	Question	Answer
1	Will FWHA hold a meeting for questions or request demonstrations?	FWHA anticipates requesting a meeting/demonstration with those who respond the RFP
2	Is there a specified timeline driving this engagement or a need to have the Tenant Documents in a Document Management System by a specified Date?	A timeline has not been formally established.
3	The cover page indicates a submission date of Friday, August 23 while page 2 indicates a date of Friday, August 25. The correct date is August 25?	The due date is Friday, August 25, 2023 at 12:00pm EST. The cover page has been corrected.
4	Is the desire to have all Tenant Document workflows functional on "day 1" or is a phased approach more favorable?	We would like to have all workflows up and running together; however we are not opposed to a phased approach if that is what is recommended.
5	Does FWHA plan to or already have on premises scanning operations?	We have scanning capabilities already.
6	Would outsourcing the scan operations be in scope for this engagement and if so, destruction services as well?	No. All scanning would be completed in-house.
7	Does FWHA plan to "back scan" historical documents and if so, what is the estimated volume of those documents?	FWHA has not reached a final decision on this. At this point we are only looking at future documents. We may inquire about our historical documents at some point, but that is not the focus.
8	Does FWHA have current infrastructure where a solution infrastructure would be hosted on premises OR is a cloud based solution preferred?	We do not have a preference and would look to the respondent's expertise and recommendation.
9	What is the current "back office" environment for FWHA? Outlook/Office 365, Google Platform, etc.	Office 365
10	How many users will actively retrieve documents from the repository and how frequently?	Approximately 35 employees would need access. We are unsure of how frequently.
11	How many different distinct document types will FWHA store in the document repository?	Generally speaking, things will be designated as either "vendor" or "tenant" files (there are quite a few subcategories within each of those – for example, vendors may have "approval", "accounting", "correspondence" documents, etc.).
12	What are or how many identifying (index) fields will be used for retrieval of the stored documents?	More index fields are always helpful, but we don't necessarily need to be able to key everything down to individual identifying codes. Current plans revolve around naming schemes being able to identify things on a per tenant/vendor basis for searches and storing files in subfolders (e.g. file structure "Tenant à Recertifications à [insert uploaded files named by date]". This has largely been done under the assumption that search field would just be for tenant name or code. However, if it's realistic to index a tenant's annual packet as having fields for "tenant first name, tenant last name, tenant code, type of certification, effective date, caseworker, approved date,", etc. without too much additional administrative burden, we'd be happy to utilize that functionality.
13	Will FWHA require that retention policies be applied to documents to manage when records can be purged?	This has not been discussed, but we would be interested in what that process would look like should we decide to move in that direction.
14	Does FWHA have any digitized documents that will need migration into the new document repository? And if so, in what applications are these documents stored today?	Yes – these are stored in both Yardi Voyager and Sharepoint (Sharepoint utilization is relatively minor in comparison to what's already in Voyager. Current plan is to manually migrate voyager documents due to automation limitations with Sharepoint integration
15	How many different operational workflows does FWHA anticipate implementing for this Tenant Housing Document Engagement?	Accounting, HR, procurement, property managers, and caseworkers would likely have significant deviations in workflows, but there would also be some overlap
16	How many employees/users of FWHA will be accessing this EDM solution?	See Question 10
17	Can you break the user count down by # of users that would only be consuming content (IE need read only access or they may participate in workflows), vs users that might require more complete access (adding and filing new content regularly)	At this point, we will assume that everyone will need the same level of access, aside from possibly 2-3 administrative user that may have additional access to features.
18	How many workflows are currently needed to automate for each department that will be accessing the EDM solution?	See Question 15
19	Please describe in detail each workflow process and paperwork involved in the current paper process.	The exact process has not been determined as we do not have a paperless process currently in place.
