



ADDENDUM NUMBER FOUR

September 3, 2024

**Provision and Implementation of an Electronic Document Management System
RFP No. 24-910-36**

THIS ADDENDUM IS BEING ISSUED TO INCORPORATE THE FOLLOWING IN THE REFERENCED INVITATION FOR BIDS.

Please see below for answers to questions.

Proposals must be received by the Housing Authority of New Orleans (HANO) in the Office of Procurement and Contracts by 4:00pm, local time on Thursday, September 12, 2024. All terms and conditions shall remain as stated in the original Request for Proposals. All addenda must be acknowledged.

Could you confirm whether the RFP response can be submitted digitally, and if so, whether it can be used as an alternative to a paper submission? Additionally, could you specify whether this includes submission via HANO's ePortal?

HANO Procurement accepts submissions in paper and digital format, including the ePortal.

Please verify the correct due date for the RFP response, confirming whether it is August 21st rather than August 15th.

New date is September 12, 2024, at 4:00pm cst.

Integration with both Emphasys and Yardi Voyager is mentioned, but it is unclear if both will be in use simultaneously or if HANO is initiating a Yardi Voyager implementation alongside the EDMS project. Could you clarify the current usage of Emphasys and Yardi Voyager, and how they will be integrated within the EDMS?

HANO is currently utilizing Emphasys Elite for its operational needs. This platform is integral to HANO's processes; however, a transition to Yardi Voyager has been under consideration, though no final decision has been made. If a migration to Yardi Voyager occurs, it will be managed carefully to ensure minimal disruption to operations.

Integration Strategy:

Given that both platforms may need to be supported during and possibly after the EDMS implementation, the following integration strategy is recommended:

1. Emphasys Elite Integration:

Cost Constraints: Due to the prohibitive costs associated with direct integration with Emphasys Elite, alternative methods such as “**search and screen scraping**” will be employed. These techniques will allow users to retrieve necessary data from Emphasys Elite without requiring deep, expensive integration.

Functionality: The EDMS should provide robust search capabilities that allow users to locate documents and data quickly, leveraging metadata and content from Emphasys Elite as needed.

2. Yardi Voyager Integration:

Document Management Module: Yardi Voyager's built-in document manager module will be leveraged, especially its integration with SharePoint for document organization and storage. The EDMS will align with Yardi's file organization structure, ensuring a seamless user experience. A shared file structure between Yardi and the EDMS will be established, facilitating consistent document management across platforms. Similar to Emphasys, search and screen scraping options may be incorporated to enhance integration, particularly if full migration to Yardi Voyager is delayed or phased. The EDMS should be flexible enough to accommodate this transition without significant reconfiguration.

The integration solutions should be cost-effective, particularly for Emphasys Elite, where direct integration costs are high. The use of the user search and screen scraping functions should provide the necessary functionality without incurring prohibitive expenses.

The system must prioritize ease of use for operational staff, ensuring that any integration with Emphasys Elite or Yardi Voyager does not add complexity but instead streamlines document management processes.

Could you describe the current usage of both the external and internal SharePoint sites at a high level? Are these sites primarily used for document storage, collaboration, or other specific functions?

1. Internal SharePoint Sites:

The implementation of internal Azure and SharePoint sites at HANO is in the earliest stages and is primarily being utilized for communication, document storage, and information management. Supporting the organization by providing secure access to critical documents, enabling efficient storage, retrieval, and distribution across the agency. With approximately 10 TB of data spread across both on-premises and cloud storage, the internal SharePoint sites are heavily relied upon for managing a large volume of documents and files. SharePoint is used to manage and organize information within the agency, supporting various operational processes. However, it should be noted that the current implementation does not incorporate retention schedules, which is a critical feature that will be addressed in the upcoming project.

2. External SharePoint Sites:

Usage Scope: We intend to use these sites for communication and collaboration with clients, partners, and vendors. At its simplest, the portals will allow the web-based submission of applications and forms. The SharePoint sites will provide UI access to allow hosting, management, and processing of the submissions. The system should incorporate features like retention schedules, automated workflows, and robust search capabilities to enhance efficiency.

