

REQUEST FOR INFORMATION (RFI)

FOR

**REAL ESTATE & PROPERTY MANAGEMENT
(RE-PM) SYSTEM**

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Submission Deadline: **January 26, 2024**

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1. Project Overview

1.1 Introduction

Dixon Hall began as a soup kitchen in 1929, and since then has been steadily increasing and strengthening a diverse range of integrated services for residents of East Downtown Toronto.

We are a multi-service agency, and serves more than 10,000 people annually, impacting the lives of the most vulnerable and the most at-risk members of our community. We work with at-risk youth, seniors, adults with physical and health disabilities, people who need housing, individuals searching for employment, those with mental health issues, and newly immigrated individuals and their families. Dixon Hall's total revenues in fiscal 2022 were approximately \$25 Million and has approximately 350 employees.

Dixon Hall has been serving clients through Shelters and Respite Centres in the Toronto Downtown East precinct for several years. More recently, Dixon Hall has had the opportunity to convert some of the supportive and affordable housing and convert them into Rooming Houses and Supportive Houses, thus providing housing for the vulnerable population as a continuum to supportive living services. The rooming houses are under construction, and the first rooming house will be ready in early summer.

Becoming a Housing Provider and operating Rooming Houses are new to Dixon Hall, having traditionally run city-owned Shelters and Respite Centres. Although services were set up for the Shelters and Respite Centres, Dixon Hall employees were accustomed to ensuring identified property management tasks were completed and, at times, assisted in calling in vendors to complete the service. In addition, Dixon Hall conducts property management with its commercial portfolio.

Dixon Hall has mapped out all their business processes and procedures to support both the supportive housing operations and property management of the rooming houses. These business process maps provide a good insight into Dixon Hall's requirements for a system.

We are also looking to procure and implement a Property Management System to fully manage and operate all their rooming houses and other rooms as they grow including all financial aspects and operations of property management.

1.2 Project Facilitation and Organization

The project will have one or two phases:

- (1) An RFI phase: An open RFI proposal will be posted inviting all vendors to offer their Property Management solution. From the applicant list, those meeting the selection criteria identified below, will be invited to carry out a demonstration of their solution. Upon demonstration, a short list of vendors will be invited to the RFP phase (if needed).

- (2) If needed, an RFP phase: Selected vendors will receive the RFP proposal with detailed user requirements and organizational details of Dixon Hall. Vendors will need to respond how they will meet these user requirements along with cost information and implementation details.

1.3 Project Objective

The primary objective of this project is to acquire and implement a state-of-the-art property management system that comprehensively manages and optimizes all facets of our property management functions. This system should integrate financial management, maintenance scheduling and tracking, tenant relationship management, leasing and contract management, compliance monitoring, and reporting capabilities. Dixon Hall desires a fully integrated solution for the defined areas but recognizes that this may not be available, practical, or cost effective from a single solution provider. However, there is a desire to have an integrated solution where low or no-touch cross-platform data sharing is possible.

Key Goals:

- **Enhanced Operational Efficiency:** The system should automate routine tasks, reduce manual data entry, and streamline processes to increase overall operational efficiency.
- **Financial Management Integration:** It should offer robust financial management tools, including accounting, budgeting, and financial reporting, ensuring real-time financial tracking and compliance with regulatory standards.
- **Maintenance Management:** Enable efficient scheduling, tracking, and management of maintenance tasks, with capabilities for both preventive and reactive maintenance.
- **Tenant and Lease Management:** Facilitate comprehensive management of tenant relationships, lease tracking, renewals, and document management.
- **Compliance and Reporting:** Ensure adherence to all relevant regulations and provide detailed reporting tools for data-driven decision-making.
- **Scalability and Flexibility:** The system must be scalable to accommodate future growth and flexible enough to adapt to changing business needs and regulatory requirements.
- **User-Friendly Interface:** Prioritize ease of use with a user-friendly interface to ensure high adoption rates among staff.
- **Integration Capabilities:** Must be capable of integrating seamlessly with existing systems and databases.

Expected Outcomes:

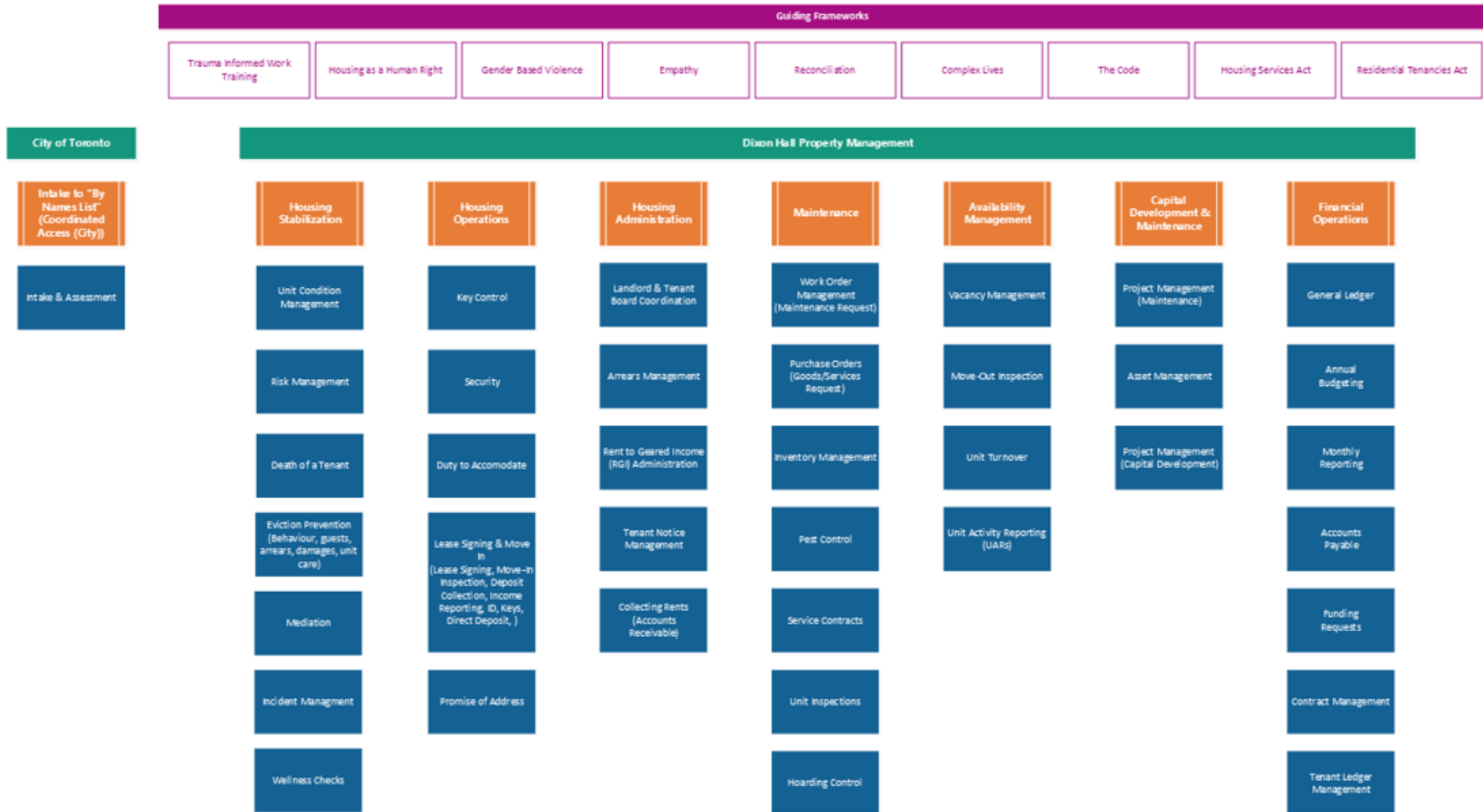
- Significant reduction in manual processes and operational inefficiencies.
- Real-time access to financial and operational data, enhancing decision-making capabilities.
- Improved tenant satisfaction and streamlined lease management processes.
- Robust compliance and reporting mechanisms, reducing risks, and ensuring regulatory adherence.

