

# Wichita Falls Housing Authority

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## REQUEST FOR PROPOSALS

*FOR*

## HOUSING SOFTWARE

RFP # 2025-03-03

**Issued on:** Monday, March 3, 2025

**Proposals must be received on or prior to**  
Thursday, April 3, 2025 at 10:00 am

**Administered by:** Paris Ward, Executive Director

## **SECTION I – INTRODUCTION and INTENT of RFP:**

### **BACKGROUND**

The Wichita Falls Housing Authority (WFHA) is a Public Housing Agency in Wichita Falls, Texas. WFHA operates 624 units of low-income public housing which are located on 4 sites, all of which are within the city of Wichita Falls. In addition, the Authority maintains 2 maintenance shops, 2 community centers, 2 childcare facilities, 1 Boys and Girls club and a Central Administrative Office. WFHA manages Capital Funds, Operating Funds, an FSS grant, a ROSS grant and a nonprofit.

### **INTRODUCTION**

In keeping with its mandate to provide efficient and effective services, the Wichita Falls Housing Authority (hereinafter “HA” or “WFHA”) is now soliciting **sealed proposals** from qualified applicants to provide the HA with a Housing Software system. WFHA is interested in upgrading its business software to increase efficiency and enable greater functionality. WFHA has a need for a fully integrated Housing software system. WFHA has created this Request for Proposal (RFP) to be completed by all interested vendors and will review both technical and cost considerations for each proposal.

The intent of the RFP is to award a contract to a responsible firm whose qualifications, price and other factors considered are the most advantageous to the Authority. Proposers shall make all investigations necessary to thoroughly inform themselves about the Authority's operations. Proposers shall be deemed to have examined the Authority's operations and satisfied themselves as to the existing conditions under which they will be obligated to operate in performing their part of the work in the agreement.

**Note** All parties intending to respond to this RFP are requested to confirm receipt of the RFP via email at [paris@wfha.com](mailto:paris@wfha.com) to ensure proper distribution of answers to vendor questions. Failure to confirm receipt of this document will not disqualify any vendor from the bidding process. However, WFHA will not be responsible for sending updated information to those who do not confirm receipt of the RFP. The last day to submit vendor questions will be Wednesday, March 26, 2025 at 4 pm.

Amendments: If it becomes necessary to revise this RFP, amendments will be posted at [www.wfha.com](http://www.wfha.com). It is the responsibility of the proposer to check this website throughout the open bidding period. The Authority will not be responsible for incorrect proposals due to the proposer's noncompliance with RFP amendments.

WFHA reserves the right to reject any proposals and to waive any informalities in any proposal received whenever the Authority determines that such rejection or waiver is in its best interest. The Authority also reserves the right to reject proposals from any firm who has previously failed to perform properly and/or complete work or contracts in a timely manner.

By submitting a proposal in response to this RFP, a proposer, if selected for award, shall be deemed to have accepted the terms of this RFP, and any revisions or amendments thereto, and this RFP shall become a part of the engagement contract with the successful proposer.

Proposer, at its own expense and without exception, shall indemnify, defend and pay all damages, costs, expenses (including attorney fees) and otherwise hold harmless the WFHA, its employees, and agents from any liability of any nature or kind in regard to the delivery of services as contained in this RFP, any accepted proposal, and/or any contact arising out of such acceptance of a proposal submitted in accordance with this RFP.

## **REQUEST FOR PROPOSAL / HOUSING SOFTWARE**

Proposals will be accepted until **Thursday, April 3, 2025 at 10:00 am** at the Wichita Falls Housing Authority in the Main Office Building, located at 501 Webster Street, Wichita Falls, Texas 76306. Complete specifications and instructions are attached herewith.

WFHA is accepting proposals for housing software for a three (3) year period, with an additional two (2) years, if agreed to as specified in the contract. The target start date is July 1, 2025, with an end date of June 30, 2028, with an additional two-year optional renewal period.

RFP packages can be obtained at the WFHA's main office or by email request at [paris@wfha.com](mailto:paris@wfha.com). One Original and three copies of the proposals, **clearly marked "Proposal for Housing Software/ RFP# 2025-03-03"**, should be delivered to:

Wichita Falls Housing Authority  
501 Webster  
Wichita Falls, TX 76306  
Attn: Paris Ward, Executive Director

Submission of a proposal signifies the Contractor's agreement that its proposal and the content thereof are valid and will become part of the contract that will be negotiated between HA and the successful Contractor. All prices submitted with the proposal shall remain in effect for the contract period.

