Hawaii Public Housing Authority
State of Hawaii

RFP No. ITO-26-2025

Request for Proposals for the Provision of Cloud-Based Public Housing Management Software Platform

Note: If this Request for Proposals (RFP) was downloaded from the Hawaii Public Housing Authority website, respondent must provide the necessary contact information to the listed RFP Coordinator to be notified of any changes and to ensure receipt of all applicable RFP information. Interested offerors are advised to complete the RFP Registration Form, email or mail the form to the RFP Coordinator. The HPHA shall not be responsible for any missing addenda, clarifications, attachments or other pertinent RFP information not received by interested offerors.

Issued November 20, 2025

EQUAL HOUSING OPPORTUNITY

Notice to Offerors
(Chapter 103D, Hawaii Revised Statutes)

REQUEST FOR PROPOSALS (RFP) No. RFP ITO20-2025

Notice is hereby given that pursuant to chapter 103D, Hawaii Revised Statutes ("HRS"), the Hawaii Public Housing Authority ("HPHA"), will be accepting sealed proposals for the **provision of cloud-based public housing management software platform.**

The Request for Proposals may be downloaded at the HPHA website at www.hpha.hawaii.gov beginning Thursday, November 20, 2025.

The HPHA will conduct a Pre-Proposal Video Conference at 10:00 a.m. Hawaii Standard Time (HST), Tuesday, November 25, 2025. Offerors interested in participating in the conference are to contact the RFP Coordinator by Monday, November 24, 2025, 2:00p.m. HST for conference arrangements. All interested offerors are strongly encouraged to participate.

Sealed proposals shall be received by the HPHA at 1002 N. School Street, Bldg. E, Honolulu, Hawaii 96817 by 4:00 p.m. HST, Friday, January 9, 2026. Electronic mail submissions **shall not** be accepted. The official proposal receipt time shall be the time stamped in at the HPHA. Deliveries by private mail services, such as Federal Express, shall be considered hand deliveries. All mail-in proposals delivered by the United States Postal Service **must be received** by 4:00 p.m. HST, Friday, January 9, 2026.

The HPHA reserves the right to reject any or all proposals and to accept the proposals in whole or part in the best interest of the State. Questions relating to this solicitation shall be directed to Ms. Tammie Wong, RFP Coordinator at (808) 832-6071.

HAWAII PUBLIC HOUSING AUTHORITY

Hakim Ouansafi
Executive Director

EQUAL HOUSING OPPORTUNITY

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Section 1
Administrative Overview

I. Authority

The Hawaii State Legislature established the Hawaii Public Housing Authority ("HPHA") under chapter 356D, Hawaii Revised Statutes (HRS). The HPHA provides low income housing in the State of Hawaii and is administratively attached to the Department of Human Services. The HPHA is a public body and a body corporate and politic of the State of Hawaii. The HPHA's role is to address the housing needs of families in Hawaii. The HPHA seeks to competitively procure for a cloud-based public housing management software platform ("software platform").

A determination has been made that the HPHA is unable to secure services through a low bid process. Factors included in the determination were 1) price is not the primary consideration in determining an award; 2) the resulting Contract needs to be other than a fixed-price type; 3) the specifications for the services cannot be sufficiently described through a low bid process; 4) oral or written discussions may need to be conducted with Offerors concerning their proposals; 5) offerors may need to revise their proposals, including price; and 6) the award needs to be based on a comparative evaluation in order to determine the most advantageous offer to the State. To that end, a low bid process is not practicable to the HPHA for the procurement of the software platform.

This Request for Proposal ("RFP") is issued under the provisions of chapter 103D, HRS and the related administrative rules, and the United States Department of Housing and Urban Development's ("HUD") regulations. Offerors are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a proposal in response to this RFP shall constitute the offeror's admission of such knowledge.

II. RFP Organization

This RFP is organized into five (5) sections:

Section 1 Administrative Overview – Provides an overview of the procurement and contracting process.

Section 2 Scope of Services – Provides a general description of the tasks to be performed, delineates Offeror's responsibilities, and defines deliverables as applicable.

Section 3 Proposal Form and Instructions – Describes the required format and content for the proposal.

Section 4 Proposal Evaluation & Award– Describes how proposals will be evaluated.

Section 5 Attachments

III. Contracting Office

The Contracting Office is responsible for overseeing the procurement and issuing the Contract resulting from this RFP. The Contracting Office is located at:

Hawaii Public Housing Authority
Contract and Procurement Office
1002 North School Street, Bldg. G
Honolulu, Hawaii 96817
Telephone: (808) 832-6038

The designated RFP Coordinator is as follows:

Ms. Tammie Wong
Hawaii Public Housing Authority
Contract and Procurement Office
1002 North School Street, Bldg. G
Honolulu, Hawaii 96817
Telephone: (808) 832-6071
Email: tammie.y.wong@hawaii.gov

The HPHA reserves the right to change the RFP Coordinator without prior written notice.

The Information and Technology Office is the office responsible for administering and monitoring the resulting Contract. The designated Contract Administrator or his designated representative is responsible for monitoring the activities performed under the resulting Contract and is as follows:

Mr. Nelson Lee
Hawaii Public Housing Authority
Information Technology Office
1002 North School Street, Bldg. B
Honolulu, Hawaii 96817

The HPHA reserves the right to change the Contract Administrator. Any changes to the Contract Administrator or his/her designated representative shall be provided in writing to the Successful Offeror. Once the Successful Offeror has assumed

management responsibilities for the properties, all communications regarding approvals, reports, and requests will be directed to the Contract Administrator.

IV. Procurement Timeline

Activity	Scheduled Dates
Public notice announcing RFP	Nov. 20, 2025
Distribution of proposal specs/proposal form	Nov. 20, 2025
Pre-Proposal Video Conference	Nov. 25, 2025
Deadline to submit written inquires	Dec. 4, 2025
State response to written inquires	Dec. 15, 2025
Proposal Submittal Deadlines	Jan. 9, 2026, 4:00 p.m. HST
Product Demonstration	January 2026
Proposal Evaluation	January 2026
Notice of Award	January 2026
Contract Execution	January 2026
Start of Services	Feb. 15, 2026 or upon issuance of a Notice to Proceed

The HPHA reserves the right to amend or revise the procurement timeline without prior written notice when it is in the best interests of the State.

V. Pre-Proposal Video Conference

The HPHA will conduct a Pre-Proposal Video Conference at 10:00 a.m. Hawaii Standard Time (HST), Tuesday, November 25, 2025. Offerors interested in participating in the conference are to contact the RFP Coordinator by Monday, November 24, 2025, 2:00p.m. HST for conference arrangements. All interested offerors are strongly encouraged to participate in the Pre-Proposal Video Conference.

Impromptu questions will be permitted at the Pre-Proposal Conference and verbal answers will be provided. Verbal answers provided by the HPHA are not binding and only intended for general guidance purposes. Formal written responses to substantive questions will be provided in writing to each registered Offeror as set forth in Section VI below not later than Monday, December 15, 2025. All changes to the RFP will be issued as an addendum to this RFP.

VI. Submission of Questions

Interested offerors may submit questions to the RFP Coordinator identified in Section 1 of this RFP. Written questions may be hand-delivered, submitted by electronic mail, or via U.S. Postal Services. The deadline for submission of written questions is Thursday, December 4, 2025. All written questions will receive a written response from the HPHA. The HPHA's response to written questions shall be issued as an addendum to the RFP not later than Monday, December 15, 2025.

VII. Submission of Sealed Proposals

A. Forms/Formats. Proposals must be submitted following the format as prescribed in Section 3 – Proposal Forms and Instructions of this RFP.