1.4 Functional Requirements

Specific requirements are documented below for key functional areas of Dixon Hall. The RFI specifically seeks a fully integrated property management system that provides automation for current manual processes related to the functions that need to be carried out by operations. The process map below provides an overview of major functions (in orange) and subprocesses (in blue):

Process Overview

This flowchart outlines how the Property Management team at Dixon Hall operates at a high level. It describes the major processes the team is responsible for and each subprocess for an overview of total operations.



The system must meet mandatory functional requirements as listed below:

- **Tenant Management:**
 - Tenant profile management including personal details, rental history, and contact information.
 - Lease tracking with start and end dates, renewal terms, and rent escalation clauses.
 - Communication tools for tenant notifications and queries.
- **Lease and Contract Management:**
 - Automated lease renewal processes.
 - Document management for lease agreements, amendments, and other legal documents.
 - Rent and fee schedule management.
- **Financial Management:**
 - Comprehensive accounting features including accounts payable/receivable, general ledger, and bank reconciliation.
 - Budgeting and forecasting tools.
 - Rent collection and payment processing capabilities.
 - Financial reporting with customization options.
- **Maintenance and Work Order Management:**
 - System for logging, tracking, and managing maintenance requests and work orders.
 - Preventive maintenance scheduling.
 - Vendor management and contractor database.
- **Property and Asset Management:**
 - Property database with detailed information on each property.
 - Asset tracking and management for equipment and appliances.
 - Space and facilities management.
- **Compliance Management:**
 - Tracking and reporting for compliance with local, provincial, and federal regulations.
 - Automated alerts for compliance deadlines.
- **Reporting and Analytics:**
 - Customizable reports for financial, operational, and maintenance data.
 - Dashboards and analytics tools for real-time data visualization.
- **Integration Capabilities:**
 - Ability to integrate with existing systems (e.g., CRM, ERP).
 - Data import/export functionalities.
- **User Access and Security:**
 - Role-based access controls.
 - Data security and encryption standards.
 - Audit trails and user activity logs.
- **Support and Training:**
 - Comprehensive training materials and sessions for staff.
 - Ongoing technical support and system updates.
- **Scalability and Customization:**
 - Ability to scale with business growth.
 - Customization options to tailor the system to specific business needs.
- **Sustainability and Energy Management (Optional):**
 - Tools for tracking and managing energy consumption.

- Sustainability reporting features.

2. Client Profile

2.1 Organization Background

Dixon Hall began as a soup kitchen in 1929, and since then has been steadily increasing and strengthening a diverse range of integrated services for residents of Toronto Downtown East.

Dixon Hall is a multi-service agency, and serves more than 10,000 people annually, impacting the lives of the most vulnerable and the most at-risk members of our community. DH (Dixon Hall) works with at-risk youth, seniors, adults with physical and health disabilities, people who need housing, individuals searching for employment, those with mental health issues, and newly immigrated individuals and their families.

Dixon Hall is a grants-based organization that is projected to grow to approximately \$30million in annual revenue. It is headquartered in Toronto’s East side and has a workforce of 375 employees in 12 portfolios. See Dixonhall.org for additional information.

2.2 Application Architecture Summary

These are currently implemented software applications being utilized in the following functional areas that this RFI/RFP will look to address within the scope of the solution implementation; please note that this is not a comprehensive list, and the RFP proponents will receive a more detailed architectural diagram of the current enterprise systems and integration/application requirements.

Application	Current State Solution
Tenant Management	N/A
Lease and Contract Management	N/A
Financial Management	Adagio
Maintenance and Work Order Management	Excel and Outlook
Property and Asset Management	Excel and Outlook
Collaboration and Communications	Outlook, Teams, SharePoint, Excel reporting

3. Proposal Instructions

3.1 Purpose of this RFI

The purpose of this Request for Information (RFI) is to seek the marketplace for the best available solution for Dixon Hall and through Request for Proposal (RFP) process to acquire and implement application software to satisfy the finance management, grants management and human resource management requirements.

The vendor selected must be able to provide a solution that encompasses the installation and training of the proposed alternative, in addition to interfacing or replacing existing software applications. The vendor must also provide high service and support for all proposed components.

This RFI contains functional and technical requirements, along with expectations for installation, maintenance, and support. Instructions are provided to enable qualified vendors to prepare and submit proposals and supporting material in a format that will facilitate the evaluation process in a fair and consistent method.

3.2 Vendor Response

Submitted vendor proposals will not be returned for additional responses.

Proposals should be delivered electronically to RFP@dixonhall.org.

All completed RFIs (REQUEST FOR INFORMATION) must be delivered to Dixon Hall by January 26, 2024.

3.3 Proposal Content

Vendor must present the proposal in the following format:

3.3.1 Table of Contents

3.3.2 Executive Summary

The executive summary should summarize the proposal content by describing the key elements and unique features of the proposal, including a description of the implementation approach. Specifically, it should contain:

- Summary of Approach: Include a brief proposed solution overview.
- Project Schedule: Outline all major efforts in the implementation.
- Cost Proposal: a summary of all projected and scheduled costs, including:
 - How pricing was calculated.
 - Initial and recurring costs, including assessment, implementation, and training.
 - Projected life cycle of solution.
 - Projected yearly incremental costs (maintenance, training, etc.).
 - Potential out-of-scope costs that Dixon Hall should consider.

3.3.3 RFI Response

This section of the proposal should contain responses to the following sections:

3.3.3.1 Vendor Profile

Note: Please answer each of the following questions. If the proposed solution includes a separate organization for implementation services, please provide the answers for each entity, separately.

- Identify the official name of your organization(s).
- Identify the official address of your organization(s).
- Identify the website of your organization(s).
- Identify the primary contact’s name, phone number and email.
- Identify the total number of employees in your organization(s).
 - Identify the total number of clients served by your organization that are similar to Dixon Hall. Note: The identity of specific clients will be helpful if the vendor is able to provide it.
 - Functional Requirements
 - Product Architecture
 - Maintenance and Support
 - Training
 - Implementation
 - Cost Summary

3.3.3.2 Business Requirements

Please review the following high-level business requirements and determine if you meet the minimum mandatory requirements to be selected for the subsequent RFP invitation. Also, note the optional requirements that fit your solution’s service offerings. The rest of the business requirements are in the Excel document provided in *DH RFI Property Management System 02. Requirements and Business Questionnaire v0.1*.