## **APPLICABILITY**

By submitting a bid, the bidder is agreeing to abide by all terms and conditions listed herein, including those terms and conditions within HUD Handbook 7460.8 REV 2, Procurement Handbook for Public Housing Agencies, dated 2/2007, and HUD Table 5.1, Mandatory Contract Clauses for Small Purchases Other Than Construction and attached; and HUD 5370EZ, Davis Bacon or HUD Wage Decision.

## **SECTION II – Selection Process:**

### **A. Evaluation Process**

The contract will be awarded to the Vendor whose proposal will be the most advantageous to WFHA and whose price and other factors considered are the most closely conforming to this RFP. Due to the evaluation procedure for the Request for Proposal, the lowest dollar price may or may not indicate the successful Vendor. Price constitutes only one of the several evaluation criteria. The evaluators may conduct interviews with "short-listed" firms to clarify information provided in the proposals and whom WFHA deems to be most qualified. The interview process may include a verbal interview, as well as an on-line demonstration of the contracted products and/or services. WFHA desires to award the contract to the Respondent that demonstrates the ability to provide the highest quality of service with fair and reasonable pricing. To accomplish this goal, the WFHA's criteria for selection shall include as a general guide but are not limited to the section below.

### **B. Evaluation Scoring Criteria**

#	Evaluation Criteria	Scale
1	System Functionality & User Friendliness	20 points
2	Cost (both initial & ongoing support)	20 points
3	Implementation Timeline	20 points
4	Conversion	15 points
5	Vendor Support / Training	15 points
6	Customer References	10 points
	<b>TOTAL POINTS POSSIBLE</b>	<b>100 TOTAL POINTS</b>

### **C. Interview**

A committee determined by WFHA team members will interview Vendors whose product is considered well qualified. The interview process may include a verbal interview, an on-line demonstration of the product, or an on-site demonstration of the product (least likely). WFHA reserves the right to short list the RFP respondents and to interview only those WFHA feels are best qualified. Vendors should be prepared to have an interview/demonstration between April 6<sup>th</sup> – April 20<sup>th</sup>, respectively. Times will be coordinated between WFHA and prospective vendors.

WFHA has the right to evaluate, review, perform due diligence and to gather all background information it deems advisable prior to making a final decision. WFHA has the right to select more than one firm to perform the services necessary to effectuate this contract.

### **D. Negotiation**

In the event the parties are unable to enter into a contract, WFHA may elect to negotiate with the next most responsible bidder.

### **SECTION III – Proposed Software Functional Requirements:**

This section lists the minimum functional necessities, which should be reflected in any software proposal. In the list below, the listed functions are those that are intrinsic to our everyday work. If the proposed software does not meet any of these requirements, then any proposal should include a detailed description of how this functional need would be met otherwise. The lack of a required functionality in any software proposal would be sufficient to disqualify that proposal.

The vendor needs to provide Public Housing Authority software to conduct Housing Authority business and support the needs of the entire agency and provide data to support decision-making.

- Complies with federal and state privacy protection regulations and provides access to account self- service for applicants, tenants, and employees.
- Integration with an electronic document management system.
- Reporting capable of supporting customized reports and letters with integrated database fields, filtering, barcodes and tracking.
- HUD reporting
- Tax Reporting - Federal and State
- Capability of adding customizable fields for Housing Authority use
- Capability of conducting business remotely.

Proposed Software must meet the following minimum functional components;

#### **A. Financial Applications**

- General Ledger - capability of supporting multiple AMP'S (asset management project) accounts; capability of supporting multiple checking accounts).
- Bank Reconciliation Budgeting
- Accounts Payable Tenant Billing
- Procurement-Purchasing & Requisitioning/Contracts Management Financial Reports
- FDS Processing and Reporting VMS Processing and Reporting Accounts Receivable Inventory/supply and Fixed Assets Management (including Bar Coding System)
- Capital Fund Management
- Grant Management
- Invoicing

#### **B. Housing Applications**

- Applicant Waiting List Unit Management
- Low Income Public Housing Tenant and Property Management/Processing

- Rent Reasonableness
- FSS Program Management
- Work Order System with mobile application
- Utility Tracking and Management with mobile application
- Creation & Submission of 50058/50059 form
- PIC file generation Rent Calculation.
- PHAS Reporting
- UPCS Inspection Management with mobile application
- HOS Inspections with mobile applications
- End-User Reporting
- Executive Dashboard for Key Elements such as Vacancy Rate, Turnover Days
- Report Generation / Letter Generation
- Query and Analytic Tools/Applications

**C. Printing Capability**

- Options to provide laser check printing and signing on pre-printed and blank stock

**D. Other Desired Features**

- Payroll/Personnel and reports and submissions. Time Clock/Attendance Program
- Website Management, Online Resident/Participant Portal
- Capabilities for integration with online banking applications
- Facilitate direct Payroll/ Employee Wages Integrated Document Imaging System
- Document sign - One signature for several forms
- Online housing application for applicants
- Mobile Work Order capability
- Ability to track community service.
- Ability to send info/paperwork to residents by e-mail and/or other electronic means

**E. Data Conversion**

Project Management to include data conversion from existing system, installation, successful implementation and testing of the software and hardware of the PHA computer network. Data conversion to include conversion of historical data.