Offerors shall also follow the U.S. Department of Housing and Urban Development Instructions to Offerors Non-Construction Form HUD 5369-B and Certifications and Representations of Offers Non-Construction Contract, Form HUD 5369-C. The instructions can be downloaded from HUD Clips at www.hudclips.org and is an attachment to this proposal. See Attachments 1 and 2.

B. Proposal Submittal. Sealed proposals shall be received by the HPHA at 1002 N. School Street, Bldg. E, Honolulu, Hawaii 96817 not later than 4:00 p.m. HST, Friday, January 9, 2026. The official receipt time of mailed-in and hand-delivered proposals shall be the recorded time using the HPHA's time stamp clock. Deliveries by mail/courier services, including without limitation United States Postal Services and Federal Express, shall be considered hand deliveries. **Electronic submissions shall not be accepted.**

Sealed Proposals should be addressed to:

Hawaii Public Housing Authority
1002 N. School Street, Building E
Honolulu, Hawaii 96817
Attn: Ms. Tammie Wong, RFP Coordinator

Proposals received after 4:00 p.m. HST, Friday, January 9, 2026 shall not be accepted.

The register listing proposals received shall be available for public inspection after the award of the Contract.

C. Pre-opening Modification. Proposals may be modified prior to the proposal deadline with the following documents in accordance with section 3-122-16.07, Hawaii Administrative Rules ("HAR"):

1. A written notice accompanying the actual modification received in the HPHA Contract and Procurement Office stating that a modification to the proposal is submitted.

2. An electronic written notice may be submitted by electronic mail to the RFP Coordinator. Offeror shall submit the original signed written notice and modification to the HPHA, Contract and Procurement Office within two (2) working days of receipt of the electronic transmittal. If the written notice is submitted less than two (2) working days prior to the established due date

and time of the proposal deadline, the offeror shall submit the original signed written notice and the modification to the HPHA Contract and Procurement Office, 1002 North School Street, Bldg. G, Honolulu, Hawaii 96817 and time stamped by the HPHA.

All requests for modifications shall be sealed, the envelope or package shall be clearly identified as a modification to the proposal submission with reference to this RFP (RFP No. ITO-26-2025), accompanied by the actual modifications to the proposal signed by an authorized representative, and must be received by the HPHA not later than 4:00 p.m. HST, Monday, December 29, 2025.

D. Wages and Labor Law Compliance. Prior to entering into a Contract in excess of $25,000, an Offeror shall certify that it complies with section 103-55, HRS, wages, hours, and working conditions of employees of contractors performing services. Section 103-55, HRS, provides that the services to be performed shall be performed by employees paid at wages not less than wages paid to public officers and employees for similar work. Offerors are further advised that in the event of an increase in wages for public employees performing similar work during the period of the Contract, the Successful Offeror shall be obligated to provide such increased wages. Current public employee wage information is available from the Department of Human Resource Development website at the following address:

http://dhrd.hawaii.gov/state-hr-professionals/class-and-comp/salary-schedules/

Offerors shall complete and submit the attached Wage Certification certifying that the services required will be performed pursuant to section 103-55, HRS. See Attachment 3.

The Successful Offeror shall be further obligated to notify his employees performing work under this Contract regarding the provisions of section 103-55, HRS, and the current wage rates for public employees performing similar work. The Successful Offeror may meet this obligation by posting a written notice to this effect in the Successful Offeror's place of business in an area accessible to all employees. It is the sole responsibility of the Successful Offeror to comply with section 103-55, HRS.

E. Confidential Information. If an offeror believes that any portion of a proposal contains information that should be withheld as confidential, the offeror shall request in writing nondisclosure of designated proprietary information to be confidential and provide justification to support the designation of confidentiality. Such information shall accompany the proposal, clearly marked, and shall be readily separable from the proposal submittal documents to facilitate eventual public inspection of the non-confidential sections of the proposal submittal documents. Nondisclosure

of requested information is subject to chapter 92F, HRS, and is discoverable unless exempted by law. Note that price is not considered confidential and shall not be withheld.

F. **Exceptions.** Offerors shall list in their proposal any exceptions made to the terms, conditions, specifications, or other requirements listed herein. Offerors must reference the RFP section where the exception is made, provide a description of the exception, and any proposed alternative. The HPHA shall retain the right to grant exceptions to discretionary policies. Requests for exceptions to State, Federal, or local laws shall not be approved.

VIII. Discussion with Offerors Prior to Proposal Submission

Discussions may be conducted with Offerors to promote understanding of the HPHA requirements.

IX. Opening of Proposals

Upon receipt of proposals by the HPHA at the designated location, proposals, modifications to proposals, and withdrawals of proposals shall be date and time stamped. All documents so received shall be held in a secure place by the HPHA and shall not be examined for evaluation purposes until the submittal deadline. Procurement files shall be open to public inspection after a contract has been awarded and executed by all parties. Sealed proposals shall not be opened publicly.

X. Additional Materials and Documentation

Samples or descriptive literature should not be submitted unless specifically requested in the RFP. Any unsolicited documentation, literature, samples or brochures will not be examined or tested and will not be deemed to vary any of the provisions of this RFP.

XI. RFP Amendments

The HPHA reserves the right to amend this RFP at any time prior to the closing date for the final revised proposals or as allowed under chapter 3-122, HAR. Interested offerors will be notified of the availability of amendments through verbal or written communication.

XII. Additional Terms and Conditions

The HPHA reserves the right to add terms and conditions during contract negotiations and discussions. These terms and conditions may be within the scope of the RFP and will not affect the proposal evaluation.

XIII. Cancellation of the Request for Proposals

The RFP may be canceled and any or all proposals may be rejected in whole or in part when determined by the HPHA to be in the best interest of the State.

XIV. Costs for Proposal Preparation and Verification

Any costs incurred by Offerors in preparing or submitting a proposal are the Offeror's sole responsibility. Any costs incurred by the Successful Offeror prior to the execution of a Contract are not eligible for reimbursement.

Costs incurred in connection with the review, inspection and verification of information provided in the RFP shall be the Offeror's sole responsibility.

Offerors shall ensure that the HPHA is provided with the written authorization(s) necessary to verify information provided in the Offeror's proposal.

XV. Mistakes in Proposals

While offerors are bound by their proposal, circumstances may arise where a correction or withdrawal of proposal is proper. An obvious mistake in a proposal may be corrected or withdrawn, or waived by the HPHA to the extent that it is not contrary to the best interest of the HPHA or to the fair treatment of other offerors. Mistakes in proposals shall be handled as provided for pursuant to chapter 3-122, Hawaii Administrative Rules (HAR) and HUD requirements as specified in HUD Handbook 7460.8.

XVI. Rejection of Proposals

The HPHA reserves the right to consider as acceptable only those proposals submitted in accordance with the requirements set forth in this RFP and which demonstrate an understanding of the service specifications. A proposal may be rejected without further notice if it is:

1. Determined to be unreasonable in price, including the total price of the proposal and the prices for individual items as well; or

2. Determined to offer a set of terms or conditions that are contradictory to the minimum requirements included in this RFP.

The HPHA reserves the right to reject any and all submittals and to accept the submittals in whole or part in the best interest of the State.

XVII. Withdrawal of Proposals

Proposals may be withdrawn upon written or facsimile request and should be received prior to 4:00 p.m. HST, Monday, December 29, 2025. Late requests for withdrawal may not be accepted. Negligence on the part of the offeror in preparing its proposal confers no right of withdrawal or modification of its proposal after the due date and time.

XVIII. Best Available Data

All information contained in this RFP is the best data available to the HPHA at the time the RFP was prepared. The information given in the RFP is not intended as representations having binding legal effect. This information is furnished for the convenience of offerors and the HPHA assumes no liability for any errors or omissions.