Requirements	Response	Notes
Mandatory		
Able to support an organization with a \$30M annual operating budget.		
Extensive experience with not-for-profit organizations with government grant funding.		
Fully integrated property management system.		
Software-as-a-service (SaaS) solution operating on a cloud-based platform with the minimal on-premises infrastructure required from Dixon Hall.		

3.3.3.3 Product Architecture

Please provide answers to each of the following:

- Identify how many years the proposed software has been available on the market?
- How many companies are currently using the software?
- Please identify the underlying platform/database that is used to manage data.
- What integration capabilities are available?
- What types of updates are released by your organization and at what frequency?
- Explain customization ability within your application.
- Does your organization provide an Application Programming Interface (API) as part of the base package?

3.3.3.4 Maintenance and Support

Please provide answers to each of the following:

- Does your organization provide central support for both application systems and the underlying technical infrastructure components?
- Does your organization provide a website for submitting support requests?
- Is there an escalation process if service support is not satisfactory?
- What are the days and hours the support staff is available?
- Does your organization provide access to support as part of the maintenance agreement?

3.3.3.5 Training

Please provide answers to each of the following:

- Please indicate the training method provided by your organization (train-the-trainer, individual training, or online/web training)
- Is training supplemented by online sessions and videos?

3.3.3.6 Implementation

Please provide answers to each of the following:

- Please describe the steps necessary to implement the proposed solution.
- Please indicated the average length of time for implementation.
- Indicate what data would be converted from the existing systems.
- Who is responsible for converting, reconciling, and approving data?

3.3.3.7 Cost Summary

Overview:

Dixon Hall is requesting each vendor to submit complete pricing for all items related to the proposed systems.

Initial Costs:

In this section, please provide an initial estimate of costs to support the following:

- Software
- Custom Programming (if applicable)
- Database(s)
- Interfaces/Integration
- Training
- Data Conversion
- Implementation/Project Management
- Other (please Specify)

Recurring Costs:

In this section, please provide details for the following:

- Software
- Custom Programming (if applicable)
- Database(s)
- Interfaces/Integration
- Training
- Help Desk
- Other (please specify)

Cost Summary:

In this section, please summarize all the above to identify costs for a 3-year period. In addition, identify how costs are calculated (i.e., concurrent users, named users, etc.). Also, if discounts are available, please describe how they are determined and applied.

3.4 Demonstration

Selected vendors will be requested to provide demonstrations and customer references. Vendors will be advised of the need for such activities, and arrangements will be made for mutually agreed-upon dates and times.

4.0 Evaluation Criteria

Dixon Hall has created an evaluation criterion that will be used to evaluate each vendor's proposal. Evaluation categories are as follows:

- Vendor Profile
- Application Functionality
- Business Requirements
- Product Architecture
- Maintenance & Support
- Training
- Implementation
- Cost

RFP package for Customer Relationship Management System - Requirements & Business Questionnaire document

Instructions	
Where appropriate please provide screen shots of your system as part of the response referenced to the detailed requirement	
The vendor must fill out the following sections	
YES	Indicates that the software meets the requirements as stated.
PARTIAL	Indicates that the software meets the requirement either in a manner different than stated or in some partial context. Please explain in detail any response in this column following the checklist responses.
MODIFICATION	The required function can be provided via customization of the product by your consultants/programmers. Provide an estimated number of person hours/days required. Explain in detail any MOD response in this column following the checklist responses.
FUTURE	Indicates that the software will not support the requirement at the present time, but a product enhancement is planned for development, an enhancement could be scheduled if requested, or an acceptable work-around exists. For any enhancements, please specify the implementation date. Note that we may require that this enhancement and delivery date be included in any agreement that we may negotiate. For workarounds, please describe in detail how this would work. Please explain in detail any response in this column following the checklist responses.
NO	Indicates that the software currently does not meet the requirement and that the function is not being considered for development at this time.

Topic	Requirement	Vendor's Self Evaluation Detailed Explanation
Contact Person	Name of contact person responsible for submission of response	
Contact Person	Location (City, Country, Address)	
Contact Person	Position (Title)	
Contact Person	Phone Number	
Contact Person	Email address	
Company Profile	Company Legal Name	
Company Profile	Address and Telephone numbers of principal place of business	
Company Profile	Company website (URL)	
Company Profile	Overview of company and ownership - Please describe the ownership structure of your company, including whether it is privately or publicly owned? - Please attach an organisational chart, if possible - Please describe your customers and the markets in which they are active	
Company Profile	Provide a brief company history, including - When was the company established? - Years in business?	
Company Profile	What is the Company's mission statement	
Company Profile	Please provide a list of affiliate companies and/or partners:	
Company Profile	What are the addresses and telephone numbers of headquarters, international & regional offices (as applicable)	
Company Profile	What are the addresses, telephone numbers and hours of operation of any local support offices	
Product Profile	What are the software product lines that you currently support? Please include product name(s), description(s), and include required and optional modules	
Product Profile	Software product history, including in-house and bought-in components, and previous brand-names - How many years experience for each product	
Product Profile	Are the software product offering to Dixon Hall already validated?	
Product Profile	Do you have design and development capability?	
Product Profile	What is your application Roadmap, Future Development Plans and Directions (new releases and key functional highlights)	
Product Profile	Do you have a process for design review and feedback?	
Product Profile	Are you able to provide a validation package?	
Project Implementation	Describe the implementation methodology?	
Project Implementation	Do you use a third party implementation partner? If yes, please provide a list of preferred partners	
Project Implementation	Describe the typical project lead time	
Project Implementation	Describe any change management activities that the respondent provided other companies similar to Dixon Hall during the implementation of this product. Does the respondent have any internal change management expertise?	
Project Implementation	Provide references for companies using the most current version of your software	
Pricing & Net Terms	What are your company's Net Payment terms? Please note Dixon Hall's standard payment terms are NET 60	
Pricing & Net Terms	Describe the costs for implementation, the licensing model and ongoing support	