**F. Training**

Training of the PHA staff to include end-user, intermediate and technical level training sufficient for the PHA to operate independently.

## **SECTION IV – Description of Current Environment:**

### **A. The Authority's Housing Programs:**

WFHA operates 624 public housing units, divided into 4 Asset Management Projects and a Central Office Cost Center.

### **B. Current Software:**

WFHA currently uses software from Emphasys Software, for all of its major housing authority and accounting functions.

### **C. Servers:**

The WFHA currently operates with 1 server: Physical Machine windows server 2019 standard. Proposers should specify hardware requirements.

### **D. Workstations:**

Workstations are currently a mix of various ages and manufactures. There are 31 total devices, currently running the Windows 10 Pro Operating System.

### **E. Users:**

WFHA currently has 15 concurrent users operating from 3 sites. The breakdown is as follows:

- 11 users – Main Office
- 2 users – Paul Irwin Community Center
- 2 users – Mill Street Maintenance Office

### **F. Printers:**

WFHA currently has a variety of printer types. Most printers are direct-connect PC printers of various manufacturers, including Lexmark, Brother, and Epson. There are also 4 network printers. Options to provide Laser Check Printing and singing on pre-printed and blank stock should also be a part of this proposal.

An important aspect of WFHA's current printing methods is the use of the HP Color Laser Jet Enterprise Printer for printing checks.

### **G. Computers:**

There is one network that the computers could be connected to, depending on location/purpose. The workstations are PC's running Windows 10 Pro. The Central Office is Cat SE hard-wired at 1GB speed. All computers have internet access. All computers on this network contain gigabit network cards.

**H. LAN Equipment:**

There is a Unified Secure Gateway firewall with a unified switch.

**I. Software Compatibility:**

All proposed software must be compatible with Windows 10, Windows Server 2019. Indicate in your response whether your application runs as a native 32-bit or 64-bit application.



## **SECTION V – Proposal Guidelines:**

The proposal submitted by any entity should conform to the following format:

### **A. SUBMISSION REQUIREMENTS**

Vendors must submit three (3) mailed copies of the proposal in a sealed envelope **clearly marked “Proposal for Housing Software/ RFP# 2025-03-03”** to:

Wichita Falls Housing Authority  
501 Webster  
Wichita Falls, TX 76306  
Attn: Paris Ward, Executive Director

Proposals must be received by Thursday, April 3, 2025 at 10:00 am CST. All proposals not received by this time will be considered late and will be returned. Submissions by fax or email will not be accepted.

Proposals shall be signed by an official authorized-to-bond company.

**Proposal Physical Binding Method:** It is preferable and recommended that the respondent bind the proposal submittals in such a manner that WFHA can, if needed, remove the binding. Easy removal binding and/or no binding is preferred.

### **B. SUBMISSION FORMAT**

#### **1. Executive Summary:**

A brief non-technical overview of the Vendor’s business including the range of products and services offered. Vendors should provide information reflecting how and why the vendor’s products and services meet WFHA’s needs.

#### **2. Company Profile:**

- History of the company: both in general and specifically related to housing software
- Number of employees: in sales, development, support, training, and management
- Location: indicate any and all cities in which your support offices are located
- Relationship with HUD: include information about the company’s knowledge of HUD regulations, updates from HUD, changes from HUD and method for keeping software current

### 3. **Customer References:**

Customer references should include a listing of at least five (5) current Housing Authority customers. Any Housing Authority listed may be contacted by WFHA, but special attention will be paid to those which are comparable in size, function, and location. For each reference, include the following information:

- Name of technical person responsible for software maintenance and operation
- Position at the Housing Authority
- Email address
- Telephone number
- Address
- Size of Housing Authority (specifically, how many public housing units)

### 4. **Core Product Description:**

**Software Description:** Provide a list of all software components, and any plan for expansion/future release dates.

**Hardware requirements:** describe minimum hardware requirements to run both server and client applications (if applicable), such as processor type and speed, RAM, and hard disk space. Include any modules, such as handheld inspections, require additional devices or hardware. If there are known compatibility issues with any specific platform or device, list those also.

