Greater Washington Urban League

RFI Submission Form:

Rental Assistance Case & Payment Management Solution for Homelessness Prevention

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 outlined in the RFI are encouraged to respond with relevant details.

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 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 personally identifiable information.
- User-friendly, intuitive, and easy to use for diverse stakeholders with varying degrees of digital literacy.
- Around-the-clock technical support to assist with urgent tech issues.

BEFORE YOU GET STARTED

- **GWUL prioritizes sustainability practices and will only receive submissions virtually via this digital form by 8pm ET on May 30, 2025.** This form will allow you to upload documents and website links as needed to provide supporting information.

- **If you have any questions o**r have any technical difficulties, **please reach out to procurement@gwul.org.**

- Pending a review of all submissions, GWUL may shortlist a few vendors with the highest potential to meet the goals identified in this RFI for an exploratory interview to discuss potential collaboration; **however, no contract is guaranteed.**

RESPONDENT INFORMATION

Full Name*

First*

Last*

Role / Title*

Business / Organization Name*

Email address*

Phone number*

####

Business / Organization Website*

CATEGORY A: QUALIFICATIONS, EXPERIENCE, AND CAPACITY

Overall Qualifications Statement - Provide a brief overview of your organization. How is your organization uniquely qualified to provide a solution that meets GWUL's requirements?

[ ]

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.

[ ]

CLIENT REFERENCE

Provide contact information and a brief description of prior work done for one reference who can speak to your experience on similar projects. *Note: By providing the most detailed level of information, we can more easily review your submission to access qualifications.*

Business or Organization Contact - Full Name

First	Last

Business or Organization Name

[ ]

Project Start Date

[MM/DD/YYYY 📅]

Project End Date

[MM/DD/YYYY 📅]

Brief Project Description

Please include start and end dates of the project and the outcome of your collaboration or contract.

[ ]

Email address

[ ]

Phone Number

####

CATEGORY 2: SOFTWARE FUNCTIONALITY & CAPABILITIES

Scalability - (a) What is the maximum number of users your system can currently accommodate? (b) Can your system handle increased user loads of 10,000 or more records?*

[ ]

Mobile Access: Is your software available on mobile devices?*

○ Yes

○ No

Hosting - Please briefly describe the hosting system and types of servers you use.*

[ ]

API - Does the system have open API access that could allow GWUL's IT Team to make modifications?*

○ Yes

○ No

Security Measures-What security protocols are in place in your software to protect sensitive data?*

[ ]

Permissions - Can user access be directly managed by GWUL management and easily adjusted (e.g., can a designated GWUL admin have the capability to assign, modify, or delete permissions for different users on demand?)*

○ Yes

○ No

Data Migration - What is your process for migrating data from existing systems? How do you ensure data integrity during this process?*

[ ]

Implementation - Explain how your company would support the implementation and 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).**

CATEGORY 3: SUPPORT, TRAINING & MAINTENANCE

Training & Capacity Building: What methods of training does your organization provide (i.e., in-person, virtual, on demand, hybrid, etc.)? *

Technical Support: What support options are available (e.g., phone, email, chat, etc.) for issue remediation?

*

Technical Resources: Does your organization typically assign a dedicated technical account manager who can provide system support for the software post-implementation? *

○ Yes, a single point of contact is assigned.

○ No, there is no dedicated single contact, but a team is available.

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) How does your organization typically triage and prioritize support requests?*

Integrations: Please identify which software and/or applications your system is compatible with. [Select all that apply]*

- ☐ Salesforce
- ☐ Quickbooks
- ☐ Blackbaud
- ☐ Tableau
- ☐ Power BI
- ☐ Credit Reporting Applications
- ☐ Other:

UPLOAD SUPPORTING DOCUMENTATION

Note: The maximum file size for each upload field is 150 MB. The total size of all files submitted on a single form cannot exceed 1 GB.

Software Demo / Website Link*

Software Screenshots or Feature Lists *[Only one document can be uploaded]*

Choose files or drag here

Pricing Considerations- Provide a breakdown of the costs relating to software licensing, high-level upfront setup, training, and maintenance. *[Only one document can be uploaded]*

Choose files or drag here

Additional / Other Resources *[Only one document can be uploaded]*

Choose files or drag here

Additional / Other Resources *[Only one document can be uploaded]*

Choose files or drag here

Additional / Other Resources *[Only one document can be uploaded]*

Choose files or drag here

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Choose files or drag here