ID	Category	Question / Requirement	Vendor's Self Evaluation	
			Vendor's Response (Yes, Partial, Modification, Future or No)	Detailed Explanation
TEC-001	Data Management & Integration	Describe the process for uploading our initial data to your system? Is this handled through CSV, JSON, or XML upload, etc?		
TEC-002	Data Management & Integration	Is a test environment available to support configuration and integration?		
TEC-003	End-user	Enduser access of the system should be via web browser (HTTPS), please confirm any changes to this approach		
TEC-004	Operations	How is the system kept up-to-date? Please describe your patch and maintenance process		
TEC-005	Operations	How is the system monitored? Please describe your operations processes		
TEC-006	Operations	Please describe your approach to change management for system changes		
TEC-007	Operations	Please describe responsibilities for management of the system. Who is responsible for what, and how do you communicate where there is a hand-over of accountability		
TEC-008	Operations	Please outline any partnerships or service providers who have responsibilities for development & operation of the system		
TEC-009	Security	Can specific screens and/or menus be defined for each individual user and/or class of user? This impacts on user-friendliness as all screens will be relevant to their responsibilities of each user e.g. no superfluous buttons and fields.		
TEC-010	Security	Can users be restricted in following ways: a) by location e.g. access to own data only? b) by function? c) by type of authority e.g. read/write/ delete? d) by screen? e) by field/button on each accessible screen? f) by menu design? g) by role?		
TEC-011	Security	Does the system include a time-out function that enables times to be set individually for each user and/or class of user? This optimises the use of system licenses as well as preventing unauthorised access to abandoned screens.		
TEC-012	Security	Can an authentication function be configured particularly for "high-responsibility" functions i.e. extra level of security?		
TEC-013	Security	Does the system log user activity and data change and can this be tracked and reported on?		
TEC-014	Security	Describe how we authenticate and authorize users		
TEC-015	Security	Is single sign-on (SSO) available?		
TEC-016	Security	How are user accounts managed & locked? Is there a common credential policy? How are passwords (if used) stored?		
TEC-017	Security	What privacy and security mechanisms are in place to protect data?		
TEC-018	System	Are separate system environments provided (Development, Quality, Production)		
TEC-019	System	Is this a SaaS or on-prem solution?		
TEC-020	System	What's the UI technology? any particular GUI needed?		
TEC-021	System Support	If I have a support question can I telephone a help-desk and immediately talk to a technical person familiar with my system? If yes, where would this person be located and what time can I call them? If no, what support scheme is in place?		
TEC-022	System Support	Are new version upgrades supplied to customers at no cost? Is this true if the new version is a complete re-write of the previous version?		
TEC-023	System Support	How does the support look like once we start using the application?		
TEC-024	System Support	How are updates and upgrades managed? Are they automatic?		
TEC-025	System Support	Describe your licensing model		
TEC-026	System Support	What is your release process for new versions?		
TEC-027	System Support	What support package(s) do you offer? What is the SLA and associated costs?		
TEC-028	security	Do you periodic reports confirming compliance with security requirements and SLAs		
TEC-029	System Support	What standard types of system training is offered?		
TEC-030	Security	provide detail about Data Center's location and country		
TEC-031	Security	where data and system reside and location		
TEC-032	Security	does system and data replicate across multiple data center for high availability. please provide detail		
TEC-033	Security	is data encryption enable while in transit and at rest		

TEC-033	Security	How do you manage the encryption keys		
TEC-034	Security	how do you ensure data security and privacy in place and applied		
TEC-035	Security	Does the system support MFA and is it in place and user must authenticate using MFA prior to gaining access		
TEC-036	Security	does the system have file version enabled		
TEC-037	Security	Please describe system and data backup and where		
TEC-038	Security	how long system and data backup kept for. please provide detail including data retention		
TEC-039	Security	what business continuity and disaster recovery planning in place and for high availability		
TEC-040	Security	is your support team in Canada or where. if outside Canada, what process in place for data security and integrity data encryption		
TEC-041	security	What compliancy certifications for data protection have you obtain / achieved		
TEC-042	security	how is that service protecting from data loss		
TEC-043	security	how secure is the data from a security breach and what measure do you have in place and how often is visited and tested		
TEC-044	Security	is there any limitation to browser or mobile phone OS.		

Vendor Response

Weighting Definition: Vendor's Response (Yes, Partial, Modification, Future or No)

ID	Category	System Requirement	Weighting 1, 2, 3	Submission Functionality S, Ss, Tp, U	Additional Cost \$	Comments
FUNC-001	General	Fully-enabled mobile application	1 - Nice			
FUNC-002	General	SaaS Model	2 - Should			
FUNC-003	General	Browser agnostic platform	3 - Must			
FUNC-004	General	Integration capabilities in general	3 - Must			
FUNC-005	General	Integration capabilities to Case Management System (Piroette or the like)	1 - Nice			
FUNC-006	General	Integration capabilities to Active Directory System	2 - Should			
FUNC-007	General	Should support Single-Sign-on to validate user-ids and passwords from the running Operating systems	3 - Must			
FUNC-008	General	Integration capabilities to interface with Microsoft Office Applications (outlook, excel, word)	2 - Should			
FUNC-009	General	Integration into City of Toronto Coordinated Access System	2 - Should			
FUNC-010	General	Security controls in place to allow for role-based access to records and selections	3 - Must			
FUNC-011	General	Login should support Multi-factor authentication	3 - Must			
FUNC-012	General	Should provide audit logs of information such as IDs of individuals opening, updating, closing records; dates and times of status and activity updates; invalid log-in attempts, and updates to tool	3 - Must			
FUNC-013	General	Canadian or European Residency for data storage	3 - Must			
FUNC-014	General	Current Worker's Compensation Board (WCB) Clearance Letter indicating the proponent's account is in good standing if required by the proponent's industry.	3 - Must			
FUNC-015	General	Valid Business License and / or Certificate of Incorporation	3 - Must			
FUNC-016	General	Certificate(s) of Insurance for the following coverages:	3 - Must			
FUNC-017	General	Commercial General Liability insurance covering the legal liability of the selected proponent providing at least two million dollars (Cdn. \$2,000,000.00) coverage, each occurrence, for injury, death, or property damage, including contractual liability. The selected proponent shall provide Dixon Hall with evidence of coverage which includes (i) broad form property damage and (ii) "loss of use" in the definition of property damage, and (iii) Non-Owned vehicle insurance, for all applicable vehicle coverage in an amount of not less than two million dollars (Cdn. \$2,000,000.00) each occurrence. The selected proponent shall provide a Certificate of Insurance for this coverage that names Dixon Hall as an 'additional insured' and include 30 days' advance notice of cancellation or material changes.	3 - Must			
FUNC-018	General	Professional Liability / Errors and Omissions Liability insurance having a limit of not less than two million dollars (Cdn. \$2,000,000.00) per occurrence for protection from claims arising out of performance or non-performance of such services or professional work caused by or arising from any error, omission or act of any member of the proponent.	3 - Must			

Vendor Response

Weighting Definition: Vendor's Response (Yes, Partial, Modification, Future or No)

