Response to questions submitted on RFP for Online Affordable Housing Search System.

1.Does the scope include only the "Rental Resource Guide" section ?

As described in Attachment B to the RFP, we are seeking a firm that will be able to assist us with both phases of this project. The first phase is the on-line search tool where users will be able to search for affordable housing by the characteristics listed. The second phase will involve expanding the capacity of the search to include a universal fillable rental application and the other advanced capabilities listed.

2.What all details are required on the Rental Resource Guide section

The required details are included in Attachment B of the RFP.

3.What is the realtime information that needs to be added in the new tool?

We are seeking a tool that RIHousing staff can update with new development information as those developments come on line.

4.What is the realtime information we need to show as part of the Phase 1

See response to question 3.

5.Will there be a login and registration process involved in the Phase 1.

We do not envision a login and registration process for users searching for affordable housing. RIHousing staff with the ability to input new development information would likely require a log-in process.

6.Is editing / adding new development information by the RIHousing staff part of Phase 1?

Yes.

7.Will all the information that need to be shown for a development is already available in some database or it needs to be manually updated in the system using some utility or manually by users (this is bootstrapping the initial data needed to make the app functional). We are asking about the on-line database of affordable development.

RIHousing staff are currently in the process of consolidating all of the required information on affordable developments in the state into a database that will be transferred to the selected vendor upon completion. The vendor will be responsible for the initial upload of that information into the system. Moving forward, RIHousing staff will update the information as needed.

8.Is allowing RIHousing staff analytics information part of Phase 1?

Yes.

9.Is having various level of RIHousing staff user access like Administrator, Owner, User, Viewer/Read Only, etc. part of Phase 1

Yes.

10. When an application is submitted do we need to send any email notification? If yes, then to whom?

No. We envision a notification option in phase 2 for people searching for affordable housing who wish to be notified when new units are added.

11. Is multilingual (Support for Spanish) part of Phase 1?

No. The phase 1 system should be accessible in at least English and Spanish.

12. Apart from English and Spanish, what other languages are anticipated?

Those two languages are the minimum requirement, however more extensive language capability would be a plus.

13. Do the back office operations like adding and editing development information need to be developed as a separate application? Basically separating RIHousing Staff and Customer User Interface.

We defer to the vendors on how to structure the system. However we will require two levels of access. The first level of access is for site visitors searching for affordable housing who would be able to use the interactive features to find affordable housing options that meet their search criteria and access applications when available. The second level of access is for RIHousing staff who would be able to add new developments, edit information for existing developments, and review site analytics.

14. Are you currently using any analytics tool? Can we use any third party analytics tool or we need to build a custom one?

Our current Rental Resource Guide is a pdf. We use analytics for own website traffic, but for this tool would require the vendor to incorporate analytic tools.

15. Is there any compliance or regulatory requirement that needs to be taken care of as part of development, deployment and data storage?

The system must satisfy the minimum requirements of the statute ([H7944A](H7944A)). The vender must commit to contract terms that support state record retention and data privacy requirements. With regard to data storage, the data must be stored in a U.S. based data center and must have at least a SOC 2 certification.

16. Is any specific tech stack being used in your organization?

RIHousing is primarily a Microsoft shop. ASP .NET Core, Tableau, Azure Devops/Repos for application development and hosting is either on a Windows Server on-premises or in Azure.

17. Do you want the application to be hosted on your on-premise server or on Cloud? If it's cloud, are you using any specific cloud service provider?

We would prefer a system hosted on the Cloud. If it is not a SaaS product, and we have to host it, we'd prefer it to be portable. So, it could either run on windows server in our datacenter, windows server in Azure, or inside of an Azure App Service.

18. Will the application be built as a separate product or will it be built on top of some existing product?

We do not have an existing product that provides this service, so it would be a new product.

19. Are there any mockups or User Interface Wireframes available?

No.

20. Do you need a responsive website?

Yes, we would want a tool that could be viewed and utilized using a variety of devices including cell phones with a response time of 3 to 5 seconds at most.

21. Permission and Expected functionalities for user levels - Administrator, Owner, User, Viewer/Read Only?

> Administrator: Full control.
>
> Editor: Should be able to add information on new developments and edit existing information including links or attachments (such as applications to be added to development waitlists). Should be able to access reports on analytics of site usage.
>
> User/Viewer: Should be able to search for developments using the filters specified in the RFP, and access links or pdfs of applications if available. In phase 2, should be able to enter email address to receive emails about newly added developments.

22. **Do the main admin need a user interface to manage user creation, roles, and permissions?**
    Yes. RIHousing IT staff would need to be able to add editors/admins to the system and manage users.

23. **Need more information about (H7944A) statute that is relevant to application development**
    There is no information available beyond the statute itself, a link to which was included in the RFP.

24. Is the preparation of UI/UX part of the People10 scope?
    The vendor would be required to provide the entire solution end to end including ui and user experience design.

25. Are only the labels to be translated or the content coming from DB needs to be translated in multiple languages?
    All of the content (except for the applications for the development) should be translated into at least Spanish and preferably additional languages.

26. Is the data stored in multiple languages in the database?
    The detail on the developments that RIHousing will be providing to the vender will be in English only.