



MultiFamily Affordable Housing RFI

Vendor Questions and Answers

1. Would you consider replacing your loan servicing system if our system can accommodate your required areas and take care of servicing? This would have the added bonus of tracking everything in one place? We are not looking to replace the loan servicing system at this time.
2. If a vendor had completed the Vendor Security Survey questionnaire for MaineHousing just last year, would the 2020 questionnaire fulfill the following requirement or are we required to re-complete it? If the Vendor Security Survey was completed previous to this RFI, MaineHousing would expect the vendor to review/update any changes to their response to reflect any additional modules/features included in the scope being recommended.
3. Will MSHA protect information from FOIA that is marked Trade Secret as defined by the Maine's Highest Court on the basis that the information meets two criteria: the information must (1) derive independent economic value from not being generally known to and not being readily ascertainable by proper means by other persons who can obtain economic value from its disclosure; and (2) be the subject of reasonable efforts to maintain its secrecy. MaineHousing will take reasonable steps to protect information that MaineHousing determines in its sole discretion are trade secrets. MaineHousing will not disclose any information marked "trade secret" by a vendor without giving the vendor prior written notice and an opportunity to respond. If so, how should this be marked on the page and or do you wish that the vendor provide a redacted version for public record? Trade secret information should be designated by highlighting the specific trade secret content and indicate the purpose of the highlight with a comment stating this is a trade secret.
4. Can you provide the file format and/or API of the Emphasys SV LS system? The import of affordable housing system data to Emphasys is not a standard interface so a file layout cannot be provided at this time. The implementation project team and Emphasys vendor representatives will need to finalize the design of the export file during the project.
5. What is a federated account, how are these accounts maintained and who is the Trustee? Federated Hermes Brokerage Firm is used by MH as a bank. MH's financial team (Treasurer, Director of Finance) choose an investment fund in Federated which meets our bond resolution guidelines. MH uses Federated to hold all of the escrow accounts that MH controls for their projects (T&I, Replacement Reserve, ODE, Etc).
6. What is the MD -130 form? This is an Asset Management form that is used by the projects when they want to request funds from their escrow accounts. This form has all of the pertinent information for the Asset Managers/Financial Officers to approve the withdrawal. This form is used whether we hold the account at Federated or if the project holds the account at their bank.

7. Can you please provide samples of the reports listed in number one (A-G, disregarding F) of the Reporting section in Appendix D? See examples provided.
8. What is the timeline for implementation for this project? Project initiation would start in early 2022. There is no specific business driver for a go live date, however MaineHousing would expect vendor to provide implementation timeline for the software scope being recommended.
9. Are all vendors invited to demo? No, RFI vendor responses will be evaluated and scored to determine those vendors that will be invited to the demonstration phase. The Vendor Security Survey responses will then provide further consideration to continue through the evaluation phase.
10. What system is the agency currently using to manage Multifamily programs? The current software solution for Multifamily (other than loan servicing) is a custom built database and user interface solution.
11. Is data conversion anticipated? Yes, data will be converted from the current, custom multifamily solution.
12. What level of detail are you looking for in the Design and Construction section, requirement 6e (tracking details about the property: Accessibility characteristics (HUD 504/ADAAG, HUD 504/UFAS, MHRA PH, MHRA FH, Fed FH, ADA) and which units meet each). We want to be able to track which units meet which accessibility characteristics. For example unit #2 meets ADA requirements and unit #3 meets UFAS requirements.
13. Is MaineHousing looking to host the solution in-house or will vendor provide hosting services? MaineHousing would prefer to host solution on premise, but will consider vendor hosted solutions.
14. What specific project related data should be visible to the owner/manager in the Property Manager/Owner Portal? Project loan summary (balances/payments etc), Report Submissions, Reserve Balances/Draws/Requests/MD-130s etc, Inspection Reports, Dialogue (chat box) between O/A and MH, Enforcement Actions (history), Risk Rating Report Card, Capital Improvement/Rehab history
15. One requirement for the Property Manager/Owner Portal suggests that it should be able to support communications (notices, video or audio exchanges with asset managers), do you expect the portal to have its own built-in audio and video capability or the ability to call an outside audio or video service? No, rather we expect that the portal will be able to store and share various content associated with a specific property with notifications between asset managers and the property manager/owner.
16. Please provide more details for the compliance & tracking requirement to capture all data needed to support requirements for audits, inspections and annual reporting required for federal, state and local programs (HUD Fed Home, HUD HTF, HUD 811, IRS, Bonds, Tax Credits) We must be able to track the categories of funding for each property to determine the frequency of reporting and what data is needed.
17. Please provide the quantities of the following portfolio items:
 - a. Number of buildings – approximately 1,745
 - b. Number of units – approximately 20,684
 - c. Number of properties – approximately 782
 - d. Number of entities – approximately 3,800
 - e. Number of users – internal – 50 external – don't have an exact count
18. Please list each of the programs that apply to the properties in your portfolio:
 - a. Conventional/Market
 - b. Commercial

- c. Tax Credit – Federal
 - d. Tax Credit – State
 - e. Fed HOME Hi/Lo
 - f. State HOME
 - g. HUD Sec 8 Project Based (TRACs) – HAPs are submitted monthly to HUD through TRACS
 - h. HUD Sec 236
 - i. HUD 202/8
 - j. HUD 202 PRAC
 - k. HUD 202/PRC
 - l. HUD 811 PRAC
 - m. FHLB AHP
 - n. CDBG
 - o. HUD Choice Neighborhoods
 - p. RAD
 - q. HUD Section 811 PRA Demo
 - r. USDA Sec 515 Publish Housing or PHA Hope VI
 - s. Project Based Vouchers (unit)
19. Please list which Tenant Income Certification (TIC) forms you are currently using, including state forms. – We use one custom developed form for the following programs: RLP, LIHTC, NewLease, SHARP/Rehab, FedHome, 811, HTF and RAD.
20. Do you utilize the online reporting system, WBARS? No
21. Without a scoping call in advance of submitting the response, should we provide base/sample pricing for the initial proposal? Yes
22. Are you planning to convert financial data? If so, how many years of historical data would be converted? Yes, we would want to convert annual budget and actuals for each property currently in the portfolio. We have been tracking budget and AFR data since 1997 for some projects and would want all of it to convert over.
23. Given that the RFP is public, we can't provide references in the response, but we could provide them privately. Does that disqualify us from the vendor selection process? We will not post the RFP responses to our website and typically no one requests copies of RFP responses under Maine's Freedom of Access Act. We would, however, provide copies of the RFP responses to a requestor under our Freedom of Access Act after a vendor is selected. Information provided to MaineHousing after the initial RFP response, even privately, is also public information subject to the Freedom of Access Act. Exceptions to the Freedom of Access Act are rare. See response to question 3 above regarding the trade secret exception.