



REQUEST FOR PROPOSALS (RFP)
RFP#2025-4
Financial & Housing Software

RFP Issued: June 16, 2025

SUFFOLK REDEVELOPMENT AND HOUSING AUTHORITY
530 East Pinner ST.
Suffolk, Virginia, 23434
(757) 539-2100; FAX (757) 539-5184

To Whom It May Concern:

Suffolk Redevelopment Housing Authority (SRHA) manages three (3) public housing properties consisting of 260 public housing units and 1,200 Housing Choice Vouchers is seeking a vendor to provide Financial & Housing Software. Vendors offering software with the following capabilities are encouraged to submit a proposal:

- Financial Applications
- Housing Applications
- Reporting Capabilities
- Staff to train SRHA staff on software use
- Provide support for future upgrades
- System electronic reporting

The contract term is three years, with the option to renew it for two one-year terms.

Issue Date	Monday, July 2, 2025
Pre-Proposal/Demo Meetings	Demonstrations of the company software will be set up from July 16 through August 20, 2025
Questions from Contractors Due	Monday, July 21, 2025, NLT 4:30 pm eastern
Responses from SRHA to be Posted By	Friday, July 25, 2025
Proposals Due	Monday, August 25 , 2025, no later than 4:30 pm Eastern Proposals must be submitted electronically to srha@suffolkrha.org The subject line must state: RFP No. 2025-4 – Financial & Housing Software <i>Please refer to the enclosed instructions for the proposal packet format.</i>
Anticipated Award Announcement	September 2025

All inquiries shall be in writing and submitted via email to srha@suffolkrha.org. If, in the opinion of the HA, additional material or interpretation is needed, it will be provided as an Addendum to the RFP and communicated to all other responding vendors. Oral instructions or information concerning the project specifications given out by HA employees to prospective respondents shall not bind the HA.

Sincerely,

Suffolk Redevelopment and Housing Authority

RFP: Financial and Housing Software

SRHA RFP No. 2025-4

Introduction and Overview: Suffolk Redevelopment and Housing Authority (SRHA) is a Redevelopment and Housing agency created under the laws of the Commonwealth of Virginia in 1971. Our mission is to provide affordable housing and to help people become self-sufficient.

Initially, SRHA has the following public housing developments: Hoffler Apartments (80 units), Colander Bishop Meadows (80 units), Chorey Park Apartments (100 units), and 1,245 Housing Choice Vouchers. SRHA operated Cypress Manor and Parker Riddick Village but completed RAD, converting them into 206 units of Project-Based Voucher (PBV) called White Marsh and Eagles Landing. In addition, SRHA has a 12-unit Multifamily building.

SRHA receives funding from the U.S. Department of Housing and Urban Development (HUD) for the Public Housing, Housing Choice Voucher, Family Self-Sufficiency, and ROSS programs. SRHA receives Community Block Grant Funds and HOME funds through the City of Suffolk to operate housing repair programs.

Purpose of RFP: In keeping with its mandate to provide efficient and effective services, the HA is currently soliciting proposals from qualified entities to provide enterprise-wide software enabling the HA to run all aspects of financial accounting and housing management programs effectively and efficiently. The system must clearly demonstrate the ability to conform to all project-based accounting, budgeting, and management requirements, HUD, and Generally Accepted Accounting Principles (GAAP). The HA is also inquiring about the responding vendors' capacity to provide additional software modules as the RFP indicates.

Scope of Work: SHRA seeks proposals from vendors to provide the software installation and up to thirty-five (35) user licenses. The software vendor should meet with SRHA staff and review the existing server, software, computers, and internet capabilities. The software vendor will be required to provide software and continued support to the SRHA. The vendor will also assist in submitting reports and other mandatory HUD reporting by their respective due dates throughout the year. The vendor will also help perform all operations necessary to maintain the software and train the SRHA staff.

