

SCOPE OF WORK: TENANT MANGEMENT SYSTEM

I. SYSTEM AND IMPLEMENTATION REQUIREMENTS

LHA is requesting proposals from qualified vendors to provide a Tenant Management System; interfaces with LHA's existing software applications; data conversion (current tenant management system is Emphasys Elite); installation, implementation, configuration and testing services; administrative and end-user training; go-live support; on-going technical support and maintenance; and product customization (to the extent needed to fill material product gaps) (any and all of the foregoing sometimes referenced as the "System" or "System Solution" whether or not capitalized). The Tenant Management System to be procured by LHA will include the following minimum functional components:

- Low Income Public Housing Tenant and Property Management/Processing
- RAD Project Based Voucher Tenant and Property Management/Processing
- Non-RAD Project Based Voucher Tenant and Property Management/Processing
- Housing Choice Voucher Recipient (Section 8) and Property Processing/Management
- Resident Application/Waiting List
- Resident/Recipient 50058 Processing/Management
- Family Self Sufficiency Management
- HQS Processing
- Inspections Processing/Management
- FDS Processing and Reporting
- VMS Processing and Reporting
- General Ledger Functionality and Financial Reporting
- Budgeting
- Utility Tracking and Management
- Grants Management
- Bank Reconciliation
- Accounts Payable
- Accounts Receivable
- Time and Attendance Management with "Employee Self-Service Portal"
- Integrated Payroll Processing
- Inventory and Fixed Assets Management
- Work Orders Management
- Contracts Management
- Legal and Collections Management
- Procurement including Purchase Orders and Requisitions
- End-User Reporting (for all modules)
- Executive Dashboard for Key Elements (Vacancy Rate, Turnover Days, etc.)
- Query and Analytics Tools/Applications

RFP responses should identify the System Solution's ability to integrate with other commercially available software systems. In addition, the System Solution must be able to interface seamlessly with existing LHA systems including Microsoft.

Further, the System Solution must be able to meet LHA's requirements for form and report creation and customization.

Offerors shall have capacity to provide a fully integrated System Solution including Tenant Management System Software, data conversion, interfaces with LHA's existing software applications, installation, implementation, configuration and testing services, administrative and end-user training, go-live support, product customization, on-going technical support and maintenance, and other customary services for this type of solution.

Each proposal submission must include a full description of the System Solution, including software functionality (including an indication of whether functionality exists out of the box or may require extensions or customizations or other third party software) and the standard maintenance and support programs and capabilities. In addition, the proposal must identify the System Solution's ability to address proactively, and on a timely basis, changes in laws and regulations applicable to LHA to ensure LHA's timely compliance with all applicable laws. This includes HUD requirements and regulations as well as State of Texas Tax Credit requirements and regulations.

The proposal must also identify the software/solution version(s) being proposed, how long it has been in production use by customers in the versions proposed, any LHA required functionality that is not available in the Respondent's solution or will require extensions or customization, any third party products or services that LHA will need to procure in order to implement and use the Respondent's solution, as well as any known limitations on the available functionality or scalability of the System Solution.

Available out of the box APIs and interfaces for use with the System Solution must be identified as well as those that may need to be developed to meet LHA's requirements.

To the extent that any functionality proposed by the Respondent is at the time of the response in "beta" or other non-production form, it must be clearly identified as such in the response.

II. RESPONDENT EXPERIENCE

The Respondent must be thoroughly familiar with the application areas specified and have an installed base of customers, preferably US based Housing Authorities, currently using the current version of the software products that is being proposed to LHA. If the software version being proposed to LHA (or any part thereof) has not been in full production use by customers for at least two (2) years, the Respondent will identify how many customers are in production use of that version and of the immediately prior two versions, and will describe any material technical, performance or other support issues or bugs that impact the current version being proposed. The Respondent will demonstrate in

the proposal that it has the staff, technical, and financial resources to reliably and timely implement, convert data, train, and otherwise support the proposed System Solution.

III. SYSTEM IMPLEMENTATION AND SUPPORT

Each proposal must include a full description of the services that will be required, or that are recommended the Respondent provide in connection with the System Solution, including without limitation implementation, configuration, extensions, interfacing, data migration, testing, training, go-live support, product customization, and maintenance and support. The services described should, when completed, result in the provision to LHA of an integrated and fully tested System Solution ready for go-live and production use with a complete and accurate data set.