ID	Category	System Requirement	Weighting 1, 2, 3	Submission Functionality S, Ss, Tp, U	Additional Cost \$	Comments
FUNC-019	General	Cyber Liability insurance having a limit of not less than two million dollars (Cdn. \$2,000,000.00) per occurrence for protection against claims arising from data breaches and other cyber events.	3 - Must			
FUNC-020	General	The insurance policies for the coverage above shall not be cancelled or changed in any manner which could negatively affect Dixon Hall's interests unless Dixon Hall has been given thirty (30) consecutive days prior written notice of any such cancellation or change. The selected proponent shall be responsible for the payment of all deductibles on insurance policies that the selected proponent is required to maintain under this RFP and as deemed necessary by Dixon Hall	3 - Must			
FUNC-021	General	Proof of completion of the FOIP: Focus on Privacy online awareness training course by assigned personnel (see link: https://www.servicealberta.ca/foip/training/online-training.cfm). It is the proponent's responsibility to ensure all personnel are aware of their FOIP obligations	3 - Must			
FUNC-022	Features	User and role-based dashboards	3 - Must			
FUNC-023	Features	Real-time analytics, inquiries and business intelligence	2 - Should			
FUNC-024	Features	Automated Report Scheduling and Distribution Tool	3 - Must			
FUNC-025	Features	Automated workflow capabilities to notify users of upcoming events and key dates	3 - Must			
FUNC-026	Features	Provides fully integrated Document Management functionality for maintaining items, such as leases and blueprints	3 - Must			
FUNC-027	Features	Ability to customize branding, custom fields, templates, statuses and reporting	2 - Should			
FUNC-028	Features	Alerts and Notifications - Critical dates, Milestones and Tasks	3 - Must			
FUNC-029	Features	Tenant portal which allow tenant 24/7 access for payment processing and service order request	1 - Nice			
FUNC-030	Features	Analytical Tools (trend analysis)	2 - Should			
FUNC-031	Features	Attachment capabilities (pictures, documents, etc)	3 - Must			
FUNC-032	Features	Workflow / Business Process Tool	3 - Must			
FUNC-033	Features	Contact Management for tracking tenant interaction	3 - Must			
FUNC-034	Features	Comprehensive P/M reporting package, with ability to customize	3 - Must			
FUNC-035	Referral to Placement	Offer Unit:				
FUNC-036	Referral to Placement	Receive Candidate information via email	3 - Must			
FUNC-037	Referral to Placement	Ability to book unit viewings	1 - Nice			
FUNC-038	Referral to Placement	Schedule unit viewings into calendars and send to recipients	1 - Nice			
FUNC-039	Referral to Placement	Inability to book unit for viewing until unit is rent ready	1 - Nice			
FUNC-040	Housing Stabilization	Unit Condition Management:				
FUNC-041	Housing Stabilization	Ability to automatically schedule unit checks/inspections	3 - Must			
FUNC-042	Housing Stabilization	Ability to automatically and ad hoc create unit checks/inspections	3 - Must			
FUNC-043	Housing Stabilization	Ability to send reports of unit checks to others (Maintenance, Support Worker, etc.)	3 - Must			

				Vendor Response		
Weighting Definition:				Vendor's Response (Yes, Partial, Modification, Future or No)		
ID	Category	System Requirement	Weighting 1, 2, 3	Submission Functionality S, Ss, Tp, U	Additional Cost \$	Comments
FUNC-044	Housing Stabalization	Ability to create work orders from outcomes of inspection	3 - Must			
FUNC-045	Housing Stabalization	Ability to create approvals for work to be done in units	2 - Should			
FUNC-046	Housing Stabalization	Ability to track inspection reports for any particular unit	3 - Must			
FUNC-047	Housing Stabalization	Risk Management:				
FUNC-048	Housing Stabalization	Ability to run reports of all tenant memo logs	3 - Must			
FUNC-049	Housing Stabalization	Be able to track unit condition	3 - Must			
FUNC-050	Housing Stabalization	Ability to log tenant behaviours	3 - Must			
FUNC-051	Housing Stabalization	Ability to report on logged tenant behaviour	3 - Must			
FUNC-052	Housing Stabalization	Ability to cross reference multiple tenants to a log	2 - Should			
FUNC-053	Housing Stabalization	Ability to add in and manage mitigation strategies	2 - Should			
FUNC-054	Housing Stabalization	Track complaints as they come in from tenants, community members, etc.	3 - Must			
FUNC-055	Housing Stabalization	Ability to communicate information with others (Maintenance, Property Manager, Support Worker, etc.)	3 - Must			
FUNC-056	Housing Stabalization	Death of a Tenant:				
FUNC-057	Housing Stabalization	Ability to track length of time from when you can touch the room (30 days from death)	3 - Must			
FUNC-058	Housing Stabalization	Ability to update contact info for estate of	3 - Must			
FUNC-059	Housing Stabalization	Ability to collect next of kin	3 - Must			
FUNC-060	Housing Stabalization	Eviction Prevention:				
FUNC-061	Housing Stabalization	Ability to create memos for incidents on tenants	3 - Must			
FUNC-062	Housing Stabalization	Ability to create reports for memos	3 - Must			
FUNC-063	Housing Stabalization	Ability to create tasks or actions based on incidents	3 - Must			
FUNC-064	Housing Stabalization	Ability to see a full tenant's history on one or few screens	3 - Must			
FUNC-065	Housing Stabalization	Ability to print/view entire tenant ledger	3 - Must			
FUNC-066	Housing Stabalization	Ability to create a report strictly on behavioural costs rather than rental costs	3 - Must			
FUNC-067	Housing Stabalization	Ability to set up payment plans	3 - Must			
FUNC-068	Housing Stabalization	Ability to generate letters that can be edited out of the system for eviction notices	3 - Must			
FUNC-069	Housing Stabalization	Mediation:				
FUNC-070	Housing Stabalization	No requirements - will be a process out of system				
FUNC-071	Housing Stabalization	Incident Management:				
FUNC-072	Housing Stabalization	Ability to create memos for incidents on tenants	3 - Must			
FUNC-073	Housing Stabalization	Ability to create WOs and allocate or charge to tenants	3 - Must			
FUNC-074	Housing Stabalization	Ability to manage incidents through to a closed status	3 - Must			
FUNC-075	Housing Stabalization	Ability can track incidents and track statuses and what you did in response to it	3 - Must			
FUNC-076	Housing Stabalization	Ability to report on all incidents and resolutions	3 - Must			
FUNC-077	Housing Stabalization	Wellness Checks:				
FUNC-078	Housing Stabalization	Ability to log tenant wellness checks	3 - Must			
FUNC-079	Housing Stabalization	Ability to report on wellness checks over time	3 - Must			
FUNC-080	Housing Operations	Lease Signing & Move In:				
FUNC-081	Housing Operations	Tenant Profile/Setup	3 - Must			

Vendor Response

Weighting Definition: Vendor's Response (Yes, Partial, Modification, Future or No)

ID	Category	System Requirement	Weighting 1, 2, 3	Submission Functionality S, Ss, Tp, U	Additional Cost \$	Comments
FUNC-082	Housing Operations	One-to Many Tenant/Space/Lease Relationships	2 - Should			
FUNC-083	Housing Operations	Property name and location	3 - Must			
FUNC-084	Housing Operations	Property Attributes	3 - Must			
FUNC-085	Housing Operations	Building Data and Square Footage	3 - Must			
FUNC-086	Housing Operations	Space/Unit Data and Square Footage	3 - Must			
FUNC-087	Housing Operations	Lease creation	3 - Must			
FUNC-088	Housing Operations	Digital lease signing	3 - Must			
FUNC-089	Housing Operations	Move In Inspection	3 - Must			
FUNC-090	Housing Operations	First Month and Last Month's Rent Collection	3 - Must			
FUNC-091	Housing Operations	Tenant Income Data Collection	3 - Must			
FUNC-092	Housing Operations	Unit Fob Allocation and/or Tracking	3 - Must			
FUNC-093	Housing Operations	Direct Deposit Information	3 - Must			
FUNC-094	Housing Operations	Document Management to store signed Lease and any other documentation (Identification, Income papers, etc.)	3 - Must			
FUNC-095	Housing Operations	Key Control:				
FUNC-096	Housing Operations	Access controls to unit and buildings	3 - Must			
FUNC-097	Housing Operations	Ability to track who has what keys/fobs and what they access	3 - Must			
FUNC-098	Housing Operations	Security:				
FUNC-099	Housing Operations	Ability to log and report security incidents	3 - Must			
FUNC-100	Housing Operations	Duty to Accomodate:				
FUNC-101	Housing Operations	Ability to log and report accomodation requests	3 - Must			
FUNC-102	Housing Operations	Ability to track work being done to accomodate (work orders or job cost)	3 - Must			
FUNC-103	Housing Operations	Ability to add unit attributes to show what units have accomodations already included	3 - Must			
FUNC-104	Housing Operations	Ability to report on what units may have accessibility needs in respect to fire and safety plans	3 - Must			
FUNC-105	Housing Operations	Promise of Address:				
FUNC-106	Housing Operations	Ability to create letters from system	3 - Must			
FUNC-107	Housing Administration	Landlord and Tenant Board Coordination:				
FUNC-108	Housing Administration	Ability to create 'legal' cards and report on them	3 - Must			
FUNC-109	Housing Administration	Ability to report on all legal cards per tenant as required	3 - Must			
FUNC-110	Housing Administration	Ability to create legal tenant notices	3 - Must			
FUNC-111	Housing Administration	Ability to create Landlord and Tenant forms as required	3 - Must			
FUNC-112	Housing Administration	Arrears Management:				
FUNC-113	Housing Administration	Ability to create a statement of arrears	3 - Must			
FUNC-114	Housing Administration	Ability to have tenant arrears flagged on a dashboard	3 - Must			
FUNC-115	Housing Administration	Ability to report on all arrears by tenant, property, or portfolio	3 - Must			
FUNC-116	Housing Administration	Rent to Geared Income (RGI) Administration:				
FUNC-117	Housing Administration	Ability to add initial income information	1 - Nice			
FUNC-118	Housing Administration	System should flag a user when RGI anniversary is coming up due (4 months out from move in date)	1 - Nice			
FUNC-119	Housing Administration	Ability to add in interim reviews throughout the year (change in income)	1 - Nice			