The vendor and software selected will manage the following functions of the SRHA:

A. Financial Applications:

- General Ledger
- Budgeting
- Accounts Payable
- Bank Reconciliations
- Tenant Billing
- Online tenant payments for rent, deposit, damages, etc.
- Purchasing & Requisitioning
- Accounts Receivable
- Invoice Creation/Tracking
- Inventory Tracking

- Capital Assets
- Capital Fund Management
- Grant Management
- Payroll & Time Tracking Option or Ability to Upload from Existing Payroll System into General Ledger *
- Integration with online banking applications and facilitate direct deposit of housing assistance payments (HAP) and other vendor payments
- Bulk Adjustments to Records—(rent increases, reoccurring charges, flat rents, income limits, utility allowances, etc.)
- Direct Deposit of Housing Assistance Payments (HAP)
- Journal Entry Upload from Excel
- Trial Balance Reporting
- Income Statement Reporting
- Balance Sheet Statement Reporting
- Other Financial Reports Available
- Actual to Budget Reporting

B. Housing Applications:

- Applicant Waiting List(s) (must handle multiple programs)
- Online housing application for applicants.
- Appointment Management (multiple programs)
- Unit Management (multiple programs)
- Vacancy Tracking (multiple programs)
- Low-Income Public Housing Tenant Management
- Section 8 Housing Choice Voucher Tenant Management
- Tenant Repayment Agreements
- Project-Based Section 8 Vouchers
- Other State Rental Assistance Programs
- Market Rate Tenant Management
- Mobile Work Order/Maintenance System
- Creation & Submission of 50058 (and 50059 form in the future)
- Rent Calculation for Public Housing and Section 8 Housing Choice Voucher Management
- SEMAP Reporting
- VMS Reporting
- Tenant/Participant Forms and Letters
- NSPIRE Inspections
- HQS Inspections
- Mobile Application for Inspections
- Demographic Reporting – reporting features for both program applicants and participants, with the ability to select various characteristics, by program
- Tenant Portal/App – Access for applicants, tenants, and participants to make changes to their application, report changes in income, submit re-examination information electronically, sign forms, sign and access their lease, etc.
- Electronic Tenant File Record Management & Automated Workflows

- Automated Communication System
- Family Self-Sufficiency Tracking
- PIC/HIP Submission (currently internally submitted)
- eVMS

C. Reporting Capabilities

- Integrated/bundled end-user customizable report builder.
- Preference for full integration of the reporting system and application.
- Report dashboards are customizable for all levels of management and have full drill-down ability.

D. Other Desired Features:

- Integrated Document Imaging system.
- Online Landlord access to account information.
- Online Residents' access and payment

Data Conversion—Attachment A describes a general outline of the data to be converted. Data conversion will be required from the existing Software system. If the responding vendor has a payroll and time tracking solution, the HA will need information from Paychex to be included in the data conversion. Data Conversion to include historical data conversion for a minimum of 36 months. The installation, successful implementation, and testing of the software on the HA's computer network is required. The current software used by the HA is SAC. Before proposing, the proposer will thoroughly investigate the existing system and database, including access, format, and data consistency.

Training—Responding vendors must have sufficient resources to provide all initial application module training for the HA staff, including end-users, managers, and Information Technology staff, if necessary, sufficient for the HA to operate independently. Technical training must include a conceptual overview of all modules and how they interact and interface with each other. A detailed training plan and associated cost must be clearly stated in the RFP response.

Vendor Experience--The vendor must be thoroughly familiar with the specified application areas and have an installed base of customers currently using the proposed products. The vendor shall have the staff, technical, and financial resources to install and support the proposed system reliably. The vendor will thoroughly document their experience in the Public Housing and HCV Section 8 market, Multifamily and Tax Credit programs, and Financial Software, as well as the qualifications of staff assigned to this project, and its financial resources.

Cloud-Based Service/Security. If possible, the HA does not intend to maintain the software on the HA server. The vendors shall describe the cloud-based services offered and how users can access the program securely from any location. Responding vendors must describe their cybersecurity measures to protect the HA's data. The selected vendor may be entirely responsible for the ongoing security of the data. The HA must own the financial and housing program data.