XIX. Notice of Award

After proposal evaluation and verification that the highest ranked Offeror demonstrates compliance with section 3-122-112, HAR, Responsibility of Offeror, a Notice of Award will be issued to the highest ranked Offeror indicating that the Offeror has been selected to provide the services under this RFP.

The HPHA reserves the right to initially contract for specific module(s) or phase(s) of the software platform provided in the Successful Offeror's proposal. The implementation of additional module(s) or phases(s) after the initial phase are options to be exercised at the sole discretion of the HPHA.

The Successful Offeror receiving an award shall be required to enter into a formal written Contract with the HPHA. See Attachments 4 through 11 for Sample Contract.

Any Contract resulting from this RFP is subject to the approval by the Department of the Attorney General as to form, and to all further approvals, including the approval of HUD as may be required by State statute, federal regulation, rule, order or other directive.

No work is to be undertaken by the Successful Offeror prior to the Contract commencement date. The HPHA is not liable for any work, contract, costs, expenses, loss of profits or any damages whatsoever incurred by the Successful Offeror prior to the Contract starting date.

XX. Protests

Pursuant to section 103D-701, HRS, an actual or prospective Offeror who is aggrieved in connection with the solicitation or award of a contract may protest the solicitation or award of services only for a serious violation of procurement

policies and operational procedures. Only the following matters may be protested:

(1) A state purchasing agency's failure to follow procedures established by chapter 103D, HRS.

(2) A state purchasing agency's failure to follow any rule established by chapter 103D, HRS.

(3) A state purchasing agency's failure to follow any procedure, requirement, or evaluation criterion in a request for proposals issued by the state purchasing agency.

The Notice of Protest shall be mailed by United States Postal Service (USPS) or hand delivered to the head of the State Contracting Office conducting the protested procurement and the Procurement Officer who is conducting the procurement as indicated below within five (5) business days after the aggrieved person knows or should have known of the facts giving rise thereto. A protest based upon the content of the solicitation shall be submitted in writing prior to the date set for receipt of Offerors. Further provided that a protest of an award or proposed award shall be submitted within five (5) days after the posting of award of the contract. Protests are deemed submitted upon receipt by the State Contracting Office. Any notice of award letter(s), resulting from this solicitation shall be posted on the Hawaii Award and Notices Data System on the State Procurement Office website at https://hands.ehawaii.gov/hands/.

Head of State Contracting Office		**Procurement Officer**	
Name:	Mr. Hakim Ouansafi	Name:	Mr. Rick T. Sogawa
Title:	Executive Director	Title:	Procurement Officer
Mailing Address:	P.O. Box 17907 Honolulu, Hawaii 96817	Mailing Address:	P.O. Box 17907 Honolulu, Hawaii 96817
Business Address:	1002 N. School St, Bldg. E Honolulu, Hawaii 96817	Business Address:	1002 N. School St, Bldg. D Honolulu, Hawaii 96817

XXI. Availability of Funds

The award of a Contract and any allowed renewal or extension thereof, are subject to allotments made by the Director of Finance, State of Hawaii, pursuant to chapter 37, HRS, and subject to the availability and allotment of State and/or Federal funds. The HPHA shall retain the authority to cancel an award and/or not exercise the option periods due to the lack of available funds.

XXIII. General and Special Conditions of Contract

The General Conditions that will be imposed contractually are included as an attachment. The State's General Conditions set forth in Attachment 10 may also be found on the State Procurement Office (SPO) website at www.spo.hawaii.gov. The

HUD General Conditions set forth in Attachment 11 may also be found on the HUD website at www.hud.gov. In the event there is a conflict between the State and Federal General Conditions, the more restrictive shall apply.

The HPHA may also impose contractually any necessary Special Conditions. See Attachment 9. In the case of a conflict between the Special Conditions and the General Conditions, the Special Conditions shall apply.

The HPHA reserves the right to make modifications to the Scope of Work and or reporting requirements arising from unforeseeable conditions.

XXII. Cost Principles

The HPHA shall utilize standard cost principles in section 3-123, HAR, which are available on the SPO website. Nothing in this section shall be construed to create an exemption from any cost principle arising under federal law.

XXIII. Campaign Contributions by State and County Contractors Prohibited

If awarded a Contract in response to this solicitation, the Successful Offeror agrees to comply with section 11-355, HRS, which states that campaign contributions are prohibited from a State and County government Contractor during the term of the Contract, if the Contractor is paid with funds appropriated by the legislative body between the execution of the Contract through the completion of the Contract.

(END OF SECTION)

Section 2
Scope of Services

I. Introduction

A. Purpose

The HPHA is seeking to upgrade its business software system to a cloud-based software platform. The purpose of this Request for Proposals (RFP) is to procure for a cloud-based public housing management Software as a Service (SaaS) Platform ("software") with artificial intelligence capability to boost productivity with a potential of no less than 50%. The software will be a system of record and system of engagement supporting all critical workflow operations of the HPHA, including without limitation, application for federal/state low income public housing, application for Housing Choice Voucher, and submission of maintenance requests. The goal of this RFP is to select an offeror who can delivery and implement the software platform with the highest quality and in the most expeditious timeframe possible.

C. Funding Source and Period of Availability

Funds are subject to appropriation by the State Legislature and/or U.S. Congress and allocation by the Governor and/or State Director of Finance and/or U.S. Department of Housing and Urban Development (HUD). Funding and period of availability may change upon written notice by the HPHA.

It is understood that the Contract shall not be binding, unless the HPHA can document that there is available an unexpended appropriation or balance of an appropriation over and above all outstanding contracts sufficient to cover the amount required by the Contract.

Any Contract entered into as a result of this RFP is binding only to the extent that funds are certified as available and allocated and received by the HPHA. The availability of funds in excess of the amount certified as available shall be contingent upon future appropriations or special fund revenues.

It has been determined that there are sufficient funds to pay for the initial term of the Contract and the funds necessary for the remaining terms of the Contract are likely to be available from HUD. Pursuant to section 103D-315, HRS, the HPHA reserves the right to cancel the Contract when future funds are not available to support continuation of performance in subsequent Contract periods or revise the amount/quantity of services required without penalty. Services will be reduced or rescheduled at the same accepted price.

Nothing in this RFP shall be interpreted to mean that the State shall be liable to pay for services at the federal public housing properties with State funds. However, should an allocation of State funds become available, the State reserves the right to pay for a portion of services using State funds.

II. General Requirements

A. Qualifying Requirements

1. Established History and Domain Expertise

   To ensure business continuity and project success, the HPHA is only accepting proposals from offerors with an established business history as follows:

   a. Offeror shall be required to have been in business for five (5) or more years with minimum experience of three (3) years in software development; and

   b. Offeror shall have a minimum of three (3) U.S. based high-medium or large size PHAs with housing units between 500 to 9,999 as defined by the HUD, and actively utilizing the offeror's product.

2. The Successful Offeror shall comply with chapter 103D, HRS, Cost Principles for Purchase of Goods and Services. The Successful Offeror shall also comply with applicable HUD rules as specified in Handbook No. 2210.18.

3. The Successful Offeror shall have no outstanding balances owing to the HPHA. Exceptions may be granted by the Executive Director of the HPHA for debts recently acquired and for debts which have a repayment plan approved by the Executive Director of the HPHA.

4. Prior to award of a Contract, the Successful Offeror shall furnish proof of compliance with the requirements of section 3-122-112, HAR:

   a. Chapter 237, HRS, tax clearance;
   b. Chapter 383, HRS, unemployment insurance;
   c. Chapter 386, HRS, workers' compensation;
   d. Chapter 392, HRS, temporary disability insurance;
   e. Chapter 393, HRS, prepaid health care; and
   f. One of the following:

      1) Be registered and incorporated or organized under the laws of the State of Hawaii as a "Hawaii business" as follows:

         Hawaii business. A business entity referred to as a "Hawaii business" is registered and incorporated or organized under the

laws of the State of Hawaii. As evidence of compliance, the Offeror shall submit a CERTIFICATE OF GOOD STANDING issued by the Department of Commerce and Consumer Affairs Business Registration Division (BREG). A Hawaii business doing business as a sole proprietorship is not required to register with the BREG, and therefore not required to submit the certificate. A Successful Offeror's status as sole proprietor or other business entity and its business street address will be used to confirm that the Successful Offeror is a Hawaii business.

