

**RFP HACL-2021-032**  
**Enterprise Content Management System**

Issue Date: **September 8, 2021**  
Title: **Enterprise Content Management System**  
Question Deadline: **Wednesday, September 29, 2021 at 12:00pm**  
Due Date: **Wednesday, October 13, 2021 at 2:00pm**

Issuing Agency: Lumberton Housing Authority  
407 N. Sycamore St.  
Lumberton, NC 28358

Period of Contract: The initial term or period of the contract shall be until project completion with the effective date to be determined at time of award.

Point of Contact: Steven Harrell, Chief Operations Officer, sharrell@lumbertonhousing.org

**All inquiries should be submitted through Housing Agency Marketplace.**

Bids should be directly sent to Housing Agency Marketplace. Emailed proposal shall not be accepted. The offeror is fully responsible to ensure that your proposals arrive in completion to the designated location.

In compliance with this Invitation for Bid and to all the conditions imposed therein and hereby incorporated by reference, the undersigned offers and agrees to furnish the goods/services in accordance with the attached signed bid or as mutually agreed upon by subsequent negotiations. The undersigned further certifies that he/she is authorized to sign this document on behalf of the submitting firm.

\_\_\_\_\_

Name of Firm

Date: \_\_\_\_\_

\_\_\_\_\_

Address of Firm

By: \_\_\_\_\_

Signature

\_\_\_\_\_

City and State

Zip Code

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

Print Name and Title

Phone No.: \_\_\_\_\_

Fax No.: \_\_\_\_\_

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

FEI/FIN No.: \_\_\_\_\_

NOTE: Changes to this RFP may be issued in the form an addendum at any time prior to the due date and time for submitting proposals. Housing Agency Marketplace will send any addendums to any vendor who directly received a copy of the RFP. Any vendor who did not directly receive a copy of the RFP from Housing Agency Marketplace is encouraged to visit the web site regularly to learn of any changes to the solicitation. HACL's purchasing regulations require each offeror to acknowledge receiving a copy of the addendum by the proposal due date and time or included with the firm's response to the solicitation.

Confirmation that all ADDENDUMs have been received: \_\_\_\_\_ of \_\_\_\_\_ addendums as of 27 October 2021.

## **1. PURPOSE**

The Lumberton Housing Authority (HACL) invites all interested vendors to submit proposals to provide software, installation, training and services to meet the needs of a paperless electronic tenant record system. It is the HACL's intention to eventually move to a paperless environment for all of its core processes. Given that ~75% of all paper documentation relates to tenant processing, that is our primary focus for this RFP. However, we expect to remove paper from most of our other processes as well, including Finance, Human Resources and other 'back office' processes.

Note that 'paperless' refers to dramatically minimizing the use of paper in our processes so that we can better improve our disaster retention and recovery capabilities. This is a result of 90% of all paper documentation being destroyed during dramatic flooding in 2016 and 2018, Hurricanes Matthew and Florence, respectively. We do expect the solution to address process and improve workflows, and therefore the objective is not simply to eliminate file cabinets by scanning documents 'after the fact.'

## **2. BACKGROUND**

The Lumberton Housing Authority was chartered by the City of Lumberton, North Carolina in 1949 as a government unit to provide low-income citizens with safe, clean, and affordable housing and help improve their quality of life. The City Mayor appoints the Board of Commissioners; we currently have a seven (7) member board. The Housing Board governs the hiring of the Executive Director and has ultimate responsibility to ensure that the agency operates in compliance with HUD and Federal Government policies. The HACL is responsible for the administration of 729 public housing units dispersed in 12 communities throughout the city. The Authority is also the primary manager of Robeson County's Housing Choice Voucher / Section 8 voucher program, which consists of 596 residents. In total, the Lumberton Housing Authority provides support for over 1,330 families in the Robeson County and City of Lumberton area.

In 2016, Hurricane Matthew devastated the Authority through the 100% loss of its administrative operations files and facilities, and 34% (267 units) of our 729-unit inventory.

## **3. SMALL, PHA RESIDENT-OWNED, WOMEN-OWNED, MINORITY-OWNED AND SECTION 3 BUSINESSES AND INDIVIDUAL PARTICIPATION**

HACL is committed to providing quality housing and economic opportunities for our residents and the neighborhoods we serve. One of the major requirements for this is Section 3 of the HUD Act of 1968, which requires that HUD funds provide low-income individuals with a springboard for economic empowerment through direct participation in construction and other activities that are designed to physically improve and revitalize the communities in which they live.

It is the policy of the HACL to contribute to the establishment, preservation, and strengthening of small businesses, businesses owned by women, minorities and Section 3 businesses and individuals to encourage their participation in procurement activities. HACL encourages contractors to provide for the participation of small businesses, businesses owned by women, minorities, and Section 3 businesses and individuals through partnerships, joint ventures, subcontracts, or other contractual opportunities. If you are not a Section 3 business concern then a plan for involvement of these types of businesses is required.

