

## Questions and Answers for ITN 2017-04 Multifamily Pipeline System

**Q: The ITN seems to dictate a preference to Microsoft in Section Four, Item X. Will other applications be accepted?**

A: No.

**Q: The ITN states we must be qualified to do business in the State of Florida. Can you be more specific here? Is there any actual certification document or process?**

A: Firms wishing to conduct business in the State of Florida must register with the Florida Department of State.

**Q: It appears that the excel spreadsheet is provided is where we respond with our technical questions- is that correct? Can we provide answers in another/additional format if needed or desired outside of the spreadsheet in order to best represent the responses?**

A: Yes, that is correct. You may provide responses in another/additional format, provided each section of the ITN is addressed and referenced by number.

**Q: Is Florida Housing providing resources from existing systems that the selected solution will be integrating to, i.e. SMEs, BAs, TAs, Devs, Testers, PM, Architect, SCRUM master?**

A: Florida Housing will provide SMEs, BAs and TAs.

**Q: What is the expected number of users that will be using the proposed solution (internal & external to Florida Housing)?**

A: Florida Housing expects that there will be 125 internal staff, 50 external service providers, and approximately 3,200 property owners/managers using the solution.

**Q: Do you have any customer journey maps that illustrate the experiences of these different user segments?**

A: No.

**Q: Do you have any research or data to help us understand the current level of satisfaction and pain points of your current implementation?**

A: No.

**Q: Is your team willing to help us recruit key external users to participate in research at various phases of this project?**

A: Yes.

**Q: Section II (C 4.) - Are you looking to provide self-user enrollment for external users? How do you currently ensure validity of user enrollments?**

A: Florida Housing anticipates providing self-user enrollment for external users with internal staff approval. Florida Housing staff currently approve external user enrollments.

**Q: Section II (D 4.) - Are there existing APIs for Benedict Group, Inc.'s (BGI) loan servicing software? Are you currently using the BGI on-premises or cloud solution?**

A: No, Florida Housing currently uses BGI on-premises.

**Q: Section V (3) - Can you please provide an example of the “Document Retention” rules that you expect the administrators to set, i.e. is it length of time for documents to be accessed or do documents need to be deleted?**

A: Example: Credit Underwriting Reports - Consists of the final version of the credit underwriting report sent from the underwriter to program staff. Must be retained for the life of the loan plus 3 years OR Compliance Period + 6 years, (30 – 50 years) whichever is longer. Documents that are no longer administratively useful should be deleted from the system.

**Q: Section IX (D 6, 16), X (B 5.) - How do you envision a separation of documents being stored in the new solution and within OnBase?**

A: Florida Housing anticipates integration with OnBase.

**Q: Section IX (D 6, 16), X (B 5.) - Are you looking to integrate to OnBase or migrate from that product?**

A: Florida Housing anticipates integration with OnBase.

**Q: Section IX (D 6, 16), X (B 5.) - Are you looking to index and search documents in OnBase from the proposed solution?**

A: Yes.

**Q: The ITN mentions hosting but also has some on premise elements. Is FHFC looking for the whole solution to be hosted? Can you please expand on this? We can offer either solution.**

A: Florida Housing's preference is for a wholly hosted system. However, if integration with existing on-premise systems mandates or prevents wholly hosting, a hybrid system is acceptable.

**Q: Can you define the types of integration capabilities Benedict group has available (Import/Export, API's, etc.)?**

A: BGI has import and export capability, as well as real time web service.

**Q: What data needs to be integrated to Great Plains?**

A: For the initial multifamily implementation, no integration is necessary. Ultimately, Florida Housing would like to be able to integrate with Accounts Receivable, Accounts Payable and General Ledger Great Plains modules.

**Q: Can you please provide the budget allocated for this project in both software subscription fees and implementation fees?**

A: Budget has been allocated and is dependent upon proposed solutions.

**Q: Section IX asks respondents to "describe how our platform would work for each process"-- Are the correct processes**

- A) **The Application Funding Process**
- B) **Housing Development Process Requirements**
- C) **Multifamily Asset Management Phase Process Requirements**
- D) **Special Assets Phase Process Requirements?**

**Is this list comprehensive?**

A: These are the correct processes and for the Multifamily implementation, and this list is comprehensive.

**Q: May we demo these processes as a part of the response?**

A: If there is a way to do so in the SQSO, yes, please do. If selected to move forward to the demonstration and negotiation phase of the solicitation, your firm will be required to provide a demonstration of the proposed solutions.

**Q: What is Florida Housing's implementation target timeline?**

A: Florida Housing's implementation target timeline is dependent upon the proposed solutions.

**Q: Is there a budget for this project?**

A: Budget has been allocated and is dependent upon the proposed solutions.

**Q: In Section Four, Item XI Support Requirements Item (A) #6, reference is made to Developers training. Are we referring to a third-party property developer or a software developer?**

A: Software developers.

**Q: With respect to Section Four, on pgs. 7 – 9, how will confidential data be treated and protected by Florida Housing?**

A: All personally identifiable or confidential information must be encrypted.

**Q: With respect to Section Four, Required Database Features and Capabilities, Item A 1 and 2, how will confidential data be treated and protected by Florida Housing?**

A: All personally identifiable or confidential information must be encrypted.

**Q: With respect to Section Four, Items II, III, and V, Business Process Flexibility, is Florida Housing looking to trigger external workflows from solutions workflow via electronic integration points?**

A: Yes.

**Q: What technology is supported by Florida data warehouse and other potential database integration?**

A: MS SQL 2016.

**Q: Does Florida Housing prefer a hosted or web service solution versus an agency hosted solution?**

A: Florida Housing's preference is for a wholly hosted system. However, if integration with existing on-premise systems mandates or prevents wholly hosting, a hybrid system is acceptable.