2) Be registered to do business in the State of Hawaii (hereinafter referred to as a "compliant non-Hawaii business") as follows:

Compliant non-Hawaii business. A business entity referred to as a "compliant non-Hawaii business," is not incorporated or organized under the laws of the State of Hawaii but is registered to do business in the State. As evidence of compliance, the Offeror shall submit a *CERTIFICATE OF GOOD STANDING.*

4. Business Office

The Successful Offeror shall have a permanent office in the State where he/she conducts business and where he/she will be accessible in person or via telephone calls during normal Hawaii State government business hours from 7:45 a.m. to 4:30 p.m., HST, to address complaints or requests that require immediate attention. See Attachment 12 for Hawaii State Government Holiday Schedule. An answering service is not acceptable. A permanent office location and phone number shall be stated in the Offeror's proposal.

5. Certifications of Eligibility

Prior to award of a Contract, Offerors shall submit the following documents to the HPHA to demonstrate compliance with applicable State laws:

a. Tax Clearance, Form A-6;

b. Department of Labor and Industrial Relations, Application for Certificate of Compliance, Form LIR #27; and

c. Certificate of Good Standing issued by the BREG.

Alternatively, the Offeror may demonstrate compliance utilizing the Hawaii Compliance Express (HCE), which allows businesses to register online through a simple wizard interface at:

http://vendors.ehawaii.gov/hce/splash/welcome.html

The HCE provides the applicant with a "Certificate of Vendor Compliance" with current compliance status as of the issuance date, accepted for both contract award and final payment purposes. Businesses electing to use the HCE will be required to pay an annual fee of $12.00.

6. Indemnification

   The Successful Offeror shall defend, indemnify, and hold harmless the State of Hawaii, the HPHA, its elected and appointed officials, officers, and employees, from and against all liability, loss, damage, cost, and expense, including all attorneys' fees, and all claims, suits, and demands therefore, arising out of or resulting from the acts or omissions of the Successful Offeror or the Successful Offeror's officers, employees, agents or subcontractors.

7. Insurance Requirements

   Within 15 days after award of the Contract and prior to the execution of the Contract, the Successful Offeror shall furnish to the Contracting Officer valid certificate(s) of insurance as evidence of the existence of the following minimum insurance requirements:

Coverage	Limit
Commercial General Liability with Personal Injury Liability	$1,000,000.00 per occurrence for bodily injury and personal property damage and $2,000,000.00 general aggregate. Personal injury liability limit of $1,000,000.00 per occurrence.
Automobile Insurance covering all owned, non-owned and hired automobiles.	Bodily injury liability limits of $1,000,000.00 each person and $1,000,000.00 per accident and property damage liability limits of $1,000,000.00 per accident OR combined single limit of $2,000,000.00.
Workers Compensation as required by applicable State laws.	Insurance to include Employer's Liability. Both such coverages shall apply to all employees of the Successful Bidder and (in case any sub-contractor fails to provide adequate similar protection for all employees) to all employees of sub-contractors.

A certificate of insurance evidencing such insurance is required prior to commencement of services. The certificate of insurance required by this Contract shall contain the following:

> "The State of Hawaii, the Hawaii Public Housing Authority, its elected and appointed officials, officers, and employees shall be named as additional insured, except for Professional Liability Insurance and Workers Compensation Insurance, as respects to operations performed for the State of Hawaii under this Contract."
>
> Waiver of Subrogation in favor of the State of Hawaii shall also be included for the General Liability, Automobile Liability, and Workers Compensation policies. The Successful Offeror shall endorse such policies to a waiver of any right to subrogation against the State of Hawaii and their respective employees and agents by each insurer under each required policy described herein. When required by the insurer or should a policy condition not permit the Successful Offeror to enter into a pre-loss agreement to waive subrogation without an endorsement, Successful Offeror shall notify the insurer and request that the policy be endorsed with a Waiver of Transfer of Rights of Recovery Against Others, or its equivalent. This Waiver of Subrogation requirement shall not apply to any policy, which includes a condition specifically prohibiting such an endorsement, or voids coverage should the Successful Offeror enter into such agreement on a pre-loss basis.

The Successful Offeror agrees to provide the HPHA before the effective date of the Contract, certificates(s) of insurance necessary to satisfy the HPHA that the Successful Offeror is in compliance with the insurance provisions of this Contract and to keep such insurance in effect and the certificate(s) therefore on deposit with the HPHA during the entire term of this Contract. Upon request of the HPHA, the Successful Offeror shall furnish a copy of the policy or policies. The minimum insurance required shall be in full compliance with the Hawaii Insurance Code throughout the entire term of the Contract, including all Supplemental Contract(s).

Failure of the Successful Offeror to provide and keep in force such insurance shall be regarded as a material default under this Contract and shall entitle the HPHA to exercise any or all of the remedies provided in this Contract for default of the Successful Offeror.

The procuring of such required policy or policies of insurance shall not be construed to limit the Successful Offeror's liability hereunder or to fulfill the indemnification provisions and requirements of this Contract. Notwithstanding said policy or policies of insurance, the Successful Offeror shall be obligated for the full and total amount of any damage, injury, or loss caused by negligence or neglect connected with this Contract.

The Successful Offeror shall immediately provide written notice to the Contracting department or the HPHA should any of the insurance policies evidenced on its Certificate of Liability Insurance be cancelled, limited in scope or not renewed upon expiration.

The HPHA is a self-insured State agency. The Successful Offeror's insurance shall be primary. Any insurance maintained by the State of Hawaii shall apply in excess of, and shall not contribute with, insurance provided by the Successful Offeror.

To satisfy the minimum coverage limits required by this Contract, the Successful Offeror may use an umbrella policy in addition to the mandatory insurance policies (i.e., General Liability Insurance, Automobile Insurance, and Workers' Compensation) provided that the HPHA approves, and the umbrella policy follows the underlying coverage forms.

8. Section 3 of the U.S. Housing Act of 1968

   a. The work to be performed under this Contract is subject to the requirements of section 3 of the Housing and Urban Development Act of 1968, as amended, 12 U.S.C. 1701u (section 3). The purpose of section 3 is to ensure that employment and other economic opportunities generated by HUD assistance or HUD-assisted projects covered by section 3 shall, to the greatest extent feasible, be directed to low- and very low-income persons, particularly persons who are recipients of HUD assistance for housing.

   b. The parties to this Contract agree to comply with HUD regulations in 24 CFR part 75, which implement section 3. As evidenced by their execution of this Contract, the parties to this Contract certify that they are under no contractual or other impediment that would prevent them from complying with the part 75 regulations.

   c. The Successful Offeror agrees to include this section 3 clause in every subcontract subject to compliance with regulations in 24 CFR part 75, and agrees to take appropriate action as provided in an applicable provision of the subcontract or in this section 3 clause, upon a finding that the subcontractor is in violation of the regulations in 24 CFR part 75. The Successful Offeror shall not subcontract with any subcontractor where the Successful Offeror has notice or knowledge that the subcontractor has been found in violation of the regulations in 24 CFR part 75.

   d. Noncompliance with HUD's regulations in 24 CFR part 75, may result in sanctions, termination of this contract for default, and debarment or suspension from future HUD assisted contracts.