By submitting a bid, the Offeror certifies that all information provided in response to this RFP is true and accurate.

#### **4. GENERAL REQUIRMENTS**

Interested firms are invited to submit their qualifications along with at least three (3) references that are in similar in this RFPs statement of work, for consideration.

**Submittal Rejection:** Lumberton Housing Authority has the right to reject any and all submittals and waive any irregularities therein if it is found to be in the best interest of Lumberton Housing Authority. Submittals not received by the required deadline are ineligible for consideration and will not be opened. Lumberton Housing Authority may change the deadline at any time in order to assure adequate review of the submittals.

**Contract and Method of Payment:** The final form of contract and scope of services will be negotiated between Lumberton Housing Authority and the top ranked firm after the selection process is complete. Invoices with proper documentation can be submitted on a monthly basis.

Lumberton Housing Authority assumes no liability for costs incurred by firms in responding to the Request for Proposals or interview process. All submittals become a matter of public record upon submission.

**Insurance Requirements:** Generally, the following coverage is required:

- o Commercial general liability--\$150,000 per person and \$1,000,000 per occurrence.
- o Worker's Compensation Insurance--equal to or at least \$100,000 per employee
- o Automotive Insurance--\$100,000/\$300,000 for bodily injury and \$50,000 for property damage.
- o Errors and Omissions Insurance

**Federal Fair Housing Laws:** Lumberton Housing Authority does business in accordance with the Federal Fair Housing Law (The Fair Housing Amendments Act of 1988). It is illegal to discriminate against any person because of race, color, religion, sex, handicap, family status, national origin, or sexual orientation.

No bid may be withdrawn after the scheduled closing time for the receipt of bids for a period of sixty (60) days.

## 5. **STATEMENT OF WORK**

Lumberton Housing Authority invites all interested vendors to submit proposals to provide the software and technical support to meet the needs for an Enterprise Content Management System (ECM).

Appendix A – ECM System Questionnaire is a required submittal for all proposal submittals, and can better solidify the direct needs of the system being proposed.

The proposed solution should address the key technologies and functionality outlined by the Association for Information and Image Management (AIIM) as part of an Enterprise Content Management System. These include but are not limited to:

- Document Management
  - File Creation
  - Document Filing
  - File Retrieval
  - Document Indexing
- Electronic Records Management
  - Records and Information Management Alerts
  - Retention and Disposition Schedules
- Workflow
  - Document Routing
  - Serial and parallel task flows
  - Electronic Forms
  - Noticeboard/dashboard concept for task management and workflow balancing
- Imaging
  - Document Recognition
  - Data Extraction
- Content Security
- Search Features
- Browsing/Folders
- Integration/Interoperability with Tenmast WinTen2+.
  - Data to flow automatically from WinTen2+ to content management software.
- Microsoft Office 2010-2016 and Microsoft Outlook 2010-2016 compatibility

Lumberton Housing Authority intends to implement software modules in a phased approach with the following departments:

- Property Management
- Resident Services
- Housing Choice Voucher (Section 8)
- Finance
- Human Resources

It is expected that all proposals include the following:

- Formal training

- Qualified software support for three (3) years following successful implementation as determined by the Lumberton Housing Authority.

## **PROPOSED SOLUTION OBJECTIVES**

Lumberton Housing Authority's objectives for the proposed solution include the following:

- Proposed solution should use non-proprietary file formats and be scalable.
- Streamline the processing of documents and information, including the ability to capture the following document types: inbound e-mails and attachments, faxes, scanned images, existing electronic documents, other paper documents such as: applicant, tenant and landlord records, requisitions, quotes, invoices, vouchers, employee records, etc. and to store the captured objects (image/documents) by indexing into a single, electronic repository which allows the retrieval of the objects from anywhere via WAN, LAN, VPN, intranet or internet (any TCP/IP Route).
- Provide an Enterprise Content Management System (ECM) solution integrated with core business and operations applications in MRI Tenmast WinTen2+ without requiring additional programming.
- Provide options for both programmatic and non-programmatic integration to other business and operations applications without requiring additional software.
- Provide direct access to documents from the display of Tenmast WinTen2+ and other business and operations applications through some form of application enabler.
- Provide users with simple electronic access to documents, records, and information using foldering concepts.
- Provide our staff with instantaneous and simultaneous access to documents from anywhere via WAN, LAN, VPN, intranet or internet (any TCP/IP Route).
- Print to any print device – as a standard desktop or network printing service.
- Ability to import any document, report or other content that is printable from a Windows Application directly to the ECM solution.
- Allow distribution of the captured objects via print, fax or email. Create quality images of handwritten or electronically created documents.
- Provide audit capabilities such as who viewed, deleted, changed, annotated, faxed, printed or re-indexed an object, where the user connected from, and when the user performed the action.
- Provide access control with internal security or Active Directory single sign on.
- Provide 20 concurrent user licenses for accessing the ECM solution.
- Provide ability to create e-forms.
- Scanning capabilities with no restrictions.

