February 27, 2019   Agenda Item 1

REPORT TO THE COMMISSIONERS

FROM: Gregory P. Russ, Executive Director / CEO

SUBJECT: Housing Management Software System Contract

Previous Directives: The Board has previously approved the agency's Strategic Vision and Capital Plan, which specified under Operational Excellence that MPHA will migrate to a single IT platform.

Resident Council Review/Recommendation: This Report will be discussed with the Resident Advisory Board (RAB) immediately prior to the Board's February meeting.

Budget Impact: The cost for software and implementation expected to be incurred in 2019 is within the 2019 budget approved by the Board.

Affirmative Action Compliance: The firm has signed an Equal Employment Opportunity / Affirmative Action Policy statement.

Procurement Review: This Report has been reviewed and approved by the Agency's Contracting Officer.

RECOMMENDATION: It is recommended that the Board of Commissioners authorize the Executive Director or his designee to execute a five-year contract and all required documentation in an amount not to exceed $[Price] with [Winning Vendor] for Housing Management Software System, Implementation & Related Services.

MPHA has identified the need for a housing management software system that will consolidate the agency's three legacy systems (Elite, VisualHomes, and Oracle Financials) into one system (One MPHA). The benefits of having one system include productivity gains, cost savings, reduced infrastructure, enhanced customer experience, employee satisfaction, and increased compliance. Those benefits are in accordance with the Operational Excellence strategic objective identified in the Strategic Vision and Capital Plan adopted by the Board of Commissioners in 2018.

The One MPHA system must be capable of supporting MPHA's programs and be sufficiently flexible to meet MPHA's needs as a Moving to Work agency. The system must meet MPHA's needs for accounting, budgeting and procurement and must accommodate any future plans for RAD and Section 18 implementations. One of MPHA's top priorities has been to find a system that would support MTW flexibilities through configuration options without requiring customization.

Over a year-long process, MPHA sought a firm that could deliver on our specific requirements. The process of investigating and selecting a firm was headed by a Steering Committee that was responsible for the success of the search. The Steering Committee charged the Core Platform team with the following:
- Research and learn about the offerings from Vendors
- Create broad selection criteria and MPHA-specific scenarios for Vendors to demonstrate
- Conduct discovery with other housing authorities and document the investigation/assessment
- Coordinate vendor demos/sessions with established agendas, questions, areas to investigate and explore

On November 7, 2018, a Request for Proposals (RFP) was publicly advertised with a proposal submission deadline of December 17, 2018. MPHA received proposals from four firms.

The four proposals were reviewed by the RFP evaluation committee and scored on January 22, 2019. Scores were based on six measured categories including responsiveness and suitability of software, scenario demonstrations, cost, product support and maintenance, implementation plan and training, and Section 3 Business Preference. Within the RFP, MPHA reserved the right to conduct a best and final offers process. The two firms that scored above 70 points were selected to proceed through the best and finals process.

Staff recommends contract award to the highest-ranking firm: tbd

The contract award is for the housing management software system, ongoing maintenance and support, implementation design and planning, and software implementation. The software implementation is expected to take at least one year. To ensure the success of this implementation, MPHA staff will need to invest a considerable amount of time in data validation, testing, and training. This strategic contract will be issued for an initial five-year term

with the option to extend thereafter, consistent with MPHA's strategic goals and subject to the Board's budget approval of operational expenses.

This report was prepared by Mohamed Dirie, IT Analyst II. For further information, please contact Mr. Dirie at (612) 342-1218 or mdirie@mplspha.org.