B. Type of Contract

1. By submission of a proposal, Offerors warrant and certify that they have read and are familiar with the contractual and service requirements set forth in this RFP and its attachments, and the provisions of which are expressly incorporated into this RFP by reference.

   All proposals shall become the property of the HPHA. The Successful Offeror's proposal will be incorporated in the resulting Contract by reference. The stated requirements appearing elsewhere in this RFP shall be incorporated into the resulting Contract by reference.

   The Successful Offeror shall be required to enter into a formal written contract with the HPHA in accordance with the laws, rules and regulations of the State of Hawaii. See Attachments 4 through 11, Contract for Goods and Services Based on Competitive Sealed Proposals.

   Subsequent to the award and within 10 days after the prescribed contract forms are presented for signature, the Successful Offeror shall execute and deliver the original contract forms to the HPHA as specified by the HPHA.

2. Subcontracting

   No work or services shall be subcontracted or assigned without the prior written approval of the HPHA. No subcontract shall, under any circumstances, relieve the Successful Offeror of his/her obligations and liability under the Contract with the HPHA. All persons engaged in performing the work covered by the Contract shall be considered employees of the Successful Offeror.

3. Contract Modification

   The Contract may be modified only by a written document signed by the HPHA and personnel authorized to sign contracts on behalf of the Successful Offeror as designated in its corporate resolution.

   At any time during the Contract term, the HPHA reserves the right to decrease the scope of services by removing properties under the awarded Contract as provided in the Termination for Convenience clause of the General Conditions, see Attachment 10. In the event of a decrease in scope, the HPHA will provide 90 days advance notice to the Successful Offeror.

4. Additional Services and Fees

   For work not described in the Contract, the Successful Offeror and the HPHA shall negotiate for additional needed services and fees which may

arise during the course of the Contract. Any agreement shall be in writing, executed by all parties, and shall be attached to the Contract as an amendment to expire at the same time as the original Contract or subsequent Contract period(s).

5. Laws, Rules, Ordinances and Regulations

   Reference to State, City and County laws, ordinances, rules and regulations and standard specifications shall include any amendments thereto effective as of the date of the RFP.

6. Bonds

   No performance or payment bond is required.

C. Single or multiple contracts to be awarded

☒ Single ☐ Multiple ☐ Single & Multiple

D. Single or multi-term contracts to be awarded

☒Single term (≤ 12 mos.) ☐ Multi-term (> 12 mos.)

Initial term of contract:	12 months
Length of extension:	Up to 12 months; may be less than 12 months when it is in the best interest of the State
Maximum length of contract:	60 months

The initial Contract period shall commence on February 1, 2026 or upon the HPHA's issuance of a Notice to Proceed. The following conditions must be met for an extension:

1. The Contractor experienced cost savings and has unexpended funds available that can be used to provide additional goods and services; or

2. The HPHA determines there is an ongoing need for the services and has funds to extend services for up to 30 calendar days. Contract extensions shall be awarded as agreed upon in the Primary Contract. Exceptions may be granted upon satisfactory justification such as increase in cost of services or cost of living increase; and

3. A Supplemental Contract must be executed prior to expiration of the Primary Contract or Supplemental Contract; and

4. The HPHA may be required to obtain HUD approval in writing of the extension prior to execution of a Supplemental Contract; and

5. The Contractor must obtain the HPHA approval in writing and a notice to proceed with the extension; and

6. The HPHA has determined that the Contractor has satisfactorily provided services over the current Contract term; and

7. Necessary State and/or Federal funds are appropriated and allotted for an extension.

The option to extend the Contract shall be exercised at the sole discretion of the HPHA. The Contract shall be extended at the same rates as proposed in the accepted proposal unless price adjustments are provided herein. Submission of a proposal constitutes acknowledgement of the Offeror that the Offeror is able and willing to contract for services for the duration of the Contract period. If the Contractor is unwilling or unable to fulfill the maximum allowable length of time on the Contract, the HPHA reserves the right to assign the costs of reprocurement to any payments owed under the Contract. These costs may include, without limitation, reproduction costs, staff time and postage.

E. Contract Price Adjustment

Each price proposal herein shall be firm.

III. CONTRACT MONITORING & REMEDIES

A. Monitoring

1. The satisfactory provision of goods and services shall be monitored by the Contract Administrator. Performance will be monitored on an ongoing basis by the HPHA through personal observation, site inspection and/or other methods as deemed appropriate by the Contract Administrator and his/her designated representative(s), including without limitation U.S. Department of Housing and Urban Development, the HPHA auditors, the State Legislature, and/or other designated representatives.

2. The HPHA may submit monitoring report(s) to the Successful Offeror listing any discrepancies or Contract violation(s) requiring correction. Theses discrepancies or Contract violation (s) must be corrected or implemented with the period as indicated by the notice issued by the HPHA to avoid delays in payment issuance or for payment adjustment purposes.

3. Should the Successful Offeror fail to comply with the requirements of the Contract, the HPHA may request a written corrective action plan, a

timeline for implementation, and the responsible parties. The HPHA will monitor the Successful Offeror for implementation of the corrective action plan. The HPHA reserves the right to request regular or additional reports on progress towards compliance with the Contract and the corrective action plan.

4. Should the Successful Offeror continue to fail to comply with the requirements of the Contract, the HPHA reserves the right to engage the services of another company to perform the services, to remedy the defect or failure and to deduct such costs from monies due to the Successful Offeror or to directly assess the Successful Offeror.

5. In the event the Successful Offeror fails, refuses, or neglects to perform the services in accordance with the requirements of this RFP, and the Contract, the HPHA reserves the right to purchase in the open market, a corresponding quantity of services, and to deduct this cost from moneys due or that may thereafter become due the Successful Offeror. In case money due to the Successful Offeror is insufficient for this purpose, the Successful Offeror shall pay the difference upon demand by the HPHA. The HPHA may also utilize all other remedies provided under the Contract and by law and rules.

6. In the event the Successful Offeror is not performing the required services as contracted, the HPHA reserves the right to extend the Contract for intervals of less than 12 months. During this time, the HPHA will monitor the Successful Offeror's performance and/or improvement and the implementation of its corrective action plan to determine whether the HPHA will continue to Contract with the Successful Offeror.

B. Termination

The HPHA reserves the right to terminate any Contract without penalty for cause or convenience as provided in the General Conditions.

IV. SCOPE OF WORK

A. Software Platform Requirements

1. The Successful Offeror shall provide a cloud-based Software as a Service (SaaS) Platform ("software platform") with artificial intelligence capacity to the HPHA on a license fee basis, including ongoing updates and feature enhancements. The software platform shall comply with U.S. Department of Housing and Urban Development (HUD) requirements and achieve the following objectives:

   a. Provide an online portal for easy access to information, proactive updates throughout processes.

b. Increase data collection and business intelligence for agency operations.

c. Redesign internal workflows to accommodate paperless collaboration and transitions.

d. Reduce process complexity, software training times, and manual data entry requirements of staff.

e. Provide seamless integration of data across systems allowing users to view, search, and modify external system data.

f. Boost productivity with a potential of not less than 50%;

g. Supports multi-language to include English, Spanish, Ilocano, Korean, Chuukese, Vietnamese, Simplified Chinese, Traditional Chinese, Samoan, Tagalog, Tongan, and Marshallese.

h. Ability to customize for HPHA-specific needs;

i. Implementation of less than a year;

j. Flexibility to implement specific processes; and

k. Ability for the HPHA to own the intellectual property.

2. The software platform shall, at a minimum, include the following:

   a. Overall Software System Requirements:

      1) Compliant with HUD requirements;

      2) Preferrable API connectivity with various related HUD and State of Hawaii systems to include without limitation Hawaii Automated Welfare Information System, Criminal Justice Information Services, Department of Motor Vehicles, Enterprise Income Verification to provide evaluation and eligibility to potential tenant applicants.

