



Greater Washington Urban League

Request for Information (RFI)

Solicitation: FY2025-01



Rental Assistance Case & Payment Management Solution for Homelessness Prevention

Responses are due by April 21, 2025.

Contact procurement@gwul.org for questions.



Request for Information (RFI):
Rental Assistance Case & Payment Management
Solution for Homelessness Prevention

Submission Deadline: April 21, 2025

I. RFI Overview & Summary

The Greater Washington Urban League (GWUL) is seeking information regarding viable software solutions to manage grant-funded programs that provide temporary housing and support to District of Columbia families that are experiencing (or are at risk of) homelessness. **Vendors with configurable turnkey software that can meet high-level operational, financial, and regulatory requirements listed in this RFI are encouraged to respond with relevant details.**

II. Program Background

Homelessness across the nation has reached an epidemic state and the District of Columbia is very affected by this crisis.

Currently, the District of Columbia is experiencing a 14% increase in individual homelessness. This emphasizes the urgent need to support proven solutions to help residents have access to and maintain dignified housing. The grant-funded programs offered by the government of the District of Columbia, and managed by GWUL, address this concern by providing community members with a pathway to stable housing. The ideal outcome of these programs is to provide housing support to families who are experiencing (or are at risk of) homelessness by rapidly connecting them to safe, sustainable, and affordable housing in the private market.

Local community organizations like GWUL work with clients to remedy housing concerns by distributing monthly rental assistance subsidies and providing case management support for 12 to 18 months based on the household's needs. Families in the program are eligible to receive social services, subsidies and support which include the first month's rent and security deposit, moving assistance, and rental assistance subsidies based on their needs. Through this program, GWUL has been able to connect an average of 4,300+ families to stable housing to date.

III. What GWUL is Looking For

To improve its level of service, GWUL is seeking a new system that aligns with its expanding and evolving requirements for case and payment management programs. An ideal system will accomplish the following objectives:



- Cost-effective software with seamless operations that do not require significant downtime or maintenance.
- Scalable, configurable, and dynamic software solution that can grow with the organization's program goals and can accommodate many internal and external users without latency.
- Ability to process payments and accurately record financial transactions.
- Secure and dependable experience for reporting and data collection.
- Robust security protocols to protect personal identifiable information.
- User-friendly, intuitive, and easy to use for a wide range of stakeholders with varying degrees of digital literacy.
- Around-the-clock technical support to assist with urgent technical issues.

IV. Core Software Requirements

By adhering to these technical requirements, the goal is to create a comprehensive, user-centered solution that enhances property management efficiency while ensuring a positive experience for all user types. When evaluating the essential characteristics of an ideal software solution for the effective management of various homelessness prevention grant programs, the following features are of paramount importance:

System Architecture

- A. All-in-one technical solution that can provide integrated portals with varied functionality for 4 types of distinct users:
 - a. Business Users: access to reporting tools, financial analysis, and payment allocation.
 - b. Tenants: remit online rent payment and submit support requests.
 - c. Inspectors: schedule and log inspection data, generating reports on demand.
 - d. Landlords: provide customer service support and manage property needs.
- B. Ability to operate on a Cloud-based system that is accessible using a Chrome browser and via mobile devices (including MAC OS & Android).
- C. Implement role-based access control with multi-factor authentication for all user types.
- D. Support at least 100 core business users with functionality to set defined user access roles and permission parameters with capacity to support access for additional 4400+ users (i.e., tenants, inspectors, landlords) to perform specific functions on various portals.
- E. Frequent software updates with system improvements addressing shortcomings or potential concerns brought to the development teams' attention by clients.
- F. High degree of uptime, consistently maintaining 99.9% system availability with clear protocols for maintenance and downtime notifications.



External Communications

- A. Ability to create, customize, and send communications like emails, texts or customized document generation sent to select users for essential program updates, recoupment invoices, receipts, or marketing purposes via automated system.
- B. Feature to create, print and send checks efficiently.

Data, Reporting & Storage

- A. Ability to maintain a minimum of 40,000 records in a centralized location, with room to scale and grow as the grant-funded programs evolve.
- B. Contains an embedded audit tracking feature that records actions taken by users with timestamps and comments.
- C. Configurable dynamic reporting capabilities with the expectation to have built-in, pre-formatted canned and customized reports generated on demand in PDF & EXCEL formats.
- D. Ability to upload various files to different records in various formats (e.g., DOC, DOCX, PDF, CSV, EXCEL, PNG, or JPEG).
- E. Production of customizable documents, letters or reports based on client status in the program in PDF & EXCEL.
- F. Document management capabilities that are easy for admin users to update if verbiage needs to change without the need of coding.
- G. Workflow functionality that allows users to route requests for review and/or approval.
- H. Creation of customizable dashboard that captures key performance indicators and updates in real-time; changes made in the system should be reflected in data in real-time (or at the latest within 2 hours).
- I. Querying capability to pull and manipulate reporting from visual analytics platform applications like Tableau, Power BI, SQL, etc.
- J. Ability to customize and automate reporting, with the functionality to schedule reports to auto generate, refresh, and/or send dashboards to designated users.
- K. Accurate reports and dashboards that give precise data insights (such as key performance indicators and metrics) to internal stakeholders, tenants, and landlords.
- L. Direct path for users to be able to save files in their desktop folders.

System Integrations

- A. Capability to integrate with third-party systems including QuickBooks, Blackbaud, credit bureaus, third-party credit marketplace applications, and popular payment processing applications.
- B. Ability to deliver consistent data across all platforms that are interconnected. All data transmitted between the user interfaces and the server must be encrypted.