## **6. CURRENT INFORMATION TECHNOLOGY ENVIRONMENT**

- Major Application Software
  - MRI Tenmast WinTen2+ - (SAS w/ backup)
- Server Environment
  - Not currently established. Will depend on awarded vendor approved Hosted/SAS model
- Workstations
  - 4 – Dell laptops running Windows 10
  - 13 – HP laptops running Windows 10
  - Microsoft O365 GCC Contract

## **7. METHOD OF PAYMENT**

The final form of contract and scope of services will be negotiated between the Lumberton Housing Authority and the top ranked firm after the selection process is complete. Invoices with proper documentation can be submitted on a monthly basis.

## **8. PROPOSAL PREPARATION AND SUBMISSION INSTRUCTIONS**

### **RFP Response**

In order to be considered for selection, offerors must submit a complete response to this RFP. Electronic submittals will be accepted through Housing Agency Marketplace in accordance with instructions. Electronic submittals will not be accepted via email or fax. Offerors assume sole and full responsibility for the timely delivery of the proposals in both the Housing Agency Marketplace and in paper format. Late proposals will not be considered. All proposals will become a part of HACL's official files and will not be returned to the offeror.

### **Proposal Preparation**

- a. The Offeror's proposal must include all parts, materials, labor, travel, lodging, taxes, and shipping.
- b. Proposal shall be signed by an authorized representative of the offeror. All information requested should be submitted. Failure to submit all information requested may result in HACL requiring prompt submission of missing information.
- c. Proposals which are substantially incomplete or lack key information may be rejected by HACL or given lowered evaluation of the proposal. Mandatory requirements are those required by law or regulation or are such that they cannot be waived or subject to negotiation.
- d. Proposals should be prepared simply and economically, providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP.
- e. The Offeror must quote price as a "Total Base Bid" so that HACL can use the appropriate funding designation.

### **Oral Preparation**

Offerors who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal to HACL. This provides an opportunity for the Offeror to clarify or elaborate on the proposal. This is a fact finding and explanation session only and does not include negotiation. HACL will schedule the time and location these presentations. Oral presentations are an option of HACL and may or may not, be conducted.

## Specific Proposal Instruction

Proposals should be as thorough and detailed as possible so that the HACL may properly evaluate your capabilities to provide the required goods/services. Offerors are required to submit the following items as a complete proposal:

a. The RFP cover sheet and all addenda(s) acknowledgment(s), if any, signed and filled out as required. Provide information that the person signing the RFP is authorized to bind the firm(s).

b. All HUD Forms, Statement of Offeror's Qualification, attachments to the RFP, and other specific items or data requested in the RFP.

c. A complete detailed resume of the Offeror and other relevant information which would demonstrate the capacity, resources, experience and expertise of the Offeror in performing the above-described services.

d. Appendix A – ECM System Questionnaire

e. Cost of the Proposal. All costs incurred, directly or indirectly, by the Respondent in response to and in preparation of this RFP shall be the sole responsibility of the Respondent and shall be borne by the Respondent. Proposers shall not include any such expenses as part of their proposals.

f. References. Interested firms shall submit their qualifications along with at least three (3) references of like statements for work for consideration.

5) The HACL informs all prospective contractors of the following:

a. Clarification to Proposals. The HACL reserves the right to obtain clarifications of any point in a company's proposal or to obtain additional information necessary to properly evaluate a particular proposal. Failure of a proposer to respond to such a request for additional information or clarification could result in rejection of the company's response or responses. HACL may conduct interviews with one or more agencies for such purposes.

b. Cancellation of the RFP. The HACL reserves the right to cancel this RFP at any time, for any reason, and without liability if cancellation is deemed to be in the best interest of the HACL. The proposer assumes the sole risk and responsibility for all expenses connected with the preparation of its proposal.

c. Identification. The Contractor agrees to identify, defend and hold harmless HACL and its authorized officers, employees, agents and volunteers from any and all claims, actions, losses, damages, and/or liability arising out of this RFP or subsequent contract from any cause whatsoever, including the acts, errors or omissions of any person and for any costs or expenses incurred by HACL on account of any claim therefore, except where such indemnification is prohibited by law.

d. Suspension/Debarment. The Contractor shall provide a certification statement that the firm is not debarred, suspended, or otherwise prohibited from professional practice by any Federal, State, or Local agency.

e. Americans with Disabilities Act. Proposer must comply with all applicable requirements of federal and state civil rights law and rehabilitation statutes.

f. Choice of Law. The resulting contract will be entered into within the State of North Carolina and the law of said state, whether substantive or procedural, shall apply to the contract, and all statutory, charter and ordinance provisions that is applicable to public contracts within Robeson County and the state of North Carolina shall be followed with respect to the contract.

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g. Choice of Contract. A committee of staff selected by the Executive Director will evaluate the proposals that are received. All proposals will be evaluated on the evaluation criteria and responsiveness to the Scope of Work as stated in this RFP.