System Installation, Technical Support, and Software Updates

The vendor shall install and test the system to the point of independent operation by SRHA personnel. In addition, responding vendors must provide ongoing technical support and software updates to maintain compliance with Federal directives, including, but not limited to, the following:

- a) Acceptance testing after installation
- b) Maintenance support for bug fixes, product enhancements, HUD, tax, and regulatory compliance updates
- c) End-user, Intermediate User, and technical staff training

Each proposal must include a complete description of the software, the Respondent's standard maintenance and support agreements, and annual costs to the HA for these services. These maintenance agreements must provide for periodic updates to the software for product enhancements, bug fixes, tax and regulatory compliance, etc. Each proposal must fully document the Respondent's upgrade policy, including any costs for upgrades outside the standard maintenance contract. When describing telephone or "chat" support, proposals must specify all conditions (incl. availability times, escalation processes, etc)

The above statements describe the general nature and level of work performed by the software and the supporting vendor. Such statements are descriptive and explanatory but not restrictive. They are not to be construed as an exhaustive list of all job duties performed by the software and supporting company.

The SRHA server is as follows:

- Dual e5606 2.13 CPU's
- 16 GB RAM
- Windows 2011 SBS Std.
- 136 GB C Drive Raid 1
- 837 E Drive Raid 5

The server may be updated soon.

Hardware and Communications Environment

It is a high priority of the SRHA that the new system maximizes the utilization of existing hardware and communications equipment owned by the SRHA. The need for new hardware equipment must be kept to a minimum, considering budget restrictions and the substantial investment already made by the SRHA in its hardware environment. Vendors responding to this RFP must include specifications for a computer hardware platform for the application software. Should a Vendor determine that modifications or enhancements must be made to the SRHA's existing hardware and communications environment, the Vendor must propose all required equipment changes and additions as part of their proposal.

The specifications should include minimum, recommended, and optimal specifications for the application software to operate within the SRHA's infrastructure. In addition, the successful bidder will be required to coordinate any hardware upgrades with the SRHA if the SRHA desires to do

so. Vendors will provide support services necessary to ensure the successful conversion and operation of the system. This includes any support for installing and testing the hardware and system(s)/component(s) to the point of independent operation. Vendors whose response includes hardware upgrades will be responsible for coordinating the proposed upgrades with the SRHA and must have demonstrated the ability to provide support for the system after installation is completed and accepted.

The proposer/vendor shall thoroughly investigate existing hardware and network topology to determine any necessary changes to run proposed applications at a “recommended hardware level.”

Information to be provided in your submittal

1. **Proposal Format & Submission Requirements:** Responses will be reviewed for completeness before detailed evaluation. Elaborate proposals are not necessary. The priorities are quality, substance, brevity, clarity, and responsiveness to the HA’s needs. All proposals should follow the following format and instructions, and include the items identified as follows:

A. Letter of Transmittal

The letter of transmittal shall include the following information:

1. The company name, address, telephone, email, and website address.
2. Authorized contact person.
3. An individual within the company authorized to bind the vendor contractually must sign a letter of transmittal.

B. Executive Summary

Provide a non-technical overview of the responding vendor’s business, including:

1. The range of products and services offered for housing authorities.
2. The length of time housing authorities have been primary clients.
3. Responding vendors should provide information reflecting how and why products and services meet the HA’s needs as explained in the proposal.

C. Profile of Responding Vendor

Profile shall answer the following questions regarding your company’s approach on its software:

1. Description of the responding vendor’s experience about the HA financial accounting and housing management programs, the breadth of customers using similar programs, and describe the qualifications, capacity, and depth of the vendor’s staff to carry out the functions defined in section 3.
2. Identify the account representative responsible for project management and work with the HA through implementation.
3. Describe the different types of support services available, hours of operation, and when employees can discuss issues with staff directly.
4. Describe the frequency of updates, software patches, or other modifications.
5. Describe the policy regarding support after system upgrades are completed and whether additional costs are required.

6. Please provide information regarding user groups, if any.
7. Describe how your customers influence and contribute to the content of updates.
8. Describe your policy on user modifications, if any, and the implications of cost and warranties.
9. Describe your release schedule for updates and especially changes in HUD statutes and regulations, and describe the impact, if any, on maintenance or updating processes on day-to-day operations.
10. If a product is discontinued or your company is sold, do you have any minimum guarantees for continued support?

