



To: Interested Parties

From: Genevieve Soucy

Date: March 30, 2022

Re: Response to Questions for Fiscal Software RFP

Current Systems

1. What are the other programmatic software systems used to support fiscal tracking and payments?

EHS currently uses three software packages for programmatic tracking, part of which is associated with fiscal tracking, payment generation and reporting of expenditures. MaineHousings Finance department utilizes a fiscal package from Emphasys Software to generate and track payments however this is used by the entire agency and is not able to track or produce the detail reports that are needed for Federal reporting requirements and monitoring of the programs. It is not expected that the new solution will need to be in direct communication with the Emphasys software.

EHS uses a Hancock Product HEAP Cloud to take applications from clients and determine payment eligibility; information for these individual payments is transmitted directly to Finance for wire and check processing through the modules of the financial suite of Emphasys Software. However a manual process is then followed, using an excel template, to account for cash on hand and to provide backup verification to be able to request the transfer funds from our Federal partners.

The Weatherization, CHIP and Heat Pump programs utilize a Hancock HEAT Enterprise application to track jobs, work order status and to submit invoices for reimbursement. This system does not connect with Emphasys Software and a manual process is used to track payments in excel and generate notification for the creation of the payments.

All other program payments are generated manually and transmitted to Finance using an electronic check request system, eRequester, from Paperless Business System. I have been told that there is not an option for data transfer into this system and payment requests will need to be created manually.

Currently we have one program that is using the Salesforce platform, payment requests are then generated manually through eRequester. This platform will be going through modifications in the future for additional technical changes but is also not expected to communicate directly with Emphasys or eRequester.

2. Is the expectation for the new solution to integrate with these existing software systems or replace the systems? The existing software for programmatic tracking will remain in place and the new fiscal software will not be replacing these products. Financial information from the programmatic software will need to be tracked in the new fiscal software but a regular transfer or upload of information from these programs is acceptable, it does not need to be done in 'real time'

3. **Of the systems being integrated into the new solution, how frequently would updates be required (weekly, daily etc.)?** At a minimum, weekly updates will be needed.
4. **Of these software systems do any NOT offer APIs to transfer data in and out of their system?** No
5. **What is the current process for how sub-grantee partners submit monthly expenditures and request reimbursements?** For the monthly expenditures of the Weatherization, CHIP and Heat Pump programs, the sub-grantees are able to generate a billing in the Hancock HEAT Enterprise system that consists of Direct Client Expenditures as well as their support costs. A PDF is created from the system and the expenditures are manually entered into the excel tracking sheets, compiled and then emailed to Finance with a copy of an approval memo for processing.

All other Sub-grantee expenditures are submitted to MaineHousing using an excel or PDF fillable template, they are then uploaded to a secure site, downloaded at MaineHousing from the site and manually entered into the excel tracking sheets, compiled and then emailed to Finance with a copy of an approval memo for processing.

- a. **Is it electronic or automated in any way?** No it is not currently an automated process however there are certain programs that we would be open to discussing automation rules but it is not considered a necessary component for this RFP.
- b. **Does it utilize a system or software that will remain in place after this implementation?** n/a

Programs

1. **How many grant programs will be managed in the new system?** EHS currently has 13 grants, please see #2 below for the breakdown.
 - a. **How many are competitive awards?** 3 are currently competitive awards
 - b. **How many are non-competitive awards?** 10 are non-competitive awards
2. **Please list each of the MaineHousing State and Federal funded grants?** See below, funding source is listed next to each grant as well as a current software system that it utilizes. If a specific software system is not listed, the tracking is currently done through excel.
 - a. AccessAble Tax Credit Program – State Funded
 - b. Arsenic Abatement – State Funded
 - c. Community Aging in Place – State Funded
 - d. DOE Weatherization – Federal funded Department of Energy
 - e. Home Accessability Repair Program – State Funded
 - f. LIHEAP (this includes or annual standard funding and supplemental awards which are used for the same purpose but do need to be tracked separate) – Federal Funded DHHS, Components of LIHEAP broken out below:
 - i. Fuel Assistance Payments –HEAP Cloud system
 - ii. Emergency Crisis Intervention Program – utilizes HEAP Cloud system
 - iii. Administration and Delivery, MaineHousing and Sub-grantees
 - iv. Assurance 16
 - v. Weatherization, CHIP and Heat Pump – HEAT Enterprise
 1. Currently there are 5 active program years for the Weatherization and CHIP components and 2 active program years for Heat Pumps.