**Operating System requirements:** description should include OS compatibility, including specific OS version information. Provide a description of methods used to ensure that the product remains compatible with the OS after OS patch and hot-fix releases.

**Network Requirements:** List all network requirements necessary for the full functionality of the product. Include a description of any and all necessary protocols, bandwidth requirements, levels of connectivity (i.e. LAN, Internet, direct-dial, etc.) and any other relevant information.

### 5. **Notable Features:**

This section should include any unique product features which the Vendor would like to describe.

### 6. **Installation and Conversion Process Proposal:**

**Installation Process:** Provide an enumerated plan for the installation process. Specify tasks to be performed and by whom, as well as a suggested timeline for completion.

**Installation Verification:** Provide an enumerated plan for verifying full functionality of the product. Provide a suggested timetable for completion, as well.

**Data Conversion Process:** Provide an enumerated plan for the conversion of necessary data from the current WFHA system.

**Data Conversion Verification:** Provide an enumerated plan for verifying correct data conversion and the necessary data from the current test system. Provide a suggested timeline for completion.

**Data Conversion/History Storage:** Provide number of years that can be pulled from previous software historical data.

**7. Training Proposal:**

**Initial Training:** Describe all training to be included as part of the proposed installation package, both for the users and for the system administrator. Include information on the training method, the amount of training time, and at what point (during the installation process) the training will occur.

**Ongoing Training:** Describe any ongoing training programs the Vendor offers that are not included in the initial training, as well as any additional cost.

**8. Maintenance Proposal:**

This section should include detailed descriptions of all maintenance plans offered by the vendor. Descriptions should include:

- Support Hours (emergency and non-emergency)
- Types of Support (phone, e-mail, on-site, etc.)
- Documentation materials for training and help
- Guaranteed Response Times (emergency and non-emergency)
- List of Supported Issues
- List of Issues Specifically Excluded from Support
- Maintenance Services Included (software patches, HUD regulation changes, software customization, consulting, other)
- Include all warranties and guarantees

**9. Cost Proposal:**

**Itemized Installation Costs:** Itemize the cost for each specific installation component. The list should include:

- Each software component
- Each hardware component (if applicable)
- Each user/administrator training component
- Labor for Installation / Travel Expenses
- Labor for Conversion
- First year maintenance cost
- Other cost (not included in the above list)

**Summary Installation Cost:** This is the proposed bottom-line price that the Housing Authority will pay for all product costs for the first year. All costs listed in this proposal, including the itemized costs above, must be valid for a minimum of ninety (90) days from the RFP due date. The Vendor must specify how long beyond 90 days the product and service pricing will be valid.

**Ongoing Maintenance Cost:** This is the cost of all maintenance and support for the product after the first year. If the Vendor offers multiple support programs, the cost of each program should be listed. All annual (recurring) costs, such as software licenses, fees and software maintenance, product upgrade fees, etc.

**10. Certifications:**

- Attachment A: Cost Proposal Form
- Attachment B: Statement of Qualifications
- Attachment C: Eligibility Certification
- Attachment D: Form of Non-Collusive Affidavit
- HUD Form 5369 A: Representations, Certifications, and Other Statements of Bidders
- HUD Form 5369-B: Instructions to Offerors Non-Construction
- HUD Form 5370-C: General Contract Conditions Non-Construction

## **SECTION VI – Contract Agreement / Insurance & Licensing:**

### **A. INSURANCE AND LICENSING**

**INSURANCE REQUIREMENTS:** The successful Proposer shall furnish to WFHA a certified copy of the policy or policies covering liability and property damage relating to or arising out of the work, products, or services described in this RFP, any acceptance thereof, and any contract arising out of this RFP and any acceptance. All such policies shall evidence that the insurance required will be maintained in force for the entire duration of the work performed under the contract agreement. All such policies shall provide minimum liability insurance limits of \$1 million per incident and \$3 million annual aggregate for any and all liability related to the provision of products or services under this RFP, its acceptance, and/or any resulting contract. All such policies shall also cover property damage arising from the above-mentioned work. All such policies shall name "Wichita Falls Housing Authority" as an additional insured.

**REQUIRED PERMITS AND LICENSES:** Unless otherwise stated in the RFP documents, all Federal, State or local permits and licenses which may be required to provide the services ensuing from any award of this RFP, whether or not they are known to either WFHA or the respondents at the time of the proposal submittal deadline or the award, shall be the sole responsibility of the successful respondent and all offers submitted by the respondent should reflect and will be construed by WFHA as including costs required by the successful respondent to procure and provide such necessary permits or licenses.