      3) Communication tools to allow for interaction between property management, tenants and other third-party participants. Examples of communication tools to include without limitation templated correspondences or letters, mass email features.

      4) Web based portals for applications, landlords and current tenants.

      5) Technical support availability during normal Hawaii government business hours between 7:45 a.m. Hawaii Standard Time (HST) to

4:30 p.m. HST. See Attachment 12 for Hawaii State Government Holiday Schedule.

6) Comprehensive training support for users.

7) Hosting required.

8) Automation and scheduling of routine tasks to include without limitation tenant income certifications/recertifications, payments, invoices, annual HUD updates, IRS 1099 forms.

9) Provides security features to protect the privacy of data and its transmission.

10) Provides document management for storage, search and retrieval.

b. Core Modules

1) Public Housing Management Module

2) Segregated into 2 modules for Federal and State subsidized tenants/units/projects.

3) Manages tenant information, lease agreements, recertifications.

4) Tracks rent payment history and Tenant Accounts Receivables.

c. Maintenance Management or Work Orders Module

1) Allows for administration and maintenance of requests from tenants and property managers.

2) Tracks purchases and inventory of equipment.

d. Section 8 Modules

1) Segregated into 2 modules for Section 8 and Rent Supplement Program Tenants\ Units\ Projects.

2) Manages tenant and landlord information, lease agreements, recertifications.

3) Tracks payment history for tenants and landlords.

e. Inspections Module

Allows for administration and maintenance of inspections of both State and Federal Low Income Public Housing and Section 8 units.

f. Wait List Module

1) Allows for administration and maintenance of waiting lists.

2) Allows for screening of applicants based on demographic indicators.

g. Accounting and Finance Modules

1) Handles budgeting, accounting, and financial reporting.

2) Manages income and expenses, including utility billing and maintenance costs.

h. Reporting and Analytics

Generates reports on various indicators on occupancy, vacancy, demographical, financial and maintenance issues.

i. Portals

1) Web based compliant with most browsers and mobile devices.

2) Content support for languages to include English, Spanish, Ilocano, Korean, Chuukese, Vietnamese, Simplified Chinese, Traditional Chinese, Samoan, Tagalog, Tongan, and Marshallese.

3) Allows download and upload of documents.

4) Web Portal to Apply for Waiting Lists

i. Allows applicants to apply for Open Waiting Lists.

ii. Allows applicants to check their status after applying.

iii. Allows applicants to edit or change their information.

iv. Allows for interfacing with Reasonable Accommodations.

5) Web Portal for Tenants

i. Allows tenants to communicate with the management office.

ii. Allows Tenants to edit or change their information.

6) Web Portal for Landlords

i. Specifically for Section 8

ii. Accessibility to tax or financial documents to include without limitation IRS Form 1099, Checks, forms.

iii. Accessibility to inspection results.

B. Implementation Requirements

Preferably, all requirements of the software platform be implemented within 12 months of the HPHA's issuance of a Notice to Proceed and shall be implemented by modules or in phases as defined in the Successful Offeror's proposal.

The HPHA reserves the right to designate the order of implementation of the specific module(s) or phase(s) of the software platform provided in the Successful Offeror's proposal. The Section 8 tenant income recertification component shall be included in the initial phase of implementation. The HPHA anticipates an initial 600 tenant income recertification files to be completed.

The implementation of additional module(s) or phase(s) after the initial phase are options to be exercised at the sole discretion of the HPHA.

C. Training and Technical Support Requirements

The Successful Offeror shall provide training and technical support to the HPHA to ensure smooth implementation and continued use of the software platform.

D. Administrative Requirements

1. Management Representative

a. The Successful Offeror shall designate a contact person who will be responsible for oversight of all services rendered under the Contract and ensure Contract performance. The contact person shall respond to the HPHA's inquiries, complaints, and concerns within 24 hours, unless otherwise instructed in writing by the HPHA.

b. The HPHA Contract Administrator will send a monthly monitoring report to the Successful Offeror's management representative. The monthly monitoring report will document discrepancies and Contract violations, which require correction. These discrepancies and Contract violations must be corrected or implemented within the period indicated in the notice issued by the HPHA.

c. The Successful Offeror shall be solely responsible for adequate communication to its staff regarding Contract terms and conditions.

d. The Successful Offeror shall ensure adequate and appropriate representation at regular meetings with the HPHA. The HPHA anticipates monthly meetings with the Successful Offeror's contact person who will be responsible for oversight of Contract performance. Additional meetings may be required by the HPHA.

2. Administrative Policies

At a minimum, the Successful Offeror shall maintain its own written policies that address the following:

a. Drug Free Workplace Policy;
b. Sexual Harassment Awareness in the Workplace Policy;
c. Non-Violence in the Workplace Policy;
d. Standards of Conduct;

The Successful Offeror shall maintain evidence that all staff were adequately informed of their requirements and obtain their agreement to comply with the said policies. The Successful Offeror shall be solely responsible for the conduct of its employees and for their compliance with its administrative policies.

The Successful Offeror further agrees and shall include in its administrative policy that it does not and shall not discriminate against any employee or applicant for employment.

Such action shall include, without limitation, to the following:

a. Employment, upgrading, demotion, or transfer;
b. Recruitment or recruitment advertising;
c. Layoff or termination;
d. Rates of pay or other forms of compensation; and
e. Selection for training, including apprenticeship.

The Successful Offeror shall comply with requirements of the Department of Housing and Urban Development, pursuant to its regulations issued under Title VI of the Civil Rights Act of 1964; said regulations set forth in 24 CFR Subtitle A, Part I.I et seq.

3. Payment

The Successful Offeror shall compensate the Successful Offeror in accordance with the accepted in the price proposal. Compensation shall be paid in accordance with and subject to the following:

a. Pursuant to section 103-10, HRS, the HPHA shall have 30 calendar days after receipt of a proper invoice and satisfactory delivery of goods or performance of the services to make payment or as

allowable in accordance with section 40-57, HRS. Upon receipt of the invoice, the HPHA shall date stamp the invoice, and use this receipt date to calculate that 30-day payment period. For the purposes of this paragraph, the Successful Offer's invoice date shall not be considered.

For this reason, the HPHA will reject any offers submitted with a condition requiring payment within a shorter period. Further, the HPHA will reject any offers submitted with a condition requiring interest payments greater than that allowed by section 103-10, HRS, as amended.

b. Any requirements for advance payment must conform to common business practice for making such payments as determined by the HPHA and in accordance with section 45-57, HRS.

c. The Successful Offeror shall submit original invoice(s) to:

Hawaii Public Housing Authority
Information and Technology Office
P.O. Box 17907
Honolulu, Hawaii 96817

Pursuant to section 103-10, HRS, the HPHA shall have 30 calendar days after receipt of a proper invoice or satisfactory delivery of goods or performance of the services to make payment. Upon receipt of the invoice, the HPHA shall date stamp the invoice, and use this receipt date to calculate the 30-day payment period. For the purposes of this paragraph, the Successful Offeror's invoice date shall not be considered.

d. All invoices shall reference the Contract number assigned to the Contract. Payment shall be in accordance with section 103-10, HRS, upon certification by the Contract Administrator that the Successful Offeror has satisfactorily performed the services specified or as allowable in accordance with section 40-57, HRS.

e. Invoice(s) shall be itemized to include without limitation description of the goods/services and performance period.

f. Invoice(s) for the month of June shall be submitted to the HPHA by the 20th of June for work performed for the period from June 1st to June 15th for payment processing in order to comply with the HPHA fiscal year-end close out process. For work performed for the period from June 16th to June 30th, the invoice shall be submitted to the HPHA not later than July 15th for payment processing.

g. The HPHA may submit monitoring report(s) to the Successful Offeror listing any discrepancies or Contract violation(s) requiring correction. These discrepancies or Contract violation(s) must be addressed timely as agreed to by both parties to avoid delays in payment issuance or for payment adjustment purposes

h. For final payment, the Successful Offeror must submit a valid tax clearance certificate. A valid tax clearance certificate shall be dated not more than two (2) months from the last approval date with an original green certified copy stamp. A valid Hawaii Compliance Express Certificate of Vendor Compliance in lieu of the tax clearance certificate is acceptable.