Vendor Response

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FUNC-120	Housing Administration	Ability to assist in calculating rents based on income rules	1 - Nice			
FUNC-121	Housing Administration	Ability to autosend notifications when RGI is required	1 - Nice			
FUNC-122	Housing Administration	Ability to note when information is recieved (turn flag off)	1 - Nice			
FUNC-123	Housing Administration	System should flag a user when RGI information is not received (3, 2, 1 months out from move in date)	1 - Nice			
FUNC-124	Housing Administration	Tenant Notice Management:				
FUNC-125	Housing Administration	Tenant Insurance tracking	1 - Nice			
FUNC-126	Housing Administration	Tenant Insurance Expiration	1 - Nice			
FUNC-127	Housing Administration	Automated notification of tenant insurance expiration	1 - Nice			
FUNC-128	Housing Administration	Lease Expiration date	3 - Must			
FUNC-129	Housing Administration	Move in - Move Out Dates	3 - Must			
FUNC-130	Housing Administration	Occupancy date	3 - Must			
FUNC-131	Housing Administration	Rent Start Date	3 - Must			
FUNC-132	Housing Administration	Termination date	3 - Must			
FUNC-133	Housing Administration	Collecting Rents (Accounts Receivable)				
FUNC-134	Housing Administration	Monthly Rent Posting	3 - Must			
FUNC-135	Housing Administration	Collection of Rent from Third Party (Social Services) Sources	3 - Must			
FUNC-136	Housing Administration	Reconciliation and/or Reporting for Third Party Payments	3 - Must			
FUNC-137	Housing Administration	Tenant statements (i.e., tenant ledger)	3 - Must			
FUNC-138	Housing Administration	Monthly recurring invoices	3 - Must			
FUNC-139	Housing Administration	One-time tenant billings	3 - Must			
FUNC-140	Housing Administration	Late fee calculation and processes	3 - Must			
FUNC-141	Housing Administration	Utility tracking and billing	1 - Nice			
FUNC-142	Housing Administration	Aged receivable reporting	3 - Must			
FUNC-143	Housing Administration	Tenant ledger activity	3 - Must			
FUNC-144	Housing Administration	Deposits (i.e., security, key)	3 - Must			
FUNC-145	Housing Administration	Manual Cash Receipt	3 - Must			
FUNC-146	Housing Administration	Checkscan receipt	3 - Must			
FUNC-147	Housing Administration	Ability to receive electronic deposits	3 - Must			
FUNC-148	Housing Administration	24/7 resident access to make online and text payments	3 - Must			
FUNC-149	Housing Administration	Credit and debit card payments	3 - Must			
FUNC-150	Housing Administration	Loxbox interface	3 - Must			
FUNC-151	Housing Administration	Accept one-time and recurring ACH payments	3 - Must			
FUNC-152	Housing Administration	Easily process EFT payments	3 - Must			
FUNC-153	Maintenance	Work Order Management:				
FUNC-154	Maintenance	Integration w/ Property Management and Accounts Payable	3 - Must			
FUNC-155	Maintenance	Ability to configure service level priorities, apply response and completion targets	3 - Must			
FUNC-156	Maintenance	Ability to track estimated time and materials for maintenance/repair tasks	3 - Must			
FUNC-157	Maintenance	Ability to route completed work order information to tenants (e.g. via fax, e-mail)	3 - Must			
FUNC-158	Maintenance	Ability to sort unassigned work orders by user-defined categories - e.g. emergency, routine, etc.	3 - Must			

Vendor Response

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FUNC-159	Maintenance	Ability to schedule employees and contractors as a dispatcher	3 - Must			
FUNC-160	Maintenance	Inventory control system including automated restock and purchase functionality.	3 - Must			
FUNC-161	Maintenance	User-defined priority codes, work order status and work order types	3 - Must			
FUNC-162	Maintenance	Perform inspections from mobile devices either phone or iPad	3 - Must			
FUNC-163	Maintenance	Work order / maintenance app for sending and receiving data from home office	3 - Must			
FUNC-164	Maintenance	Document management system for sharing photos and warranty documents	3 - Must			
FUNC-165	Maintenance	Integrated with Fixed Assets system which depreciates based on different methodology and life expectancy	3 - Must			
FUNC-166	Maintenance	Ability to select a billing method by project	3 - Must			
FUNC-167	Maintenance	Mobile Inspections	3 - Must			
FUNC-168	Maintenance	Purchase Orders:				
FUNC-169	Maintenance	Ability to create purchase orders that can link to building, unit and/or tenant	3 - Must			
FUNC-170	Maintenance	Ability to assign POs to vendors in approved vendor list	3 - Must			
FUNC-171	Maintenance	Ability to email vendors POs	3 - Must			
FUNC-172	Maintenance	Ability to have an approval workflow on a purchase order	3 - Must			
FUNC-173	Maintenance	Ability to set up levels of spending authority	3 - Must			
FUNC-174	Maintenance	Inventory Management:				
FUNC-175	Maintenance	Ability to have inventory items recorded coming in (with POs or Payables)	2 - Should			
FUNC-176	Maintenance	Ability to use inventory items recording going out (with WOs)	2 - Should			
FUNC-177	Maintenance	Ability to set levels of inventory required to have on hand	2 - Should			
FUNC-178	Maintenance	Dashboard to show what inventory should be ordered	2 - Should			
FUNC-179	Maintenance	Pest Control:				
FUNC-180	Maintenance	Ability to record type of pests recorded	2 - Should			
FUNC-181	Maintenance	Ability to report on pests treated or reported by unit, building or portfolio	2 - Should			
FUNC-182	Maintenance	Service Contracts:				
FUNC-183	Maintenance	Ability to record and manage service contracts	2 - Should			
FUNC-184	Maintenance	Ability to record start dates and end dates and rates	2 - Should			
FUNC-185	Maintenance	Ability to pull from contract information to fill in PO or payable	2 - Should			
FUNC-186	Maintenance	Ability to report on contracts requiring renewal within a period of time	2 - Should			
FUNC-187	Maintenance	Unit Inspections:				
FUNC-188	Maintenance	Ability to create inspections as required (Move In, Move Out, Monthly Check, etc.)	3 - Must			
FUNC-189	Maintenance	Ability to have items found on inspections be able to create Work Orders to be able to take action on	3 - Must			
FUNC-190	Maintenance	Ability to pre-schedule inspections	3 - Must			
FUNC-191	Maintenance	Ability to assign and schedule inspections	3 - Must			