D. Proposed Implementation Plan

1. A tentative schedule is laid out in section 4. However, the HA relies on each respondent's expertise to provide reasonable and practical timeframes for implementation. The HA's fiscal year is from April to March. Describe the overall timeframes for implementation, training, data conversion, user and technical training, and an estimated "go-live" date with key dependencies noted. Assume that the implementation period starts shortly after the contract is signed.
2. Describe the business's current staff and technical capacity to address the HA's needs.
3. Identify the key staff involved with training, demonstration, data conversion, and initial support.
4. Identify the responsibilities that the HA will be required to perform and those that will be covered as part of your company's services.
5. Identify the technical and non-technical resources that need to be represented on the HA project team.
6. Identify the tools provided with the system to support user customization.
7. Describe telephone or "chat" support. Proposals must specify all conditions (including availability times and escalation processes).
8. Provide one copy of applicable annual technical support/maintenance contract(s).
9. Provide resumes of key staff members involved in system project management, technical support, user and technical training.
10. Provide a list of HA customers using the proposed software modules. Include approximate size (number of units and employees) and modules in use.
11. Describe the cloud-based services offered and how users can securely access the program from any location. Describe your cybersecurity measures to protect the HA's data and provide detailed information on how you test your security measures.

E. Training Plan

Describe the training/education options available to your customers initially and during a calendar year.

1. Describe how the initial training will be conducted (e.g., group virtual setting) and approximate timeframes necessary for training.
2. Provide a summarized list of topics pertinent to the financial and housing management module training.
3. Describe your user training process for new upgrades and enhancements.

F. Data Conversion

Please respond to the following questions:

1. Review and complete Attachment A, “Data Conversion Checklist”.
2. Describe the data conversion assistance you will provide during implementation from the current system.
3. Identify the requirements from the HA before and during data conversion.
4. Do you provide sample data to conduct system installation verification testing? Describe the testing process.
5. What support do you provide for the conversion from our current systems to the new one?
6. What is the recommended sequence of programs to be converted? And is it required to convert in that sequence? (vouchers first vs. public housing)
7. Provide the steps that will be taken to transfer over to the new system.
8. Does your system require the HA to run in parallel with older systems?

G. References

The responding vendor must submit at least three (3) HA references. If possible, include references that you provide similar services to those in Virginia. Please include the organization's name, location, contact person, contact's title, phone number, and email address, as well as the size of the PHA regarding vouchers and public housing units. Also include a short description of the system (what is installed, when, etc.). Include references for data conversions similar to those of other clients.

H. Proposal Costs

Responding vendors must provide cost information according to the following outline: Respondents must clearly and unambiguously specify the total cost of each element of the proposed system and include a table summary, as noted below.

1. **Software Costs**—Identify the annual software costs for the financial and housing management modules. Specify the annual support, maintenance, or other costs associated with the financial module, Section 8 Housing Choice Voucher, and Public Housing program.
2. **License Fees** - For licensing/pricing purposes, respondents should assume thirty (30) users or thirty (30) licensed seats if based on PC/Laptop. Respondents shall also provide the cost for additional seats to be accessed by the HA as needed. License fees include license fees for system software, system operating systems, database, development tools, third-party license fees, software license fees (by module or function), terminal emulation license fees, etc.
3. **Conversion Costs**—Data must be converted to the new proposed database for all programs over a minimum of 36 months. The HA has limited staff and no capacity to assist in this conversion.
4. **Training Costs** - Responding vendors should base training costs on the information in this RFP. Provide the necessary details to explain the total costs.
5. **Implementation Costs** - Include costs for services provided in responses that are not detailed above, such as project management and/or consulting costs. If applicable, provide a list of per diem rates for ancillary services such as analysts, project managers, and implementation specialists.

6. **Optional Costs**—List the pricing of additional modules not currently used but may be considered for implementation, as identified in presentations to the agency.

