/LURA	
Number of Units	The number of units restricted to a particular target	EUA/LURA Amendment or EUA/LURA	
% of Units	The percentage of units restricted to a particular target	EUA/LURA Amendment or EUA/LURA	
% of AMI	If appropriate, the maximum percentage of Area Median Income a household may receive to be eligible to reside in a portion of the development's units	EUA/LURA Amendment or EUA/LURA	
Target	The demographic and/or geographic target the development committed to fulfill.	EUA/LURA Amendment or EUA/LURA	Application or Carryover
Building Identification Number	The identification number of a particular building for tax credit purposes	Final Cost Certification	8609s
Designation	A unique name used to identify the building	Final Cost Certification	8609s
Address Line 1	The street address of the building	Final Cost Certification	8609s
City	The city in which the building is located	Final Cost Certification	8609s
State	The state in which the building is located	Final Cost Certification	8609s
Zip Code	The USPS zip code for the building address	Final Cost Certification or 8609	<a href="https://tools.usps.com/go/ZipLookupAction_input">https://tools.usps.com/go/ZipLookupAction_input</a>
County	The county in which the building is located	Autopopulated associated with the city	8609s
Total Units	The total number of units in the building	Final Cost Certification	8609s

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Table E - Data Definitions

<b>Field Name</b>	<b>Definition</b>	<b>Document Data is Found On</b>	<b>Alternate Document/Source</b>
Placed in Service	The date the building is placed in service	Final Cost Certification	8609s