- C. Open API access for GWUL data stewards or architecture leads to be able to manage third-party integrations as needed.
- D. Appropriate security protocols to support a financial transaction portal that makes or receives payments. Payment processing methods should include major credit cards, ACH, digital money orders and bank wires/transfers. Integration with prominent banking institutions like Wells Fargo is preferred.
- E. Access for tenants to make payments via integrated payment portal with the capacity of hosting an average of 4,300 tenants.
- F. Portal for landlords to be able to manage their properties and communicate with FRSP client service.
- Nice to Have:
 - ✓ System capability to process housing vouchers for subsidized payment processing and debt collection/recoupments initiatives.

Training & Support

- A. Robust training support and access to comprehensive training materials, video tutorials, and/or FAQs documentation to understand how to navigate the software solution.
- B. Dedicated account management & on-call technical support via multiple channels (phone, email, chat) that can assist with problem resolution, mitigation, and troubleshooting etc. during organization operating hours, Monday through Friday 8:00 AM to 6:00 PM EST and after hours if needed.

V. Timeline

GWUL will review the information provided by all vendors who respond to this RFI. Based on the criteria listed above, GWUL may shortlist a select few vendors who show the highest potential to meet the goals identified in this RFI for an exploratory interview process to discuss potential collaboration; however, **no contract is guaranteed.**

GWUL reserves the right to request additional information from any or all potential vendors to clarify and verify the information contained in the responses.

| Submission Timeline | |
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| Submission Deadline: | April 21, 2025 |
| Exploratory Interviews (optional): | May 12-May 23 |

VI. RFI Submission Instructions



Vendors who have software with the capabilities to meet the needs of GWUL's operational, financial and regulatory requirements are encouraged to provide additional information following these instructions:

- **GWUL prioritizes sustainability practices and will only receive submissions virtually. Please complete this form: <https://form.123formbuilder.com/6817891/rfi-rental-assistance> . You will be able to upload additional documents as needed.**
- Responses to this Request for Information (RFI) must be received no later than **8pm ET on April 21, 2025**.
- To preview questions that will be included in the digital form, please review the appendix. Ideally, this form should take approximately 30 minutes to complete.
- If you have any questions about this Request for Information (RFI), please reach out directly to procurement@gwul.org.



APPENDIX: REVIEW DIGITAL SUBMISSION FORM QUESTIONS

CATEGORY 1: QUALIFICATIONS, EXPERIENCE, AND CAPACITY

1. **Overall qualifications:** Provide a brief overview of your organization. How is your organization uniquely qualified to provide a solution that meets GWUL’s requirements?
2. **Knowledge:** Briefly describe your organization’s experience developing, managing, and / or maintaining property management systems. If you have experience with HUD, voucher-based, or affordable subsidized housing programs, please include this context.
3. **References:** Provide contact information and a brief description of prior work done for a reference who can speak to your experience on similar projects.

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| Reference 1 | Company / Business | |
| | Company / Business Contact | |
| | Phone Number | |
| | Email | |
| | Project Description | |
| | Project Start and End Dates | |

CATEGORY 2: SOFTWARE FUNCTIONALITY & CAPABILITIES

1. **Software Solution:** Please describe your software solution’s general capabilities, providing an overview of application software modules, add-ons (e.g., utilities/tools/report generators), underlying technology, and third-party integrated applications that you recommend will meet GWUL’s needs.
 - a. **Scalability:** What is the maximum number of users your system can accommodate? Can your system handle increased user loads of 10,000 or more records?
 - b. **Mobile Access:** Is your software available on mobile devices?
 - c. **Hosting:** Please briefly describe the hosting system and servers you use.
 - d. **API:** Does the system have open API access to make modifications?
 - e. **Security Measures:** What security protocols are in place to protect sensitive data?
 - f. **Permissions:** Can user access to modules, reports, information be managed and assigned by GWUL staff?
 - g. **Please provide screenshots or a link to a demo site.**



2. **Implementation timeline:** Please explain how your company would support with the implementation and the user adaptation of the solution within the first 12 months of service, including high-level key milestones (e.g., requirements gathering, configuration, data migration, testing, user training).
3. **Data Migration:** What is your process for migrating data from existing systems? How do you ensure data integrity during this process?

CATEGORY 3: SUPPORT, TRAINING & MAINTENANCE

1. **Training & Capacity Building:** What methods of training does your organization provide (*i.e., in-person, virtual, on demand, hybrid, etc.*)? If there are any fees for training, please provide a breakdown of the costs.
2. **Ongoing Support:** Please provide details about ongoing support options for the software solution post-implementation.
 - a. **Technical Support:** What support options are available (e.g., phone, email, chat, etc.) for issue remediation?
 - b. **Technical Resources:** Does your organization typically assign a dedicated technical account manager who can provide system support for the software post-implementation?
 - c. **Prioritization of Support Requests:**
 - a) When issues are identified, a prompt response is essential to ensure awareness and visibility among all stakeholders. What is your average response time for acknowledging to clients that a ticket has been received and is under review?
 - b) (b) How does your organization typically triage and prioritize support requests?
 - d. **Integrations:** Please identify which software and/or applications your system is compatible with.

SUPPORTING DOCUMENTATION

1. **Provide screenshots, features list** or a link to a demo site.
2. **Pricing Considerations:** Please provide a breakdown of the costs relating to software licensing, high-level upfront set-up, training, and maintenance.