The proposer is encouraged to propose a realistic fee for each Pricing Item, as SRHA will not negotiate any fees after the deadline. SRHA reserves the right not to award any proposer that proposes an unreasonable fee(s).

Additional Attachments – SRHA and HUD Required Forms.

1. Vendor Application Packet
2. Non-Collusive Affidavit
3. Form HUD 5369-B. Instructions to Offerors – Non-Construction
4. Form HUD 5370-C. General Conditions for Non-Construction
5. Section 3 Business Concern Affidavit and Certification (Optional)
6. W/MBE and Section 3 Subcontractor Certification Form (Attachment F). This form must be fully completed and submitted under this section as part of the proposal submittal.

I. Proposal Evaluation and Selection: SRHA intends to retain the firm(s) on a “Best Value” basis, not a “Low Bid” basis (“Best Value” in that SRHA will consider factors other than cost in making the award).

1. **Evaluation Committee** - The HA has an established committee to evaluate each responsive proposal submitted in response to this RFP. The committee represents HA employees working in the identified program need areas.
2. **Evaluation and Selection**—The appointed evaluation committee members will each, independently of any other person at the HA, evaluate the responsive proposals submitted and award points pertaining to Evaluation Factors.

The HA reserves the right to make an award based solely on the responses to this RFP or to negotiate further with one or more vendors. The contract will be awarded to the vendor whose proposal will be the most advantageous to the HA and whose price and other factors are considered to be the most closely conforming to this RFP. Due to the evaluation procedure for the Request for Proposal. The Evaluation Committee will judge the merit of the proposals/interviews received, which shall include, but are not necessarily limited to, those listed in the Evaluation Criteria.

3. **Interview**—A committee determined by HA staff may interview responding vendors whose proposals are the highest rated. The interview process may include a verbal interview and/or an online product demonstration. The HA reserves the right to shortlist the RFP respondents and to interview only those it feels are best qualified.
4. **Evaluation Factors** - The HA will utilize the following factors to evaluate each proposal submittal received; award of points for each listed factor will be based upon the documentation the responding vendor submits within his/her proposal. Evaluation

Criteria
– 100 Points possible

No.	Maximum Point Value	Factor Description
1	30 points	Knowledge & Expertise of Vendor: The responding vendor's proposal reflects sufficient experience delivering the proposed products and expertise regarding GAAP accounting and housing programs. The software largely meets the functional requirements listed in the RFP.
2	20 points	Cost: Costs are all-inclusive, including but not limited to the cost of data conversion, software, licenses, installation, implementation, project management, training, and the first year's support. The HA may select part or all of the hardware, software, and support services enumerated in the vendor's proposal. The vendor must itemize and cost software, installation, support, maintenance, and other costs separately. No adjustment may be made by the vendor unless requested by the HA.
3	20 points	Support Services & Service Level Agreement: Support services include ongoing maintenance, new releases, support of HUD-mandated changes, and a service level agreement related to issue resolution and overall responsiveness. Other factors include change management and documentation. The cost of ownership, i.e., yearly renewal, will be evaluated and considered.
4	15 points	Implementation: The ability to carry out the implementation plan within an acceptable timeframe determined solely by the HA.
5	15 points	Training Services: Training services include training approach, education options, and training with a live or test system.
	100 points	Total Points Available (other than preference points)

J. Submission Responsibilities. It is the proposer's responsibility to be aware of and to abide by all dates, times, terms, conditions, requirements, and specifications outlined in the RFP documents, including this RFP document, the attachments listed on page 3, and any addenda. By submitting a proposal, the proposer agrees to comply with all conditions and requirements outlined in those documents. Written notice from the proposer not authorized in writing by SRHA to exclude any of the requirements in the RFP documents may cause the proposer not to be considered for award.

K. No Deposit/No Retainer. SRHA will not pay any deposits or retainer fees. SRHA will only pay the successful proposer(s) for actual work.

L. Price Escalation. Regarding the ensuing contract, no escalation of the proposed costs shall be allowed at any time during the awarded contract except for any legitimate change orders that the SRHA may approve.