- g. Older Adult Home Modification – Federal Funded Department of Housing and Urban Development
 - h. Lead Remediation – Federal Funded Department of Housing and Urban Development
 - i. Low Income Assistance Program – Funded by electricity Utility providers, private funds
 - j. LIHWAP x 2 – Federal Funded DHHS, there are two separate funded programs which will need to be tracked separately
 - k. State Lead – Maine State Funds
 - l. State Home Lead Match – MaineHousing funding
 - m. TANF fuel assistance payments – Maine State DHHS
3. **Will HUD funding sources administered by DECD-OCD also be managed by this system (CDBG)?** No
 4. **Regarding the awards you make to Partners, are they typically done via a formulaic or competitive selection process to determine who to award out to?** This would vary by award but the majority are via formulaic however we do have 4+ competitive programs.
 5. **Are you collecting an application form from potential recipients prior to determining who you will be awarding?** For the competitive awards to sub-grantees, the process does require a narrative and budget submission. We do not have a standard application.
 6. **Are the components of the Weatherization, CHIP, Heat Program Etc. programs listed as budget line items on the LIHEAP budget grant?** Yes
 - a. **If so, is the intent to then obligate that respective amount of budget item for the Weatherization, CHIP, Heat Program, etc. to then create sub-awards from?** Yes
 7. **Does MaineHousing grant to individuals, organizations or both?** MaineHousing will make fuel assistance payments to some individuals, the majority of the expenditures are paid to Sub-grantees to administer the programs.

Users/Access

1. **How many internal MaineHousing employees will require access to the new system?** 6-10
2. **How many external partners will need access to the system?** We currently have 18 sub-grantees who will need access at a limited capacity, we would like at least 2 individuals at each sub-grantee organization.
3. **“Partner Portal” is this referring to external staff that are non-profits or subrecipients?** This would be for our Sub-Grantees to access the system, this would not be a system that the general public would need access to.

Implementation and Timeline

1. **What is the expected timeline for implementation and go-live?** We would like to be up and running by October 1, 2022. We are open to suggestions in terms of go-live with all programs at once or implementing as each new program period starts.
2. **Do you anticipate migrating data from another system?** All of our current tracking and fiscal management is done in excel. We do not anticipate needing to migrate a large amount of programmatic data from the current systems.

- a. **What would be the approximate size of the data file?** If we do need to import data from an existing system I do not anticipate that it would be a large file since it will not contain client programmatic details.
3. **How many programs, subrecipients and approximate reports do you anticipate migrating?** Please see 2 under the Program section for the listing of the grants and we currently have 18 sub-grantees.
4. **Please provide more details on the required integration and will it be a one-way or two-way integration?** We are currently anticipating that it will be a one-way integration. We do not currently see a need to transfer data from this system into any existing programmatic software.
5. **How many systems does EHS anticipate the selected GMS to import data from?** Potentially three systems, please see Current Systems question #1 for listing. If data is to be imported for implementation I anticipate it will be minimal. We are not requesting any programmatic specifics be imported.
 - a. **Is there a preferred method?** The preferred method of data import would be Excel workbooks, or common delimited text formats such as comma separated values (.csv) or tab-delimited text files (.txt)
6. **Are you needing any existing/active loans or case data migrated?** No

Additional Questions regarding system use

1. **Will you be using the software as a public facing application for subrecipients to apply for funds or programs and report their accomplishments/beneficiary data etc?** No
2. **Please clarify “importing and exporting of Data: ability to import transaction data when needed from multiple systems.” What are the systems and what type of data is needing to be imported and exported?** MaineHousing EHS department uses two products from Hancock Software as well the Salesforce platform to track program specific data. The data that would need to be imported into the new fiscal software would be relating to expenditures for these programs. Our Federal funding sources also have transaction listings on a web based service which can be downloaded in a CSV or other formats, this transaction data would need to be imported into the fiscal software.