Could you provide an overview of the customized internal applications currently in use? How do these applications interact with existing systems, and what role will they play in the new EDMS environment?

Customized Internal Applications Overview:

1. Departmental Dashboards (LIPH, HCVP):

Functionality: These dashboards provide real-time data and insights specific to the Low-Income Public Housing (LIPH) and Housing Choice Voucher Program (HCVP) departments. They allow departmental users to monitor key performance indicators (KPIs) and manage operations efficiently. The dashboards pull data from various internal systems and databases, integrating them into a single, user-friendly interface for easy access and analysis. In the new EDMS environment, these dashboards will likely integrate with the document management system to provide access to related documents, reports, and files directly within the dashboard interface.

2. HANO Intranet (Currently Being Converted to SharePoint):

Functionality: The HANO Intranet serves as the internal communication and collaboration hub, providing employees with access to internal resources, news, and departmental information. As it transitions to SharePoint, the Intranet will leverage SharePoint's document management and

collaboration features, enabling seamless integration with other internal systems. The Intranet will act as the central gateway for accessing the EDMS, facilitating document sharing, collaboration, and access to EDMS features like document search and workflow management.

3. HANOPD Hotline:

Functionality: This is a ticket management application for HANO's police force, where users can log in, create tickets, upload files, and manage their assigned cases. Users only have access to their specific tickets and related documents. The application is integrated with user management systems to control access and permissions. Files uploaded are stored within the system, accessible only to authorized users. The EDMS will enhance the hotline by providing a centralized, secure repository for all related documents, improving access control and document tracking. The EDMS will ensure that all uploaded files are managed according to organizational policies and retention schedules.

4. HANO Quality Control Monitor:

Functionality: This application allows caseworkers to perform quality control procedures, ensuring compliance with internal policies and standards. The system interacts with internal databases to retrieve case data and track the results of quality control assessments. In the new EDMS environment, quality control documentation, assessments, and related files will be stored and managed within the system, enabling easier retrieval and audit capabilities.

5. Finance and Procurement Portal:

Functionality: This portal allows vendors to create accounts, submit required documentation for bid submissions, and receive communication regarding their applications. The portal integrates with internal finance and procurement systems to process vendor submissions and manage communications. The EDMS will store and manage all vendor-related documents, including bid submissions, contracts, and communication records. It will automate document workflows, ensuring that all documentation is processed according to organizational protocols.

6. Section 3 Portal:

Functionality: Similar to the Finance and Procurement Portal, this portal allows applicants to submit data and documents for Section 3 compliance. Internal users process these applications and communicate the results back to the applicants. The portal is integrated with internal systems to handle applicant data, document submission, and communication. The EDMS will handle all Section 3-related documents, providing secure storage, version control, and retention management. It will also support automated workflows for processing applications and communicating results.

Are there existing electronic documents that need to be imported into the new EDMS, and if so, what is the estimated quantity and complexity of these documents? Additionally, how many physical paper documents require ingestion, and what is the expected timeline for this process?

Document Ingestion Overview:

1. **Electronic Documents:**

Quantity and Complexity: Yes, there are existing electronic documents that will need to be imported into the new EDMS. These documents are already digitized and stored within various departmental systems. The complexity of the documents varies, ranging from simple text files to more complex documents containing images, metadata, and associated workflows. The migration of these electronic documents will require careful planning to ensure data integrity, proper indexing, and seamless integration into the new EDMS.

2. **Physical Paper Documents:**

Quantity: The estimated number of physical paper documents that require digitization and ingestion into the EDMS is significant:

HCVP (Housing Choice Voucher Program): Approximately 49,800 files, containing an estimated 11,700,000 images.

All Other Departments: Approximately 53,970 files, containing an estimated 2,316,786 images.

Complexity: The complexity of these physical documents includes various formats, conditions, and types of documents that will need to be handled during the scanning and digitization process. Special consideration may be required for fragile or oversized documents.

