



Housing & Redevelopment Authority
of Virginia, Minnesota

Housing-Accounting Software RFP – Addendum #1 December 5, 2024

Questions from Potential Proposers

(Vendor Question in Black Type, HRA Answer in Red Type)

1. What are the primary challenges or limitations with your current system (Lindsey Software)? **On the fiscal management side, the fixed asset and inventory tracking do not work for us. We had to switch payroll systems from Lindsey to Bamboo because it was insufficient for our needs. On the client delivery side, it is not user friendly or intuitive, clients are not able to access their accounts on their own, it is not automated for requests to tenant, re-exams, etc. Are there specific pain points related to functionality, user experience, or performance? We currently access Lindsey on a server that is in the cloud. This is not ideal as access is through a remote desktop connection which affects functionality. For the end user, the screen interface is not user friendly and dated.**
2. Is the incumbent vendor (Lindsey Software, now part of MRI) allowed to participate in this bid? **MRI is allowed to participate in the bid.** Has the vendor expressed interest in rebidding? **Yes**
3. Have you conducted any internal assessments or gathered feedback from users on the current system's strengths and weaknesses? **Not formally.** What improvements are most frequently requested? **Ability to track client interactions, producing written correspondence to the tenant in a more streamlined manner, ability to have electronic client files, etc.**
4. Could you provide more details on the data migration process? **We are really depending on the new vendor to assist with this.** Are there specific data integrity or consistency issues we should be aware of? **Nothing with significance that we are aware of.** How much historical data beyond the specified 36 months do you plan to retain? **We do not plan to be able to access Lindsey after the migration. We would like to maintain as much historical data as possible; however, we have not fully explored how we will store this.**
5. What external systems beyond Bamboo HR do you expect the new software to integrate with (e.g., banking systems, maintenance tools, HUD databases)? **We expect to be able to upload PIC data – and in the future HIP data. We bank locally, so this is not a must, but would be nice.**
6. Are there specific custom modules or functionalities you foresee needing beyond what is outlined in the RFP? **No** What level of customization do you expect during and post-implementation? **I'm not sure we can answer this until we see the capabilities of your system.**
7. Do you require mobile access for all modules (e.g., financial management) or just specific functionalities like inspections and work orders? **Inspection and maintenance work orders must be able to be accessed on a mobile device. This would be ideal for the other modules, but is not required. We do need to be able to access all modules from sites other than our office (telecommuting); however, it does not need to be through mobile access.**



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8. Would advanced analytics and business intelligence capabilities be valuable to you? **Yes, depending on capabilities and cost.** Are there specific metrics or reports not currently available that you need? **An accurate VMS report for the HCV/Section 8 Program. Reports that can be converted to excel easily without multiple changes to formatting/configurations. Reports that can be run for a specific point in time (example – who was on the waiting list in January of 2024 or what applicants were offered a unit during that month). Certificate of Rent Paid reports that are simpler and accurate. Budget reports that can combine multiple programs/projects into one report.**
9. The RFP mentions a tentative schedule. Are there any critical milestones or deadlines (e.g., fiscal year-end) that we need to align with? **We anticipate starting implementation in July of 2025. Our year end is March 31st. We will not be able to convert during the months of March-May.**
10. Does VHRA have an estimated budget for this contract? **We are not giving a budgeted amount as part of this RFP.** How flexible is this budget if additional modules or services are identified during implementation? **This depends largely on the initial budget and if additional modules will provide other savings.**
11. The RFP mentions evaluation factors; could you elaborate on the weight assigned to each criterion? **The scoring in section 6 on page 10 breaks down the scoring and how it is weighted.** Is cost the most significant factor, or are functionality and support more critical? **No, cost is 20% of the scoring evaluation.**
12. Do you anticipate expanding your housing programs or adding new services in the next 3-5 years? Should the system be scalable to accommodate such growth? **While this is unknown at this time, our HRA is always evaluating the possibility of adding programs and projects. The system should have the ability to expand for future opportunities.**
13. Will any third-party consultants or auditors be involved in the project implementation and evaluation process? **No**
14. Beyond HUD and GAAP, are there other regulatory or reporting standards the system must comply with (e.g., state-specific regulations)? **Our HRA receives funding from the Minnesota Housing Finance Agency and uses their systems for reporting tenant information. There may be a need in the future to be able to upload information from our software to their reporting system. If payroll is part of the new system, we need to be able to report information to the state.**
15. What software is currently used for the following components?
 - a. Purchasing & Requisitioning – **We don't currently use a software.**
 - b. Inventory Tracking – **We do this manually through excel.**
16. Are you anticipating replacing Bamboo with new software? Or continuing upload into the new software from Bamboo or integration? **We are willing to look at the software being proposed if it has a payroll component and an HR component that we can use. If not, we will be staying with Bamboo and want to be able to upload information from Bamboo into the new software.**