We do not anticipate needing to export data from the new fiscal software into the existing program software platforms at this time.

1. **What is the funding source for this procurement?** We will be using both Federal administrative funds, which have been approved in our program budgets, as well as State/MaineHousing funding.
3. **Please clarify “we have 3 systems that are used on the programmatic level and 2 federal reporting sites which contain payment information.” Elaborate on what the systems are and what they are used for.** Please see Current System question 1 for the three programmatic systems. For the federal reporting sites, we have access to transactional listing for DOE and DHHS using P.A.G.E. and P.M.S., both of these sites have the ability to download transactional data in CSV or other formats.
4. **Is your rehab/weatherization program for single-family or multi-family or both?** Both
5. **Because lingo used in the grant space can differ between organizations, can you please define the words listed below or provide an example so we can fully understand the workflow:**

- a. **Components** – We use Components to describe the various program and activities which can be funded by a grant. As an example, the LIHEAP grant funds can be used to provide Fuel Assistance Payments, Energy Crisis Payment, Weatherization Services, Central Heating Assistance Services, Heat Pump Installation and Administrative and Program Delivery, these are considered Components of the LIHEAP grant.
- b. **Program Budgets** – This would be the MaineHousing budget for the full grant award. This would break out how MaineHousing intends to spend the grant award including how much will be distributed to Sub-grantees, who will then have to submit a sub-budget. Both the Program Budget and Sub-Budgets would be created for the Programs fiscal cycle (varies by grant).
- c. **Sub-Budgets** – This is used to define the budget that a Sub-grantee will submit with their anticipated expenditures to administer a program component.
- d. **Department Budget** – EHS is a department within MaineHousing, yearly a budget for the Department will be submitted to the Finance Department to anticipate expenses for the following calendar year. The Department Budget is made up of portions of the Program Budgets. Example, if the DOE WAP program year runs from 4/1 – 3/31, the 2022 Department Budget will include 3 months of the DOE Program Budget from Y1 and 9 months from Y2.
- e. **Partners** – This term is used to reference our current Sub-Grantees.

6. **When you refer to Partners in Tracking 2.b, are you referring to sub-awards?** Yes

7. **Is the expectation of the agency to have a full lifecycle grants management system including things such as planning, application, review, contract, amendments, payments/expenditures, progress reporting, monitoring and closeout?** We had not anticipated planning, application, review, contract and amendments but are anticipating tracking of payments and expenditures and to be able to pull some form of reporting for progress reporting, monitoring and closeouts.

Proposal Submissions

1. **Do the addenda's need to be signed and submitted with the proposal?** They do not need to be signed individually but do need to be included as part of the proposal. Please see section VII. Proposal Submission for items which must be included.
2. **Can a video be included in the proposal response if electronic submission is allowed?** Yes
3. **Have you had demonstrations and/or conversations with grants management vendors? If so, with whom?** No
4. **Have you had any assistance in preparing this RFP? If so, from whom?** No
5. **Are local businesses scored favorably for this RFP?** Please see section VI. Proposal Evaluation on page 9 of the RFP.
6. **Would MaineHousing be willing to extend the due date of April 18, 2022?** We do not currently anticipate needing to extend the April 18th close date.

Technical Questions

1. **Does MaineHousing have a preference regarding a SaaS vs a non-SaaS solution?** We do not have a preference, we do currently have a mix of on-premise and cloud applications.

2. **Regarding Security Requirements section on Page 5 “Have the ability to enable two factor authentication for any cloud hosted modules”, Does MaineHousing intend to use SSO?** We do not currently utilize any cloud SSO applications. If SSO is an optional component, please include documentation and pricing associated with the system.
 - a. **If yes, would the organization allow two factor protocols to be leveraged within SSO platform?** We have an on-prem 2FA platform that we could potentially integrate with, otherwise we would be open to vendor