20	What is the number of documents that FWHA receives for these processes monthly for each department?	The number varies monthly but we would estimate 500 each month
21	What is the estimated document count for all departments that will use this EDM solution on an annual basis?	We'd estimate 6,000 annually
22	What current database solutions are you currently using for managing your processes today? Please list all if different departments have independent solutions. Do you anticipate needing to integrate with these solutions? Please identify the solutions and the integration that you anticipate you need.	Sharepoint and Yardi Voyager
23	What software solutions are you currently using that would need to integrate with the new EDM solution? Please list all if different departments have independent software solutions.	Sharepoint and Yardi Voyager
24	Do you plan to image the existing paper files into the new EDM system or is this a day forward only solution? If not, please disregard the remaining questions in the section.	See Question 7

25	How many pages for all departments do you estimate that will be imaged into this EDM solution? You can provide the number of boxes and/or file cabinets as well if that is easier to provide.	See Question 20
26	Do the documents need to be in the system with a specific time limit or as time permits until paper documents are in the EDM system?	See Question 2
27	Are there any old department documents and workflows that need to be considered that are no longer utilized in the current-day processes? If so, please describe in detail each workflow process and paperwork involved in the past paper process.	See Question 7
28	Is labor required in the RFP needed for document imaging (backfile and day forward), managing the EDM solution or both?	If that is a part of your proposal, then yes
29	Does the FWHA have a dedicated IT Support staff on-prem to support the new EDM solution?	We have an outside IT Contactor that will able to help facilitate this process
30	Does the FWHA have an individual identified that will be the key administrator of this EDM solution or are they looking for this from the provider to support this need?	We would be interested to know how each would work and then choose the best option
31	Is there a desire to integrate with any third-party solutions to push/pull data?	Not at this time
32	Is the HA looking for a Cloud or on-premise solution?	See Question 8
33	Is there a desire to have access to forms and documents just by employees of FWA, internal or external facing?	This would be for FWHA only, if external access is available, we'd be interested in hearing what the process looks like
34	Is there a desire to also back-file scan as part of this RFP?	See Question 7
35	How many employees at any given time will need to be able to login and view documents?	Anywhere between 1-35
36	Based on the departments listed, which ones would you like to be included within phase 1 of the implementation?	Housing Choice Voucher Program
37	To confirm, the items in 10.1.1 Preference Evaluation Factor are not mandatory and vendors would not be disqualified if they did not meet those participations?	That is correct. This is optional and not required.
38	When does the HA anticipate to begin project implementation?	We anticipate getting board approval in October and moving forward with the project shortly after that
39	When does the HA anticipate to go live with the new solution?	That would be based upon the respondents timeline of implementation. Also, see question 38
40	Is the HA permitted to sign two (2) contracts as a result of the RFP if the selected solution is a joint proposal from two vendors that meet all other criteria of the RFP?	Yes
41	Can you please provide the titles of the members of the proposal evaluation team?	The evaluation team has not been established at this time
42	Will the HA be holding demonstrations from shortlisted vendors prior to vendor selection?	Yes, we anticipate having a meeting/demonstration from selected vendors
43	Will demonstrations be held onsite?	The will be virtual
44	How many prospective suppliers will be invited to provide demonstrations for this project?	It will depend on the number of respondents
45	What departments will be utilizing the new solution?	All departments will utilize the solution in some way
46	Is there a phasing plan for the project to cover different departments and aspects of the solution? If so, can this please be shared?	See Question 4
47	Has a scoring matrix that will be used by evaluators been created? If so, please share. If not, please identify when this will be established and how it will be distributed to bidders.	FWHA does not provide the bid tabulations due to the proprietary information contained within; however, we can provide the contract award information, once it is available
48	Is there a preference/requirement for solutions that can expand in the future?	There is not a requirement for this
49	Has the HA seen demos of any potential solutions or related technologies in the last 12 months? If so, which ones?	Yes. We received a demonstration from Tikler.