The proposal should describe the recommended go-live approach (i.e., a phase-in approach or single go-live approach) and the reasons for such recommendations, and should take into account LHA's abilities given its organizational size. Where more than one go-live is the chosen approach, it is anticipated that the Respondent will test new aspects of the solution with existing live parts of the solution to determine whether deployed and new modules and interfaces work properly together and meet performance standards.

The selected Respondent shall be responsible for installation, configuration, implementation, customization, data conversion and testing of the system to the point of successful go-live and independent operation by LHA personnel post go-live. The Respondent shall provide, configure and maintain three environments of the system, ("Training", "Test", & "Production" environments), within the Respondent recommended System Solution.

Without limiting the foregoing, the Respondent, as part of the proposal, shall describe in detail the services necessary to ensure successful implementation and operation of the System Solution including, but not limited to, the following:

- User Acceptance Testing (UAT) after implementation and full configuration in the agreed upon environment(s), as well as all other types of testing recommended by the Respondent and/or required by LHA in order to determine that the system using LHA's converted data is ready for go-live. This should include without limitation suggested UAT testing and acceptance criteria based on criteria that has worked successfully for other installed customers and is approved by LHA, and tests full features, functionality, interfaces and performance of the System Solution (or those portions thereof going live). There is a UAT phase for each part of the System Solution that goes live.

- Application Interface Description
- Data conversion and migration services – LHA anticipates converting for use with the new System Solution all existing data / data elements that relate to or are needed for using the functionality included in the System Solution. The Respondent shall provide in detail a recommended approach and scope for data extraction, conversion, cleansing, migration, loading and testing, as well as describe any known limitations or challenges in such efforts based on the Respondent's data conversion experience.
- Go-live support, with comprehensive participation and immediate availability of Respondent's personnel pre, during and post implementation.
- Maintenance and support, including without limitation for responding to user and admin inquiries, bug fixes, upgrades, updates, new releases, enhancements and timely tax and other (i.e. HUD and/or State of Texas) regulatory compliance updates.

The Respondent must also have the demonstrated ability to maintain and support the System Solution after implementation is completed and accepted by the LHA. The support must take the form of on-going programming, engineering, technical and management support for immediate resolution of user and admin problems.

IV. APPLICATION SOFTWARE REQUIREMENTS

LHA has prepared a series of functional requirements for the proposed Tenant Management System application software. These core requirements are included in the System Solution Checklist found in Appendix I to this RFP. Appendix I must be reviewed, completed, and returned by Respondents with their completed submissions.

Appendix II includes a copy of a key current processing forms as an example of the types of forms LHA uses and will continue to use through the System Solution. Also included is the existing General Ledger Account Code structure.

As described above, Respondent submissions must include a narrative discussing the functional fit of their software products to meet LHA's business process requirements. The Respondent's response must address the System Solution's ability to generate other customary forms and communications typical of a housing authority.

The selected Respondent will be required to establish, deliver and maintain/support three complete and separate software environments: 1) Testing environment for updates, upgrades and new releases; 2) Training environment wherein end-users and technical staff can utilize the Tenant Management System application software with up-to-date or previous LHA data; and 3) Production environment. These environments must permit full hands-on functionality and have procedures to update them and make them accessible independently from the production environment. This requirement must be addressed in

detail in the Respondent's response, including proposed timeline for delivering each environment.

V. ORIENTATION, TRAINING, AND IMPLEMENTATION SERVICES

Proposals must describe the recommended System Solution implementation methodology and approach including kick-off and orientation, implementation planning, implementation timeline, roles and responsibilities for LHA and the Respondent for all critical functions, training, and implementation support services. Proposals must include a detailed description of the recommended methodology including levels of recommended training for administrative and technical staff and end-users, and associated timelines.

It is important that proposals discuss in detail how the Respondent intends to approach the implementation planning phase of the project. LHA anticipates that the Respondent will provide an initial period in which Respondent staff will work with LHA management and end-users to: review current and planned business processes including approval and other workflows; assess the fit-gap between current processes and software functionality; identify options to address gaps; identify other ways to maximize use of the "out of box" functionality in support of LHA's business objectives; identify table set-up parameters; firm up forms and reports requirements, etc. Based on their prior experiences in comparable installations, Respondents should fully describe their approach to these tasks and associated timelines and roles/responsibilities.