3. **Timeline:**

Implementation Plan: Iron Mountain will be providing scanning services.

Initial scanning activities will begin at the start of the project and will continue throughout the various phases. This phased approach ensures that document ingestion aligns with the broader project timeline, allowing for continuous progress while maintaining project milestones.

Could you confirm the total number of HANO EDMS users, including both internal and external users? How will these users be categorized in terms of access levels (e.g., administrative, read-only, content management)? How does this user distribution impact workflow design and system customization?

User Distribution Overview:

1. **Total Number of Users:**

Internal and External Users: The HANO EDMS is expected to support a total of 180 users. We anticipate 40,000 form submissions with documentation uploads per year.

User Roles and Access Levels:

Viewing Users: All 180 users will have viewing access. These users will be able to view documents, search for information, and interact with the EDMS in a read-only capacity.

Content Managers: There will be content managers who will have additional permissions to create, edit, organize, and manage content within the EDMS. These users are likely to be responsible for maintaining document accuracy, updating records, and ensuring proper document classification by department. Because the approach to this differs by vendor, we look to RFP respondents to provide guidance.

Administrators: The system will include 5 to 8 administrators with full access rights, including the ability to manage user accounts, configure system settings, and oversee overall EDMS operations. These admins are expected to operate in a concurrent model, with up to 8 admins active at any given time. Because the approach to this differs by vendor, we look to RFP respondents to provide guidance

2. Impact on Workflow Design:

User Access Levels: The distribution of user access levels will significantly influence workflow design.

Viewing Users: Workflows will be designed to allow viewing users easy access to documents and information without compromising document integrity. These users will interact primarily with pre-defined search functions and document retrieval processes.

Content Managers: Workflows for content managers will incorporate document creation, editing, and approval processes. They will need access to version control, metadata management, and possibly workflow automation tools to streamline content management tasks.

Administrators: Admin-level workflows will include oversight functions such as user management, system maintenance, and audit trails. Admins will also need tools to customize and configure the EDMS to meet evolving organizational needs.

3. System Customization:

Customization Based on Roles: The EDMS will need to be customized to reflect the varying access levels, ensuring that each user role has the appropriate permissions and tools to fulfill their responsibilities.

Custom Dashboards: Different user groups may require customized dashboards tailored to their specific needs (e.g., administrators might need system health indicators, while content managers may require quick access to editing tools).

Access Control Mechanisms: Role-based access controls (RBAC) will be implemented to ensure that users only access the functionalities and data appropriate to their roles, thereby maintaining system security and data integrity.

Workflow Automation: Customizable workflows can be established to automate routine tasks, ensuring that documents move smoothly through their lifecycle stages (e.g., from draft to review to final approval).

Best Practices:

Role-Based Access Control: Implementing RBAC is a best practice in document management systems, ensuring that users have the right level of access while maintaining security and compliance.

Scalable Architecture: Designing the EDMS with scalability in mind will support future growth and allow the system to adapt to changing organizational needs.

User-Centered Design: Customizing user interfaces and workflows based on user roles will enhance the usability and effectiveness of the system.

How many and what languages are desired when considering multilingual support for the EDMS? Is there a need for full system translation, or are specific components more critical?

Language Support Overview:

Current Language Support:

English Only: At this time, the EDMS is required to support English as the sole language for all system functions. This includes user interfaces, documentation, help resources, and all content managed within the system.

Multilingual Support Considerations:

No Immediate Need for Multilingual Support: Currently, there is no requirement for the EDMS to support additional languages or provide full system translation. The system will operate entirely in English, which aligns with the current operational needs of HANO.

Potential Future Requirements: While English is the only language supported at present, there may be future considerations for expanding multilingual capabilities depending on the evolving needs of HANO and its stakeholders. However, no immediate plans or requirements are in place for this expansion.

Specific Components: Since the entire system will function in English, no specific components require translation into other languages at this time. This simplifies the implementation and ensures consistency across all aspects of the EDMS.

Could you describe the anticipated usage of all customer-facing portals within HANO, particularly in relation to document management and user interactions with the EDMS?