(END OF SECTION)

Section 3
Proposal Forms and Instructions

I. General Instructions

The Offeror's proposal shall be considered a complete plan in accomplishing all services identified in this RFP. The Offeror's proposal must demonstrate an understanding of and the ability to meet and perform all contractual requirements listed in this RFP.

The submission of a proposal shall constitute the Offeror's indisputable representation of compliance with every requirement of the RFP and that the RFP documents are sufficient in scope and detail to indicate and convey a reasonable understanding of all terms and conditions of performance of the work to Offeror.

Please submit **one (1) original proposal marked "ORIGINAL", three (3) copies of the original marked "COPY" and one (1) electronic copy in PDF format on a USB drive**. It is imperative to note that the Offeror submit only one (1) original and the required number of copies. The outer envelope or packaging of the proposals shall be sealed and clearly marked with the RFP number and title, the Offeror's name, address, telephone number, and address it to the attention of the RFP Coordinator.

All corrections to a proposal shall be initialed in ink by the person signing the proposal for the Offeror. Any illegible or otherwise unrecognizable corrections or initials may cause rejection of the proposal.

Prior to submission of a proposal, the Offeror must:

A. Thoroughly examine the solicitation documents. Solicitation documents include this RFP, any attachments, plans referred to herein, and any other relevant documentation.

B. Be familiar with local, State, and Federal laws, ordinances, rules and regulations that may in any manner affect cost, progress, or performance of the work.

Proposals shall be submitted to the HPHA in the prescribed format outlined in this RFP. A written response is required for each item, unless indicated otherwise.

No supplemental literature, brochures or other unsolicited information should be included in the proposal packet.

TIP: *Offerors should submit their proposal with sufficient detail to ensure that the reader is able to fully understand their approach to management and maintenance. A good test is to give the proposal to someone who has not written the proposal*

and see if he/she is able to get a clear picture of how the properties will be operated.

II. Proposal Forms

A. The proposal forms must be completed and submitted to the HPHA by the required due date and time, and in the form prescribed by the HPHA. Electronic mail transmissions shall not be accepted. Proposals submitted solely in electronic format shall not be accepted. See Attachment 13 for Proposal Submittal Checklist.

B. Offeror shall submit its proposal under the Offeror's exact legal name registered with the Department of Commerce and Consumer Affairs. Failure to do so may delay proper execution of the Contract.

C. Offeror's authorized signature shall be an original signature in ink. If the proposal is not signed by an authorized representative as submitted on the corporate resolution or the affixed signature is a photocopy, the proposal may be rejected unless waived by the HPHA pursuant to section 3-122-31(c)(1)(B), HAR.

D. A proposal security deposit is not required for this RFP.

F. A numerical outline to include the Offeror's organization, RFP identification information, titles/subtitles and numerical outline information on the top right-hand corner of each page of the proposal.

G. Include consecutive page numbering on the proposal, which should begin with page one and end with the last numbered page of the complete proposal.

H. Proposals must be bound and tabbed by sections.

III. Proposal Application

Listed below are the sections that must be included in the Offeror's proposal. Each section must be clearly labeled and shall be assembled in the order described herein.

1. Transmittal Letter
2. Table of Contents
3. Background
4. Experience and Capability
5. Past Performance
6. Service Delivery
7. Financial
8. Other

A. Transmittal Letter

A Transmittal Letter shall be included in the proposal. See Attachment 14. The Transmittal Letter shall be in the form of a standard business letter on official business letterhead and signed by an authorized representative. The Transmittal Letter must include:

1. A statement indicating that the Offeror is a corporation or other legal entity and provide the federal and state taxpayer identification number of the legal entity.

2. A statement that the Offeror is or will be registered to do business in Hawaii and will obtain a Federal Tax License and State General Excise Tax License before the start of the work.

3. A statement declaring the Offeror is not in violation of chapter 84, HRS, concerning prohibited State contracts.

4. A statement certifying that the prices(s) submitted by the Offeror was/were independently arrived at without collusion.

5. A statement acknowledging and identifying that all addenda to this RFP issued by the HPHA have been received by the Offeror. If no addenda have been received, a statement to that effect should be included. Alternatively, complete and submit with the proposal application Acknowledgement of Addenda form. See Attachment 15.

6. A statement authorizing the HPHA to verify information provided in the Offeror's proposal.

B. Background

Include a brief description of the Offeror's philosophy and overall approach to the services solicited. Include a brief description of the Offeror's organizational structure and background information on the offeror.

C. Experience and Capability

The offeror shall demonstrate that it has the necessary skills, abilities, knowledge of, experience and capability relating to the delivery of the proposed product/services. At a minimum, offeror shall include the following in this section:

1. Provide the number of years in business, number of years in software development, and number of years of experience in incorporating artificial intelligence into software specific for Public Housing Authorities.

2. Describe offeror's capabilities related to the proposed product/services.

D. Past Performance

1. Provide a client listing consisting of high-medium to large size Public Housing Authorities serviced within the last 12-month period and specify the number of housing units and Housing Choice Vouchers for each. High-medium to large size PHAs should have between 500 to 9,999 housing units as defined by HUD.

2. Provide names, titles, organizations, telephone numbers, email addresses, and mailing addresses of at least three (3) references from the offeror's client listing that may be contacted by the HPHA related to the offeror's past and current performance.

3. Describe performance efficiencies through use of the proposed software platform.

4. Indicate whether the offeror has any litigation, either pending, on-going or completed, between your company and any current or former clients during the last five (5) years immediately prior to the deadline for receipt of proposals.

5. Indicate whether the offeror has ever been terminated from an engagement/contract. If so, describe the circumstances and outcome.

E. Service Delivery

Describe in detail the service delivery for each of the Phases of the software platform implementation to include all features and functionalities, applicable system requirements, available artificial intelligence features, implementation timeline, training and training materials, and technical support. Specify all services that are included in the license fee (i.e. ongoing updates, feature enhancements, training, and or technical support).

F. Financial

1. Price Proposal

The Successful Offeror shall pay the State of Hawaii general excise tax and all applicable taxes. The price proposal shall include the following price components:

a. All-inclusive annual license fee for each of the proposed modules addressing the scope requirements for the Initial 12-month period and each of option years;

b. All-inclusive unit price/hourly rate and proposed quantity of hours for the implementation of the respective modules as proposed by the Offeror; and

c. All-inclusive unit price/hourly rate and proposed quantity of as-needed training and technical support services not covered under the annual license fee for the Initial 12-month period and each of the option years.

Offerors shall also indicate all payment terms in the proposal to include billing frequency and pre-payment requirements as applicable.

See Attachment 16 for Sample Price Proposal.

2. Financial Related Materials

In order to determine the adequacy of the Offeror's accounting system, the Offeror shall submit a copy of the most recent financial audit or other acceptable evidence that the Offeror has an adequate accounting system.

Offerors should also describe in a comprehensive manner the fiscal management structure, including without limitation, budgeting, fiscal controls and accounting.

G. Other

Offerors will also submit the following with his/her proposal application:

a. Signed Certifications and Representations of Offerors, Form HUD 5369-C.

b. Signed Wage Certificate to demonstrate compliance with section 103-55, HRS, as applicable.

c. Corporate Resolution indicating authorized signer for proposals and contractual documents on behalf of the Offeror.

d. Acknowledgement of Addenda (as applicable).