50	Has the HA worked or consulted with any vendors and/or external sources in the development of the requirements for this RFP? If so, please identify.	No
51	What HA staff have been/will be assigned to the project for implementation?	FWHA is still determining which staff members will be involved as we anticipate a member from each department
52	What functional/operational issues with the current solution and what is the HA seeking to improve with a new system?	We have no current solution
53	Are there any other systems the HA intends to integrate with the solution?	Not at this time
54	What staff and resources does the HA have to manage data integration? Is there a preference of the staff to work via API or other approach (e.g. batch file, direct to database)?	We have on-site staff as well as an IT consultant and IT contacted company
55	Does the HA have a preference between DIY solutions requiring the HA's technical resources to self-implement the solution or solutions that offer vendor-managed implementation services?	We'd prefer the vendor to manage the implementation, but if there is an option for self implementation, then we'd like that to be presented
56	What is the HA's annual volume? Please breakdown by departments that would be utilizing the solution.	An exact number is not known. See Questions 20 and 21
57	How many users will be admins/power users who may need full system access and/or mass communication access?	Approximately 2-3
58	How many users will be basic/end users and faculty who do not need system configuration or mass communication access?	Approximately 32-33

#	Question	Response
59	Will there be a requirement to integrate with your solution and other applications to push/pull data? If so, is there database access to these systems or APIs available?	We have information in Yardi Voyager and are able to pull reports from this system
60	Do you support SSO? If so, what is in place today?	We do not currently have SSO in place
61	Are there any needs for customized printed documents (Payroll / AP checks, Tax docs, etc)?	Not at this time
62	Has a budget been allocated and approved for this project?	A budget has not been established
63	Which HA department is funding this project?	See Question 62
64	What is the HA's budget for the project?	See Question 62
65	Will IT be involved in this purchase, and if not, what level of involvement does IT assume for the project?	See Question 29
66	Is the deadline for the RFP Friday 8/25/23 at 12:00 pm? Another section of the RFP noted 8/23/23 at 12:00 pm as the due date.	See Question 3
67	In the RFP you stated: *"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."*	
68	Please provide a brief synopsis and description of the paperless process and workflows you are looking to improve upon for each process area:	
69	1) Tenant Processing	We are looking to improve all workflows for each of these departments
70	2) Human Resources	
71	3) Contract Administration	
72	4) Procurement	
73	What line of business application are you utilizing for Tenant Processing?	Yardi Voyager
74	What Human Resources information system application are you utilizing? What are the manual paper processes you are looking to automate for Human Resources?	Everything in manual paper process except payroll
75	Please describe the tools you utilize for managing Contracts. Include any process flow diagrams and manual processes you are looking to automate.	Currently all contracts are handled via paper file process
76	What are the primary technologies used by procurement? Please describe the processes you are looking to simplify and automate.	We post RFPs to our website and received responses via email, other than that, everything is a paper process. We would be looking to improve this entire process.
77	Do you have paper records that need to be retained for records management and compliance purposes in the following areas:	See Question 7
78	Tenant Files - If so, what is the volume of Tenant files?	N/A
79	Human Resources - If so, what is the volume of Employee Records?	N/A
80	Accounts Payable - If so, what is the volume of AP records?	N/A
81	Please outline the number of employees, by department, that will be interacting and utilizing the document management and workflow solution.	Approximately 35 employees from 6 or 7 departments
82	How many named users need access to the solution?	See Question 10
83	Is there any legacy data that will need to be migrated? If so, what file types & size of the total collection?	Some date from Yardi Voyager and possibly Sharepoint
84	Are you currently using any type of document management software that has not been already stated in the RFP?	No
85	How does the current intake of paper documents occur? (mail, fax, in person, etc.).	Mail, Fax, Email, In Person
86	How many current manual paper-based workflows are you conducting?	See Question 15
87	How many forms are currently being utilized? Where to the currently reside? How is access obtained?	Forms are located in a shared network dive
88	What is your current HRIS system?	ADP
89	What is your current AP system?	Yardi Voyager
90	Will integration into any current or future systems be required?	Unknown at this time
91	Is there a backfile scanning requirement? If so, what would the estimated volume be?	See Question 7