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ADDENDUM #1

Request for Proposals # 20-37 Consulting and Design Services for Mobile/Smart Phone Application

September 15, 2020

This addendum is to give notice for the following:

[The deadline for bid/proposal submissions has been extended to 2:00 p.m., October 1, 2020.](#)

Below are answers to a series of questions asked by potential proposers:

1. Does WHA have a current system that handles the said functions fully or partially? (according to RFP, WHA has a WO handling system the rest is not clear) If so, do we have to use those data/system or is this done from scratch?

WO are in place on line with external Do-Forms package

2. What's the status of the existing WO reporting system?

WO are in place on line with external Do-Forms package

3. Does WHA team has any preferred technology or dev suit to use for the project (some projects specifically ask for that and that is why we are asking it initially)

No none specified up to developer

4. Are there any detailed functional specs other than the RFP for us to refer beforehand?

N/A

5. When does WHA expect to award this contract?

Approximately four weeks after Bid Opening, which is September 22nd

6. When does WHA anticipate the project will begin?

Following full execution of contracts. This is expected approximately 6-8 weeks after Bid Opening

7. Does WHA have a target date for the delivery of phase 1 release?
The WHA is looking to complete this project as soon as possible. The RFP states that the project needs to be completed within 180 days from the day the legal documents are fully executed. However, if more time is needed the WHA will consider extending this timeline
8. Does WHA have target dates for the delivery of future releases?
No. But the WHA is looking to complete this project in an expedited manner
9. Does WHA wish for price quotes on all three phases or just the first phase?
Yes
10. Are you looking for a fixed fee proposal or T&M?
The WHA is looking for a fixed fee proposal
11. If fixed fee, should price quotes contemplate integration with existing work order system(s) or replacement?
Integration
12. Has a budget been secured for this project already?
No
13. If a budget in place, can this information be shared with respondents at this time?
N/A
14. Do citizens currently have the ability to pay rent and other housing-related fees online via Unipay?
Yes the UniPay option is available
15. Is Unipay and back-end accounting system currently integrated? If not, would it be desirable to propose on developing such an integration?
Yes
16. Is Unipay the only means of payments that is going to be used or are there other services that will be used?
Demand debit option is also an option but would be requested by tenants
17. Is there a need to support recordings of video/audio exchanges?
Not at this time
18. Is there a need/desire to capture GPS information?
Not at this time
19. Does WHA have a preference for cloud provider (Public or Private)?
Depends on security

20. Support for Mobile devices that include current versions of Android and iOS -- tablet and phone devices?

Yes

21. How will the community users be authenticated -- by phone number/user code/by creating an account? Is there an existing username/password used for another website that we will need to integrate with?

Account creations

22. Are you looking for just a consulting service to design a smartphone application or do you also need a vendor to develop and deliver the application?

Both

23. How much budget has been allocated for this project

N/A

24. Would WHA look at a SaaS model which would included an annual fixed cost?

Yes

25. Can you explain more about the sections with blue headlines starting on page 9 of the RFP with General Requirements and ending on page 12?

- a. What type of functionality do you want this system to provide to support these areas (General Requirements, Accounting, Admissions, Leased Housing, Family and Resident Services, Maintenance, Property Management, Public Safety, Human Resources, and Seasonal Features)?

Not enough time to detail

26. Referring to Page 1; RFP title - The title mentions consulting and design services while the scope of services talks about implementation. Does WHA want consulting and design to be the main exercise with the implementation of only certain features? Need clarification on the "Consulting" point.

Both

27. Page 9; Scope of Services section - Does the cloud-based CRM mentioned currently exist (If yes then what is the name?) and is working or will a new CRM platform be evaluated and implemented from scratch? If it has to be implemented from scratch, then is there a preference for off the shelf vs bespoke products?

We use Emphasys software systems and Do-Forms <https://www.doforms.com/>

28. Page 9; Scope of Services section - WHA mentions reporting and requests for various services. Is WHA seeking development of reporting and requests for various services as a part of this RFP? Are these reports and requests to be developed and rolled out as a part of this RFP?

Yes

29. Page 9; Scope of Services section - WHA mentions new work order systems to replace current systems. Is there a document/manual for functional and technical details about the current work order systems?

Not at this time

30. Page 9: General requirements - For push alerts – are they to be broadcasted, or sent to certain members-only based on filters? What is the format of alert e.g. text, image, video, audio? Is the alert delivery report required? What should be an alert delivery mechanism e.g. push notification, email, SMS?

We use a text alert system from Call Fire, that can integrated

31. Page 9: General requirements - For video / audio recordings – What is the use case? Who are this intended e.g. admins, residents? What is the size of video/audio content? Where is it hosted currently? Any estimated number on how many users will be accessing them?

Text and Robo call alerts

32. Page 9: General requirements - For links to website and documents – Where are these documents to be maintained? Is there current provision for them, or does it have to be created? What sort of information will these documents hold - public/personal/sensitive?

Current web site information

33. Page 9: General requirements - For promoting news and events – Are the details already present about how the news and events will be promoted? What will they comprise of - simple or rich-text multimedia- images/audio/video

Potentially could be all modes of Multimedia

34. Page 9: General requirements - For lists of reasons to contact staff – The assumption is that ability for admin to keep on updating this section is required. Is this assumption correct?

Yes

35. Page 9: Accounting- For setup resident payment accounts – Is any capability to process refunds or scheduled payments required?

Covered in the UniPay option

36. Page 9: Admissions- For the status of an application – How many types of applications are to be catered to? Is there any manual/document that categorizes and lists them all?

On line portal exists and this should be a link integration

37. We would also like to ask, how many internal users will WHA need to have access to the service?

Unsure users would access for administration and support functions. Users would be residents of the WHA

38. Can you provide details of the agency's organizations and its systems, including work orders?

Yes, these details can be provided to the contractor upon contract award

39. Q: Is this being funded through CARES grants?

Grant(s) may be included to fund this project

40. Does WHA have previous data and if yes, do they have to be migrated into the new system? and what is the current data volume?

Depends on what will be developed, current database can be used

41. If there is an existing system, we require the system specifications for our reference (database, used languages and technologies etc.)

Microsoft SQL database and structures

42. Did WHA use payment gateways and are they expecting to use the same with the new system?

We do not. The bank has its own UniPay.

All other terms and conditions of this solicitation remain unchanged.

Please be sure to acknowledge this Addendum and any others on the cover page of your Bid/Proposal Form.

Thank you,

Jackson Restrepo

Vice President of Procurement