OTHER RELEVANT INFORMATION

1. **Potential Best and Finals Negotiations.** SRHA reserves the right to conduct a best and final process, including conducting oral interviews with proposers deemed to be in the competitive range. A proposer must receive a calculated average of at least 70 points to be considered in the competitive range. Any proposer not in the competitive range will be notified in writing by SRHA.
2. **Ties.** In the case of a tie in points awarded, the award(s) shall be decided by drawing lots or other random means of selection.
3. **Notice of Results of Evaluation.** All proposers will receive a Notice of Results of Evaluation if an award is completed. Such notice shall inform all proposers of which proposer received the award and the amount of the award.
4. **Restrictions.** All people having familial (including in-laws) and/or employment relationships (past or current) with principals and/or employees of a proposer entity will be excluded from participation in the SRHA evaluation committee. Similarly, all people with an ownership interest in and/or contract with a proposer entity will be excluded from participating in the SRHA evaluation committee.
5. **Contract Award:** By submitting a proposal, the proposer agrees to abide by all terms and conditions regarding this RFP, including the contract clauses already attached as Attachment H and H-1, Sample Contracts. The following provisions are considered mandatory conditions of any contract award made by SRHA under this RFP:
6. **Contract Form.** SRHA will not execute a contract on the firm's form—contracts will only be executed on SRHA forms (please see Sample Contract), and by submitting a proposal, the firm agrees to do so (please note that SRHA reserves the right to amend these forms as SRHA deems necessary). However, SRHA will, during the RFP process (before the posted question deadline), consider any contract clauses that the proposer wishes to include and submit in writing a request for SRHA to do so. Accordingly, SRHA will not conduct any negotiations regarding the contract clauses already published after the submittal deadline.
7. **Mandatory HUD Forms.** Please note that SRHA has no legal right or ability to (and will not) at any time negotiate any clauses contained within any of the HUD forms included as a part of this RFP.
8. **Assignment of Personnel.** SRHA shall retain the right to demand and receive a change in personnel assigned to the work if SRHA believes that such a change is in the best interest of SRHA and the completion of the contracted work.
9. **Unauthorized Sub-contracting Prohibited.** The firm shall not assign any rights nor delegate any duty for the work proposed under this RFP (including, but not limited to, selling or transferring the contract) without the prior written consent of SRHA. Any purported assignment of interest or delegation of duty without the prior written consent of SRHA shall be void and may result in the cancellation of the contract or may result in the full or partial forfeiture of funds paid to the firm because of the proposed contract, as determined by SRHA.
10. **Licensing and Insurance Requirements.** Before the award (but not as a part of the proposal submission), the successful proposer will be required to provide:
 - A. **Workers' Compensation Insurance.** An original certificate evidencing the proposer's current industrial (workers' compensation) insurance carrier. Insurance coverage shall include Statutory Workers' Compensation and Employers' Liability with policy limits of \$500,000 per incident.

- B. General Liability Insurance.** An original certificate evidencing General Liability coverage, naming SRHA as an additional insured, together with the appropriate endorsement to said policy reflecting the addition of SRHA as an additional insured (minimum of \$1,500,000 for each occurrence, the general aggregate minimum limit of \$1,500,000, together with damage to premises and fire damage of \$50,000 and medical expenses of any one person of \$5,000.). The \$1,500,000 policy limits may be a combination of underlying and excess liability (follows form) policies.
- C. Professional Liability Insurance.** An original certificate showing the successful proposer's professional liability and/or "errors and omissions" coverage (minimum of \$2,000,000 for each occurrence, the general aggregate minimum limit of \$2,000,000); and
- D. Automobile Insurance.** An original certificate showing the proposer's automobile insurance coverage in a combined limit of \$1,000,000. For every vehicle utilized during the term of this program, when not owned by the entity, each vehicle must have evidence of automobile insurance coverage with limits of no less than \$100,000/\$300,000 and medical pay of \$5,000.
- E. City/County/State Business License.** If applicable, a copy of the proposer's business license allowing that entity to provide such services within the City of Suffolk and the State of Virginia.