					Vendor Response	
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FUNC-192	Maintenance	Ability to view or report on inspection items passed or failed	3 - Must			
FUNC-193	Maintenance	Hoarding Control: These requirements would be the same as Unit Inspections - with the ability to differentiate between Hoarding Inspections	2 - Should			
FUNC-194	Maintenance					
FUNC-195	Availability Management	Vacancy Management: Fill out information on Toronto's Online Forms	1 - Nice			
FUNC-196	Availability Management					
FUNC-197	Availability Management	Tracking Vacancy Loss	3 - Must			
FUNC-198	Availability Management	Move-Out Inspection: These requirements would be the same as Unit Inspections	3 - Must			
FUNC-199	Availability Management					
FUNC-200	Availability Management	City covers 60 days of vacancy loss - ability to charge City when vacancy loss happens	2 - Should			
FUNC-201	Availability Management	Unit Turnover: Ability to mark status of a unit to show if unit is rentable	3 - Must			
FUNC-202	Availability Management					
FUNC-203	Availability Management	Ability to note when a unit is due to be ready	3 - Must			
FUNC-204	Availability Management	Ability to communicate when unit will be ready to different parties	3 - Must			
FUNC-205	Availability Management	Ability to report on all units in all statuses and ability to group track	3 - Must			
FUNC-206	Availability Management	Ability to manage turnover items as a project or job or WOs	3 - Must			
FUNC-207	Availability Management	Unit Activity Reporting (UARs): Ability to report or communicate charges	3 - Must			
FUNC-208	Availability Management					
FUNC-209	Availability Management					
FUNC-210	Capital Development & Maintenance	Project Management: Job number	3 - Must			
FUNC-211	Capital Development & Maintenance					
FUNC-212	Capital Development & Maintenance					
FUNC-213	Capital Development & Maintenance					
FUNC-214	Capital Development & Maintenance					
FUNC-215	Capital Development & Maintenance					
FUNC-216	Capital Development & Maintenance					
FUNC-217	Capital Development & Maintenance					
FUNC-218	Capital Development & Maintenance					
FUNC-219	Capital Development & Maintenance					
FUNC-220	Capital Development & Maintenance					
FUNC-221	Capital Development & Maintenance	Projected schedule	3 - Must			
FUNC-222	Capital Development & Maintenance	Actual start date	3 - Must			
FUNC-223	Capital Development & Maintenance	Actual completion date	3 - Must			

Vendor Response

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ID	Category	System Requirement	Weighting 1, 2, 3	Submission Functionality S, Ss, Tp, U	Additional Cost \$	Comments
FUNC-224	Capital Development & Maintenance	Actual Schedule	3 - Must			
FUNC-225	Capital Development & Maintenance	Revised schedule	3 - Must			
FUNC-226	Capital Development & Maintenance	Revised Complete date	3 - Must			
FUNC-227	Capital Development & Maintenance	Ability to recalculate schedule	3 - Must			
FUNC-228	Capital Development & Maintenance	Ability to link cost codes and scheduling tasks	3 - Must			
FUNC-229	Capital Development & Maintenance	One Cost Code Chart of Accounts	3 - Must			
FUNC-230	Capital Development & Maintenance	Cost/category/Activity codes	3 - Must			
FUNC-231	Capital Development & Maintenance	Description	3 - Must			
FUNC-232	Capital Development & Maintenance	Corresponding G/L account number	3 - Must			
FUNC-233	Capital Development & Maintenance	Budget or non-budgeted item	3 - Must			
FUNC-234	Capital Development & Maintenance	Cost or Revenue	3 - Must			
FUNC-235	Capital Development & Maintenance	Ability to link cost codes to scheduling tasks	3 - Must			
FUNC-236	Capital Development & Maintenance	Capital or Operational	3 - Must			
FUNC-237	Capital Development & Maintenance	Manage contract commitments	3 - Must			
FUNC-238	Capital Development & Maintenance	Accounts for construction draws	3 - Must			
FUNC-239	Capital Development & Maintenance	Records progressing billings against detail line items	3 - Must			
FUNC-240	Capital Development & Maintenance	Generates a document similar to AIA G702 and G703 format or non-AIA format	3 - Must			
FUNC-241	Capital Development & Maintenance	Calculates estimated cost to complete	3 - Must			
FUNC-242	Capital Development & Maintenance	Ability to set at job level or cost code level the associated balance sheet accounts for WIP/CIP.	3 - Must			
FUNC-243	Capital Development & Maintenance	Ability to track contractor info, dates and other required documents (i.e. insurance certificates, lien releases).	3 - Must			
FUNC-244	Capital Development & Maintenance	Detailed tracking of all job change order elements	3 - Must			
FUNC-245	Capital Development & Maintenance	Ability to issue contracts and change orders	3 - Must			
FUNC-246	Capital Development & Maintenance	Ability to track and maintain project budgets	3 - Must			
FUNC-247	Capital Development & Maintenance	System to generate standard variance reports	3 - Must			
FUNC-248	Capital Development & Maintenance	Ability to select vendors used exclusively for job costing	3 - Must			
FUNC-249	Capital Development & Maintenance	Vendor portal with ability to submit invoice payment requests with backup documentation	3 - Must			