**TAXES:** All persons doing business with WFHA are hereby made aware that WFHA is exempt from paying Sales and Use Taxes and Federal Excise Taxes. A letter of Tax Exemption will be provided upon request. The successful Proposer shall assume, and is liable for, all state and federal payroll and/or social security taxes and guarantees to hold WFCHA harmless in every respect against same.

**GOVERNMENT STANDARDS:** It is the responsibility of the prospective respondent to ensure that all items and services proposed conform to all local, state and federal law concerning safety (OSHA) and environmental control (EPA and state and/or local Regulations} and any other enacted ordinance, code, law or regulation. The successful respondent shall be responsible for all costs incurred for compliance with any such possible ordinance, code, law or regulation. No time extensions shall be granted, or financial consideration given, to the successful respondent for time or monies lost due to violations of any such ordinance, code, law or regulations that may occur.

**GENERAL CONDITIONS:** Acceptance by WFHA is required prior to payment. Acceptance will be based on adherence to the specifications, best industry practice, and inspection and evaluation by WFHA personnel and decision makers.

Contractor shall supply all material, labor, and equipment to complete the requirement of this solicitation unless otherwise specified in this solicitation.

## **B. Contract Agreement**

Upon award, the successful proposer will be required to provide Evidence of professional liability insurance carried by the firm. The contract term will cover a three (3) year period with an additional optional two (2) years, if agreed to as specified in the contract.

**TERMS OF CONTRACT:** The initial contract term shall be a three (3) year period, with an additional two (2) years, if agreed to as specified in the contract. The target start date is July 1, 2025, with an end date of June 30, 2028, with an additional two-year optional renewal period. The start date is contingent on data conversion completion.

**CONTRACT AGREEMENT:** All subsequent contract agreements, as a result of an award hereunder, shall incorporate all terms, conditions, and specifications contained herein, and in response hereto, unless mutually amended in writing.

The WFHA reserves the right to reject any or all proposals, to waive any informality in the RFP process, or to terminate the RFP process at any time, if deemed by the WFHA to be in its best interests.

The WFHA reserves the right not to award a contract pursuant to this RFP. The WFHA reserves the right to terminate a contract awarded pursuant to this RFP, at any time, for its convenience upon 30 days written notice to the successful proposer(s). The WFHA reserves the right to determine the days, hours and locations that the successful proposer(s) shall provide the services called for in this RFP. The WFHA reserves the right to retain all proposals submitted and not permit withdrawal for a period of 60 days after the deadline for receiving proposals without the written consent of the WFHA Contracting Officer, Paris Ward. The WFHA reserves the right to negotiate the fees proposed by the proposer entity. The WFHA reserves the right to reject and not consider any proposal that does not meet the requirements of this RFP, including but not necessarily limited to incomplete proposals and/or proposals offering alternate or non-requested services. The WFHA shall have no obligation to compensate any proposer for any costs incurred in responding to this RFP. The WFHA shall reserve the right, at any time during the RFP or contract process, to prohibit any further participation by a proposer or reject any proposal submitted that does not conform to any of the requirements detailed herein. The WFHA reserves the right to reject the Proposal of any firm who is debarred by the U.S. Department of Housing and Urban Development (HUD) from providing services to PHAs and reserves the right to reject the proposal of any firm who has previously failed to perform contracts properly.

## **SECTION VII – Proposer’s Responsibilities:**

It is the responsibility of the proposer to address all communication and correspondence pertaining to this RFP process to the Contracting Officer (CO), Paris Ward, only. Proposers must not make inquiry or communicate with any other WFHA staff member or official (including members of the Board of Commissioners) pertaining to this RFP. Failure to abide by this requirement may be cause for the WFHA to not consider a proposal received.

## **SECTION VIII – Addendums:**

All questions and requests for information must be addressed in writing to the Contracting Officer (CO), Paris Ward via email at [paris@wfha.com](mailto:paris@wfha.com). The CO will respond to all such inquiries, in writing, by addendum to all prospective proposers (i.e. firms or individuals that have obtained the RFP Documents).

During the RFP solicitation process, the CO will NOT conduct any substantive conversations when other prospective proposers are not present. As substantive conversations may give one prospective proposer an advantage over other prospective proposers. This does not mean that prospective proposers may not call the CO—it simply means that, other than making replies to direct the prospective proposer where their answer has already been issued within the solicitation documents, the CO may not respond to the prospective proposer’s inquiries. The CO will, however, direct proposers to submit such inquiries in writing so that the CO may fairly respond to all prospective proposers in writing by addendum.