Does Yardi currently handle any payment processing for HANO, and if so, how will this be integrated within the new EDMS? Could you also provide details on the expected secure payment processing within the EDMS, including transaction volume and preferred methods?

No, HANO does not utilize Yardi for payment processing.

Are you currently scanning documents through SharePoint, and how will this process be affected by the new EDMS? Are there any specific scanning or document capture requirements that the new system must support?

No.

What is the expected timeline for awarding the contract? Are there any critical milestones or deadlines that the vendor should be aware of?

No.

Are you currently scanning documents through SharePoint, and how will this process be affected by the new EDMS? Are there any specific scanning or document capture requirements that the new system must support?

No, we are not currently scanning through SharePoint.

How many staff members will require training on the new EDMS, and what are the expected training requirements? Will training be department-specific, or will it cover the entire organization?

All staff members will require the necessary training relative to the way that their role within the organization utilizes the software.

Would you need to manage some physical documents for retention purposes within the new EDMS, and if so, how will these physical documents be tracked alongside digital records?

This has not been determined.

Beyond integration with SharePoint, Yardi Voyager, and Emphasys Elite, what other applications or systems require integration with the new EDMS? How many API calls are expected and are you currently using a DITA (Darwin Information Typing Architecture) publishing system.

Please reference internal applications listed above. No, we are not using a DITA.

What is the preferred access mechanism for external users of the EDMS? Will they access the content via service accounts, or will each external user have individual IDs within the HANO system? How will this impact security and user management?

The preferred access mechanism for external users interacting with the Electronic Document Management System (EDMS) will be through a web form submission process. External users will submit forms and upload documents via this web form. They are not viewed as named users within the HANO system and will not require individual IDs. Instead, the system will manage their submissions as external transactions without direct login or user ID access to the EDMS.

Security and User Management Impact:

Security: By not providing individual IDs for external users, we reduce the attack surface, minimizing the risk of unauthorized access or data breaches. External users interact only with a specific entry point (the web form), which can be secured and monitored separately from the main EDMS. This ensures that external submissions are isolated from the internal systems, protecting the integrity of the data within the EDMS.

User Management: This approach simplifies user management by eliminating the need to create, manage, and audit external user accounts within the HANO system. Instead, all interactions with external users can be managed through a controlled, automated process, ensuring consistency and reducing administrative overhead.

Desired Customizations and Functionalities:

The key customization desired within the EDMS is the integration of client recertification portals. This feature is not currently utilized within the existing systems and will be essential for streamlining the recertification process for clients. The portal will allow clients to submit necessary documentation and keep their information updated.

Support for Day-to-Day Operations:

1. Workflow Automation:

The client recertification portal will significantly enhance workflow automation by reducing manual data entry and document processing. Once clients submit their information, the system will automatically route the documents to the appropriate caseworker for review, flagging any incomplete or missing information. Automated reminders and notifications will ensure that both clients and caseworkers stay on top of deadlines, reducing the likelihood of delays and improving overall efficiency.

2. Document Management:

The integration of the recertification portal will ensure that all client documentation is centrally stored within the EDMS, making it easily accessible to authorized personnel. This centralized storage supports better version control, ensuring that caseworkers are always working with the most up-to-date information. The system will also support metadata tagging and advanced search functionalities, allowing caseworkers to quickly locate and retrieve specific documents, improving response times and client service. The portal must be designed with strong security measures to protect sensitive client data, including encryption, secure access controls, and regular audits to ensure compliance with relevant regulations. The portal must be intuitive and accessible, catering to a diverse client base with varying levels of technical proficiency. This will reduce the need for additional support and training, ensuring a smooth adoption process.

Could you provide more details on retention policies required for the EDMS, including whether automatic, semi-automatic, or manual retention policies are preferred, and the typical retention durations for different document types?

The agency has a written retention policy that aligns with state policy. Retention policies vary based on regulation and are semi-automatic, notifying admin and requiring approval.

END OF ADDENDUM NUMBER FOUR