11. Contract Service Standards. All work performed under this RFP must comply with all applicable local, state, and federal codes, statutes, laws, and regulations.

12. Equal Employment Opportunity and Supplier Diversity. Both the successful proposer and SRHA have certain responsibilities regarding the hiring and retention of personnel and subcontractors under HUD regulations. **2 CFR § 200.321** states:

(a.) When possible, the recipient or subrecipient should ensure that small businesses, minority businesses, women's business enterprises, veteran-owned businesses, and labor surplus area firms (See U.S. Department of Labor's list) are considered as set forth below.

(b) Such consideration means:

- (1) These business types are included on solicitation lists;
- (2) These business types are solicited whenever they are deemed eligible as potential sources;
- (3) Dividing procurement transactions into separate procurements to permit maximum participation by these business types;
- (4) Establishing delivery schedules (for example, the percentage of an order to be delivered by a given date of each month) that encourage participation by these business types;
- (5) Utilizing organizations such as the Small Business Administration and the Minority Business Development Agency of the Department of Commerce; and
- (6) Requiring a contractor under a Federal award to apply this section to subcontracts

13. Prompt Return of Contract Documents. SRHA shall be notified within 10 workdays of receiving any documents required to complete the contract, including the contract signatures of the successful proposers.

14. SRHA's Reservation of Rights: SRHA reserves the right to:

- A. **Right to Reject, Waive, or Terminate the RFP.** Reject any or all proposals, waive any informality in the RFP process, or terminate the RFP process at any time, if SRHA deem it in its best interests.
- B. **Right to Not Award.** Not award a contract under this RFP.
- C. **Right to Terminate.** Terminate a contract awarded under this RFP at any time for its convenience upon 10 days' written notice to the firm(s).
- D. **Right to Determine Time and Location.** Determine the days, hours, and locations that the successful proposer shall provide the services called for in this RFP.
- E. **Right to Retain Proposals.** Retain all proposals submitted and do not permit withdrawal for 60 days after the deadline for receiving proposals without the written consent of the SRHA Contracting Officer (CO).
- F. **Right to Reject Any Proposal.** Reject and do not consider any proposal that does not meet the requirements of this RFP, including but not necessarily limited to incomplete proposals and/or proposals offering alternate or non-requested services.
- G. **No Obligation to Compensate.** There is no obligation to compensate any proposer for any costs incurred in responding to this RFP.
- H. **Right to Prohibit.** At any time during the RFP or contract process, prohibit any further participation by a proposer or reject any proposal submitted that does not conform to any detailed requirements. By submitting the proposal, each prospective proposer is thereby agreeing to abide by all terms and conditions listed within this document and further agrees that he/she will inform the Buyer in writing within 5 days of the discovery of any item listed or of any item that SRHA issues that he/she feels needs to be addressed. Failure to abide by this time frame shall relieve SRHA, but not the prospective proposer, of any responsibility regarding such issue.
- I. **Right to Reject – Obtaining Competitive Solicitation Documents.** Accordingly, by submitting a response to this competitive solicitation the respondent thereby affirms that he/she obtained all information on the SRHA website (www.srha.suffolkrha.org) Any other group such as a proposal depository that informs potential respondents of the availability of such competitive solicitations are hereby instructed not to distribute these documents to any such potential respondents, but to instruct the potential respondents to visit the SRHA website to obtain the records. SRHA will reject without consideration any response submitted from a firm that has not received the documents.

15. Contract Term: The contract is for three (3) years, with the option to renew it for two (2) one-year terms.

16. Deliverable Timeframes / Milestones.

- a. Provide implementation schedule within sixty (60) business days from the Notice to Proceed (NTP).
- b. Provide monthly status reports that include department and staff training schedules and on-site requirements.
- c. Overall completion of software conversion and training within twelve months.

17. Additional Qualifications: The Contractor must:

- a. Have an acceptable performance record with HUD and not under suspension or debarment by HUD or involved as a defendant in criminal or civil action with HUD.
- b. Have at least 4 years of experience performing software installation, implementation, and training.

18. SRHA Responsibilities. SRHA staff will assist the Contractor with all scheduling and implementation.