Proposals must also describe the level of LHA staff effort required to implement the system up to go-live including identifying recommended internal review and approval processes for the implementation period. LHA will require a formal functional, performance, data conversion and data processing/transactional acceptance period before the system goes live based on criteria acceptable to LHA; the Respondent must include their proposal in that regard. LHA requires that acceptable levels of system performance (in addition to functionality and other customary elements) be identified, benchmarked during the project, tested, and validated during the testing phase prior to go-live, and that acceptable levels be maintained and warranted during the post go-live warranty and services period by the Respondent.

LHA has also placed a high priority on selecting a Respondent with an experienced training staff and/or subcontractors. LHA will carefully review Respondent training proposals for scope, accuracy and completion. Note that the selected Respondent will be required to submit training agendas and materials for review by LHA in advance of the training. Further, Respondents will be required to conduct an evaluation at the end of each training session to assess the level of knowledge transferred to LHA staff and identify areas where additional or supplemental training is needed. Recommendations for refresher or supplemental training post implementation may also be included in the proposal. The Respondent will include in the proposal a proposed timeline for providing the various training, and the proposed means of conducting the training (onsite, remote, specific to LHA or group classes, etc.).

Without limiting the foregoing, the Respondent must describe when, after award of the contract, the Respondent is prepared to kick off the project, the executive sponsor and key personnel proposed for the engagement (including who will be dedicated to the project), what services will be at LHA's site or the Respondent's site, what (if any) services will involve the use of subcontractors to the Respondent, and what (if any) services will be provided from locations outside the United States.

All Respondent personnel (including those of subcontractors) must agree to comply with LHA's policies, procedures and requirements when on-site at LHA premises and when accessing or using data, systems or materials belonging to LHA or LHA's customers, stakeholders, licensors and other third parties. The Respondent will confirm that it will remain contractually responsible for the performance and contractual compliance of any of its affiliates and subcontractors involved in the performance of the contract with LHA.

VI. DATA CONVERSION AND APPLICATION INTERFACE

As noted in this RFP, LHA requires that the selected Respondent assist LHA in converting and migrating existing data to the new Tenant Management System and related testing and data validation, as well as delivering, implementing, testing and maintenance/support of interfaces to allow seamless exchange of data between the new system and LHA's existing platforms. The Respondent shall describe its approach, scope of work, respective roles and responsibilities, and any limitations or conditions regarding those requirements.

VII. BUSINESS CONTINUITY, SOURCE CODES, AND DOCUMENTATION

Respondent must describe business continuity protections that it makes available to other customers and will be available to LHA for LHA to maintain on-going operations and continue use of the System Solution in the event the Respondent is unable to provide the level of services, hosting or support required in the contract or no longer supports the System Solution or if there is a force majeure event. At a minimum, the Respondent shall agree to implement and maintain during the term of the agreement a stand-alone instance of the System Solution (including the training and testing environments, together with all required documentation and other materials) with a mutually agreeable software escrow agent and/or make all System Solution source codes and all annotations, documentation and instructions necessary for a trained programmer to use and manipulate the source code available to LHA in the event that the Respondent is materially unable to provide the solution as required, ceases to conduct its business in the regular course or to exist as a business, is in financial distress, fails to meet the service levels in a recurring manner, or otherwise is unable to provide adequate software support. It is required that this be accomplished via an independent and certified third party software escrow company. LHA must be made a party to a three way escrow agreement which requires the Respondent to post updates to the escrowed software source code (and related documentation) no less than twice yearly. Upon an event triggering the release of the source code, LHA shall have the right to use such source code to support, maintain and

enhance its own instance of the solution and further, in the case of a cloud or hosted solution, to receive from the Respondent a copy of the solution in use by LHA with the right to install and implement it at LHA's or its third party provider's data center with a perpetual license at no added cost.

The Respondent may also describe in the proposal other commitments by which uninterrupted access and use of the System Solution will be available to LHA in the event the Respondent is unable to perform.

Copies of supporting technical and end-user documentation and training materials shall be supplied by the Respondent with the system in electronic formats, as well as any changes, updates and new versions thereof subsequently issued by the Respondent. In addition, LHA shall be granted the right to copy, modify and create derivative works of all such documentation and materials for internal use at LHA.