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17. Are you anticipating continuing the upload from Excel for Journal Entry? **Yes, unless there is an easier way.**
18. Are you referring to the ACH file processing for Facilitate Online Banking with Direct Deposit for vendors (non-HAP recipients)? **Yes**
19. Is FSS family metrics currently tracked in Lindsey or excel? **FSS goal tracking is currently being tracked in Family Metrics. Escrows are being tracked on an excel spreadsheet.**
20. The 34 public housing units:
 - a. Are the 34 units in one property or across multiple properties? **The 34 units are the Eveleth HRA only. The Virginia HRA has 275 public housing units.**
 - b. Is the property owned & managed by Eveleth HA? **The Eveleth HRA units are owned by the Eveleth HRA and managed by the Virginia HRA.**
 1. Or owned by Eveleth HA and managed by a development partner? **See above**
 2. If so, will the development partner need access to the system to manage the units and complete recerts? **We are not anticipating that we will use the Virginia HRA software system for the Eveleth HRA units at this time.**
 - c. Any anticipation of converting the 34 PH units to RAD? **N/A**
21. Data Conversion:
 - a. What type of database is used for the existing software (i.e., SQL, etc.)?
 - i. Lindsey – **SQL and we run it via Advantage Database as the server program**
 - j. CS Professional Fixed Assets – **SQL**
 - k. Bamboo – **<https://documentation.bamboohr.com/docs/getting-started>**
 - b. Will staff be available to provide guidance on existing data usage within the current systems (i.e., unit owners vs property management companies – who should receive payments/correspondence; applicant/tenant statuses; the agency’s definitions/terminology; etc.) **Yes**
 - c. Any expectations of converting documents from a shared network drive? **No**
22. Will staff be available to conduct operational process workflow sessions to align your processes with the system processes? **Yes**
23. Will the agreed upon # of months for historical data be the same for all components or will different # of months be needed for certain components? For example:
 - a. Applicants = 36 months
 - b. Tenants = 72 months
 - c. Finance = 60 months

***We would like to have at least 36 months of historical data for all components. If you can provide more historical data for some components, please indicate that in your proposal.**
24. Any expectation for the vendor to start submitting PIC files for the agency until HIP is implemented? **We currently submit our PIC reports ourselves using a Lindsey generated upload report. At a minimum, we would expect the ability to do this from the vendor.**



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25. What is the proposed implementation timeframe? **We anticipate starting the implementation process in July of 2025. The timeline depends on the proposal by the vendor and what they believe is feasible; however, our fiscal year end is March 31st and we cannot be converting during the months of March-May.**
26. Do you want to manage your waitlists with our software? **The software needs to be able to maintain waitlists for all of our projects.**
27. Do you know how many FSS slots you have? **We currently have 28, but we normally have 30-35.**
28. Fixed Asset Questions:
- Number Entities: 8 entities that we track fixed assets for currently; we have 12 entities total, but we are not currently tracking assets for 4 of them**
 - Number of Financial Book you will need? We currently track 9 separate categories in the depreciation schedule.**
 - Are Tax Books Required-if so how many? No**
 - Number of Assets you would like to track? Approximately 1,000-3,000**
29. Financials Questions
- How many entities do they have? 0-50, 50-100, or 100+? 12**
 - Do they want the software vendor to import any of the data from Lindsey into the Financial portions of the software? Yes, we are requiring a minimum of 36 months of financial data to be imported. If a vendor is able to import more than this, we are interesting in know what that capability is and the cost.**