Failure to submit the above documents at the time of proposal submission may be cause to reject the Offeror's proposal.

IV. Product Demonstration *(submission not required with Proposal)*

The Offeror shall present the proposed product to the HPHA via Microsoft Teams or Zoom Meeting at the request of the HPHA. The presentation shall include a 20-minute product demonstration with a Question and Answer session following the product demonstration.

(END OF SECTION)

Section 4
Proposal Evaluation & Award

I. Proposal Evaluation

An evaluation committee appointed by the HPHA Executive Director or designee will evaluate all proposals received by the due date/time to evaluate the technical aspects of the proposals. The evaluation of such proposals will be based solely on the evaluation criteria set forth in this RFP.

Each proposal will be reviewed for overall compliance with the RFP requirements and will be scored based on a total possible of 100 points. The evaluation criteria will be as follows:

Evaluation Criteria	Total Possible Points
A. Experience and Capabilities	20 points
1. Extent to which the Offeror clearly demonstrates having experience and capability relating to the delivery of the proposed product/services. 2. Extent to which the Offeror clearly demonstrates experience in incorporating artificial intelligence into software specific for Public Housing Authorities.	
B. Past Performance	10 points
1. Extent to which the offeror has satisfactorily performed engagements relevant to the type and scope of services as solicited in this RFP. 2. Extent to which the offeror clearly demonstrated performance efficiencies through the use of the proposed software platform. 3. Extent to which the offeror has litigation, either pending, on-going, or completed during the last five (5) years immediately prior to the deadline for receipt of proposals. 4. Extent to which the offeror has not been terminated from an engagement/contract, or if so, the circumstances and outcome are reasonable and acceptable.	

C. Service Delivery	40 points
1. Extent to which the Offeror clearly demonstrates in detail the service delivery for each Phase of the software implementation. 2. Extent to which the features and functionalities of the proposed software platform aligns with the software platform requirements specified in the RFP. 3. Extent to which the applicable system requirements of the proposed software platform are well-defined and practicable for implementation. 4. Extent to which artificial intelligence is incorporated into the various modules/components of the proposed software platform. 5. Extent to which the implementation timeline is within 12 months. Proposals that demonstrate a shorter, well-justified implementation schedule will be awarded higher points.	
D. Product Demonstration	**15 points**
1. Extent to which the product demo clearly illustrates the available features of the software platform. 2. Extent to which the product demo clearly illustrates its artificial intelligence capabilities. 3. Extent to which the product demo illustrates ease of use.	
E. Financial	**10 points**
1. Extent to which Offeror's total price proposal is reasonable. 2. Extent the Offeror demonstrates having an adequate accounting system, clearly and concisely describes the Offeror's fiscal management structure, including without limitation, budgeting, fiscal controls and accounting.	

F. Price Proposal	5 points
Maximum score will be awarded to the proposal with the lowest cost factor. Each proposal that has a higher cost factor than the lowest cost factor proposal must have a lower rating.	
Total	100 points

Only information that is submitted directly to the HPHA in the Offeror's proposal application package will be considered for evaluation of the Offeror's proposal unless the HPHA seeks additional information during the evaluation process.

Proposals shall be classified initially as acceptable, potentially acceptable, or unacceptable.

If numerous acceptable and potentially acceptable proposals are submitted, the evaluation committee may rank the proposals and limit the priority list to three (3) responsible Offerors who submitted the highest-ranked proposals. If there are fewer than three (3) acceptable or potentially acceptable proposals, the HPHA shall not be required to hold discussions with the Offerors who submitted unacceptable proposals.

Discussion may be conducted with priority listed Offerors who submit proposals determined to be acceptable or potentially acceptable of being selected for award, but proposals may be accepted without discussions. The objective of these discussions is to clarify necessary issues regarding the Offeror's proposal before the best and final offer.

II. Financial Review

The HPHA will evaluate the proposed costs and its supporting narrative to demonstrate realistic operational expenses. The financial review will evaluate financial and contractual acceptability and price reasonableness.

III. Price Proposal Review

The proposal with the lowest cost factor shall receive the highest available rating allocated to cost. Each proposal that has a higher cost factor than the lowest cost factor proposal must have a lower rating for cost.

The points allocated to higher priced proposals must be equal to the lowest cost factor proposal price multiplied by the maximum points available for the price proposal evaluation criteria, divided by the price of the proposal being evaluated as follows:

$$\frac{\text{Price of the lowest priced proposal} \times 5}{\text{Price of the proposal being rated}}$$

IV. Technical Review

The proposal will be evaluated for technical and contractual acceptability. The technical review will be evaluated to determine if the offeror possesses the experience and capability to successfully perform the requirements of the solicitation. The technical criteria are as follows:

1. Experience and Capability;
2. Past Performance;
3. Work Plan;
4. Financial; and
5. Other.

The Successful Offeror shall produce documents to demonstrate compliance with section 3-122-112, HAR, Responsibility of Offerors.

The HPHA reserves the right to review and consider the quality of each offeror's past performance. The assessment of an offeror's past performance will be used as a mean of evaluating the credibility of the Offeror's approach to work accomplishment in the management plan.

In investigating an Offeror's past performance, the HPHA may consider the past performances which the offeror may have had with the HPHA, information provided in the offeror's proposal, and information obtained from other sources, including past and present clients and their employees; other Government agencies, including state and local agencies; consumer protection organizations and better business bureaus; former subcontractors; and others. Evaluation of past performance is a subjective assessment based on a consideration of all relevant facts and circumstances. The HPHA may seek to determine whether the offeror has consistently demonstrated a commitment to client satisfaction and timely delivery of services at fair and reasonable prices.

V. Method of Award

All proposals submitted will be evaluated in accordance with the evaluation criteria listed herein. Proposals shall conform to all terms and conditions contained in this RFP. Proposals which do not conform to all requirements expressed in this RFP may be rejected without further evaluation, deliberation or discussion.

Offerors with proposal scores that are not within the competitive range will be notified that their proposals are unacceptable, negotiations/discussions are not contemplated, and any revisions of their proposals will not be considered.

Award will be issued to the highest ranked Offeror whose proposal is determined most advantageous to the HPHA with consideration to price and other evaluation criteria set forth in this RFP and demonstrates compliance with section 3-122-112, HAR, Responsibility of Offeror.

Pursuant to section 3-122-59 HAR, if there is only one responsible Offeror submitting an acceptable proposal, an award may be made to the single Offeror. In the alternative, the proposal may be rejected and new requests for proposals may be solicited if certain conditions are not met; the proposed procurement may be cancelled; or an alternative procurement method may be conducted.

The HPHA reserves the right to award a Contract on the basis of the initial offers received without discussion. Proposals should be submitted on the most favorable terms an Offeror can provide to the HPHA in terms of price and technical standpoint.

(END OF SECTION)

Section 5
Attachments

1. Instructions to Offerors Non-Construction, Form HUD 5369-B
2. Certifications and Representations of Offerors, Form HUD 5369-C
3. Wage Certificate
4. Sample Contract for Goods and Services Based on Competitive Sealed Proposals
5. Sample Contract – Attachment S1, Scope of Services
6. Sample Contract – Attachment S2, Compensation and Payment Schedule
7. Sample Contract – Attachment S3, Time of Performance
8. Sample Contract – Attachment S4, Certificate of Exemption from Civil Service
9. Sample Contract – Attachment S5, Special Conditions
10. General Conditions, State AG-008 103D
11. General Conditions, Federal Form HUD 5370-C
12. Hawaii State Government 2025 and 2026 Holiday Schedule
13. Proposal Submittal Checklist
14. Sample Transmittal Letter
15. Acknowledgement of Addenda
16. Sample Price Proposal Format

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