VIII. GO-LIVE SUPPORT, WARRANTY, SERVICE LEVELS AND ESCALATION

The Respondent shall specify with detail in the proposal the services, staffing and support that will be provided to LHA immediately prior, during and post go-live, including a description of any onsite team and engineering assistance and escalation commitments that will be provided during those critical project stages to achieve a timely and successful go-live.

In addition, the Respondent shall specify the warranty that the Respondent will provide to LHA for the implementation work, the data conversion and the System Solution (which shall apply to each go-live if more than one is agreed to). LHA requires a minimum post go-live warranty on the implementation, data conversion and the software of not less than one hundred and eighty (180) days. That warranty must address data errors, defects, bugs, inaccuracies, functional and performance issues with the solution and interfaces. The Respondent must provide a detailed description of the warranty offered including who provides the warranty, how warranty service will be accessed and any warranty limitations or out of scope efforts.

In addition, LHA requires that the Respondent commit to on-going service levels for the response and resolution of support requests (with 24x7 support included for critical or priority one issues). LHA also requires 99.9% uptime commitment for the System Solution (including interfaces hosted by the Respondent and the related databases) and a reasonable performance service level for latency and speed between system calls or transactions. The Respondent shall provide its service levels proposal and identify the service credits that will be provided for failure to meet the committed levels. This description shall also identify the routine maintenance windows for the solution and any limitations or restrictions on the applicability of the service levels.

IX. DATA PROTECTION, DISASTER RECOVERY, AND BUSINESS CONTINUITY

The Respondent's proposal must include a detailed description of the controls, policies, procedures, redundancies and facilities the Respondent has in place (and is committed to have in place) for ensuring continued access and use of the System Solution and access by Respondent personnel to the Respondent's systems necessary to provide the services to LHA in the event of a disaster or other similar events, and to ensure business continuity. The Respondent will indicate whether it undergoes SOC audits and assessments and provide a summary of any material adverse finding in such audits and assessments upon LHA's request. The Respondent will be required to agree to provide SOC or similar reports to LHA if requested, and to undergo LHA Respondent security and similar audits as requested.

The Respondent's proposal must include a detailed description of the protocols, policies, procedures, controls, facilities and safeguards that it has in place (and is committed to have in place) with respect to the access, use, hosting and protection of personal data provided by or hosted for LHA or generated by LHA's use of the System Solution, which shall be not less than on conformance with prevailing industry practices and standards. The Respondent must also identify how the proposed System Solution can be configured to ensure LHA can limit access and use of personal data to those with a need-to-know as determined by LHA based on roles and authorizations. LHA personal data cannot be transferred, stored, used or accessed from outside the United States; Respondent must indicate if it is able to comply with this requirement or offers an alternate approach to data storage, access or transfer.

For a cloud or hosted solution, the Respondent must describe how LHA may copy its data stored with the Respondent at any time or obtain a copy upon request. It will be a requirement of the definitive agreement with the selected Respondent that the Respondent agree to provide reasonable transition services to LHA for not less than eight (8) months upon expiration or termination of the agreement for any reason, as reasonably requested by LHA, including without limitation for the return and transfer of LHA's data. The Respondent's proposal shall address Respondent's commitments in this regard.

X. THIRD PARTY ITEMS, LICENSING, AND ON-GOING AVAILABILITY

LHA expects the selected Respondent to provide a full, integrated solution licensed or supplied by or through the selected Respondent. To the extent, if any, that the Respondent expects LHA to procure separately any software, equipment, services, data sources or other items supplied by third parties, those must be identified with specificity in the Respondent proposal, including an indication of whether the Respondent or the third party will implement, integrate or support the third party item.

The Respondent's proposal must describe in detail the licensing / use rights model for the Tenant Management System proposed by the Respondent, including any limitations or restrictions applicable to the use, access or support of the system or any part thereof. LHA requires that all its internal and external users be able to access and use the

proposed system in connection with the present and future business of LHA and its affiliates without material restrictions. The licensing approach proposed must assure LHA continued access and use of the Tenant Management System during the term of the agreement with the selected Respondent.

The selected Respondent will agree not to de-support or phase out any of the material, software, or functionality of the System Solution for a period of at least seven (7) years from go-live, or remove any material functionality of the LHA System Solution and require that LHA purchase or pay for a different module or service in order to regain such functionality.