				Vendor Response		
Weighting Definition:				Vendor's Response (Yes, Partial, Modification, Future or No)		
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FUNC-250	Capital Development & Maintenance	Collaboration tool for 3rd party vendors	3 - Must			
FUNC-251	Capital Development & Maintenance	Document management for drawings and specs	3 - Must			
FUNC-252	Capital Development & Maintenance	Analytical Tools	3 - Must			
FUNC-253	Capital Development & Maintenance	Asset Management:				
FUNC-254	Capital Development & Maintenance	Flexible Organizational Structure	2 - Should			
FUNC-255	Capital Development & Maintenance	Asset Tracking	2 - Should			
FUNC-256	Capital Development & Maintenance	Key contacts including phone and email	2 - Should			
FUNC-257	Capital Development & Maintenance	Debt service data points and repayment terms	2 - Should			
FUNC-258	Capital Development & Maintenance	Entity tiering and hierarchy	2 - Should			
FUNC-259	Capital Development & Maintenance	Develop KPI for each assets and screen exemptions only	2 - Should			
FUNC-260	Capital Development & Maintenance	Cash Flow Projections	2 - Should			
FUNC-261	Capital Development & Maintenance	Return on Investment Calculations	2 - Should			
FUNC-262	Financial Operations	General Ledger:				
FUNC-263	Financial Operations	Chart of Accounts	3 - Must			
FUNC-264	Financial Operations	Multi-level Organization Structure (Entity, Department, etc.)	3 - Must			
FUNC-265	Financial Operations	Varying fiscal year-ends	3 - Must			
FUNC-266	Financial Operations	Standard General Journal Entries	3 - Must			
FUNC-267	Financial Operations	General Journal Entries (upload capabilities)	3 - Must			
FUNC-268	Financial Operations	Recurring journal entries	3 - Must			
FUNC-269	Financial Operations	Allocation Tables (Pre-defined coding)	3 - Must			
FUNC-270	Financial Operations	Intercompany Accounting	3 - Must			
FUNC-271	Financial Operations	Expense Management	3 - Must			
FUNC-272	Financial Operations	Cash Management	3 - Must			
FUNC-273	Financial Operations	Flexible Financial Reporting (Balance Sheet, Income Statement, Cash Flow Forecasting)	3 - Must			
FUNC-274	Financial Operations	Real-time analytics, inquiries and business intelligence	2 - Should			
FUNC-275	Financial Operations	Analytical/Audit dashboards for reviewing accounting transactions (i.e., AP, AR, JC and GL)	3 - Must			
FUNC-276	Financial Operations	Consolidations	3 - Must			
FUNC-277	Financial Operations	Ability to customize tax breakdowns for charitable tax returns (separate GST and PST)	3 - Must			
FUNC-278	Financial Operations	Annual Budgeting:				
FUNC-279	Financial Operations	Property Level Budgeting for expenses	3 - Must			
FUNC-280	Financial Operations	Lease Level Budget for revenue projections	3 - Must			
FUNC-281	Financial Operations	Lease by Lease Revenue forecast	3 - Must			
FUNC-282	Financial Operations	Ability to create standardize leases for modeling	3 - Must			

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FUNC-283	Financial Operations	Ability to support Department budgets (i.e., IT)	3 - Must			
FUNC-284	Financial Operations	Prepare debt service forecast and repayment schedules	1 - Nice			
FUNC-285	Financial Operations	Ability to support multiple budgets and forecasts for comparison purposes	3 - Must			
FUNC-286	Financial Operations	Allows collaboration so multiple people can work on a single budget simultaneously	3 - Must			
FUNC-287	Financial Operations	Able to separate Market budgets from Annual Budget	2 - Should			
FUNC-288	Financial Operations	Ability to easily download and upload via Excel	3 - Must			
FUNC-289	Financial Operations	Robust reporting for budget versus actuals	3 - Must			
FUNC-290	Financial Operations	Monthly Reporting:				
FUNC-291	Financial Operations	Ability to create standard financial statements	3 - Must			
FUNC-292	Financial Operations	Ability to create journal entries to add data into main accounting software (Adazio)	3 - Must			
FUNC-293	Financial Operations	Ability to export data out of the system to add into other accounting systems	3 - Must			
FUNC-294	Financial Operations	Ability to export GL detail	3 - Must			
FUNC-295	Financial Operations	Ability to report on rent supplement from the city	3 - Must			
FUNC-296	Financial Operations	Ability to report on rent arrears to report to the city	3 - Must			
FUNC-297	Financial Operations	Accounts Payable:				
FUNC-298	Financial Operations	Vendor Setup with multiple contacts	3 - Must			
FUNC-299	Financial Operations	Maintaining Tax Ids and 1099 Generations	3 - Must			
FUNC-300	Financial Operations	Requisitions / Purchase order processing	3 - Must			
FUNC-301	Financial Operations	Payment Processing	3 - Must			
FUNC-302	Financial Operations	Check Generation	3 - Must			
FUNC-303	Financial Operations	Electronic/EFT Payments	3 - Must			
FUNC-304	Financial Operations	Cash Requirements reporting	3 - Must			
FUNC-305	Financial Operations	Aged approved invoice Reporting	3 - Must			
FUNC-306	Financial Operations	Aged unapproved invoice report	3 - Must			
FUNC-307	Financial Operations	Recurring Payments	3 - Must			
FUNC-308	Financial Operations	Electronic Invoice scanning and processing	3 - Must			
FUNC-309	Financial Operations	Automated routing of unapproved invoices	3 - Must			
FUNC-310	Financial Operations	A/P Approval Workflow	3 - Must			
FUNC-311	Financial Operations	Payment Cancellations, Check Voids and Stop Payments	3 - Must			
FUNC-312	Financial Operations	Check image storage for scanned payments	3 - Must			
FUNC-313	Financial Operations	Credit Memos	3 - Must			
FUNC-314	Financial Operations	ETF and ACH vendor payments	3 - Must			
FUNC-315	Financial Operations	Automated Bank Reconciliation	3 - Must			
FUNC-316	Financial Operations	Vendor Portal	1 - Nice			
FUNC-317	Financial Operations	Funding Requests:				
FUNC-318	Financial Operations	Prospects tracking and communications log	1 - Nice			
FUNC-319	Financial Operations	Investor tracking and communication log including history of reporting packages and requests for custom reports	1 - Nice			
FUNC-320	Financial Operations	Shareholder Distributions	1 - Nice			
FUNC-321	Financial Operations	Pipeline Tracking and recap of dollars spent to date	1 - Nice			

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FUNC-322	Financial Operations	Asset Info	1 - Nice			
FUNC-323	Financial Operations	Monthly Financial Package including budgets and actuals	1 - Nice			
FUNC-324	Financial Operations	Performance measurement and analysis	1 - Nice			
FUNC-325	Financial Operations	Monthly Executive Summary addressing variances	1 - Nice			
FUNC-326	Financial Operations	Generates Capital Call letters	1 - Nice			
FUNC-327	Financial Operations	Generates Distribution Notices	1 - Nice			
FUNC-328	Financial Operations	Investor Portal and Communications	1 - Nice			
FUNC-329	Financial Operations	Contract Management:				
FUNC-330	Financial Operations	Ability to manage RFPs - gather quotes	1 - Nice			
FUNC-331	Financial Operations	Ability to create contracts in the system	1 - Nice			
FUNC-332	Financial Operations	Ability to administer contracts	1 - Nice			
FUNC-333	Financial Operations	Ability to move a contract through an approval process	1 - Nice			
FUNC-334	Financial Operations	Tenant Ledger Management:				
FUNC-335	Financial Operations	Ability to view and print and email a tenant ledger (charge and payment history)	3 - Must			
FUNC-336	Financial Operations	Ability to track interest we owe tenant on their last month's rent	3 - Must			
FUNC-337	Financial Operations	Ability to create payment plans	3 - Must			
FUNC-338	Pricing Options	Licensing				
FUNC-339	Pricing Options	Pay per Door? Or User?				
FUNC-340	Pricing Options	Subscription				
FUNC-341	Pricing Options	Needs to be cost effective and able to house 10 users				
FUNC-342	Pricing Options	Do not want to pay for empty licenses				
FUNC-343	Support	Live Support				
FUNC-344	Support	Chat Support				
FUNC-345	Support	Phone Support				
FUNC-346	Support	Email Support				
FUNC-347	Support	Should include analytics and support to help us best utilize the system				
FUNC-348	Support	Dedicated support representative to help us increase ROI				