Prolink Personnel

Topic	**Description**
Role and approximate length of time on this project.	President
Name	**Shawn McKenna**
Experience	As President, Mr. McKenna's role has been to lead the development of the company through close relationships with clients and with his development staff. Under his guidance, ASC has brought to market several applications designed to support the commercial real estate transaction process. These solutions include ProLink, a patent-pending commercial and commercial/multifamily transaction management system; ProLink Documents, a data integration tool that provides streamlined data collection and distribution for document-intensive business processes; and Apptra, an automated commercial real estate appraisal application. ASC has also built several custom-software solutions on behalf of McCracken Financial Services, providing enhanced front-end analytic interfaces for the Strategy servicing system. ASC's Environmental Health and Safety division has built custom software solutions for the public and private sector. Clients include the state governments of Colorado and Oklahoma and Coors Brewing Company. In addition, Mr. McKenna has acted as a fiduciary to the Colorado Public Employees' Pension Association (PERA) providing quarterly valuations of their Commercial Mortgage Portfolio since 1994. Before founding ASC he was the Chief Operating Manager at Credit Risk Analytics, LLC in New York, NY. There he formed the company to provide analytic solutions to participants in the commercial mortgage and mortgage-backed securities industry. Mr. McKenna also invented and developed Portfolio Advisor™, a solution for analyzing and tracking commercial mortgages and securities backed by commercial mortgages and equities utilized for analysis in CMBS financings. Prior to his career in software development, Mr. McKenna was a commercial mortgage banker representing life insurance companies and pension funds in the Denver-metro area.
Description of involvement in projects of comparable size. (Include cost, duration, complexity, major issues, results)	
Education/Training/ Certifications	
3 References	California Housing Finance Agency (CalHFA) Debra Starbuck, Housing Finance Officer, Sacramento, CA (916) 324-5650 DStarbuck@CalHFA.ca.gov (Ms. Starbuck is the project lead on the enterprise-wide ProLink™ implementation for CalHFA) Virginia Housing Development Authority Mike Boice, Program Manager, Richmond, VA (804) 343-5935 M.Boice@VHDA.com

	(Mr. Boice is the project lead on the enterprise-wide ProLink™ implementation for VHDA) CBRE/L.J.Melody Bill Frazer, CFO, L.J. Melody, Houston, TX (713) 787-1924 bill.frazer@LJMelody.com (Mr. Frazer is familiar with our ProLink™ implementation for L.J. Melody)
Years of service w/vendor	

Topic	**Description**
Role and approximate length of time on this project.	Chief Technology Officer
Name	**Michael Wilson**
Experience	Mr. Wilson has been the driving force behind all technology solutions developed at ASC. He is responsible for overseeing the design, implementation, and maintenance of the core infrastructure that enables ProLink to support multiple clients in a variety of industries. Mr. Wilson has also created inter-process integration technologies to be used for integrating software applications that may have differing legacy architectures into ProLink. He works closely with the development team and senior staff to help steer ASC's software strategies, both for present and future strategic business requirements. Prior to joining ASC in 1999, Mr. Wilson was a Chief Architect working on projects such as workflow management, image management, on-line credit reporting, customer management systems and other technology solutions.
Description of involvement in projects of comparable size. (Include cost, duration, complexity, major issues, results)	
Education/Training/ Certifications	
3 References	California Housing Finance Agency (CalHFA) Debra Starbuck, Housing Finance Officer, Sacramento, CA (916) 324-5650 DStarbuck@CalHFA.ca.gov (Ms. Starbuck is the project lead on the enterprise-wide ProLink™ implementation for CalHFA) Virginia Housing Development Authority Mike Boice, Program Manager, Richmond, VA (804) 343-5935 M.Boice@VHDA.com (Mr. Boice is the project lead on the enterprise-wide ProLink™ implementation for VHDA) CBRE/L.J.Melody Bill Frazer, CFO, L.J. Melody, Houston, TX (713) 787-1924 bill.frazer@LJMelody.com

	(Mr. Frazer is familiar with our ProLink™ implementation for L.J. Melody)
Years of service w/vendor	

Topic	**Description**
Role and approximate length of time on this project.	Development Manager
Name	**Brian Kohn**
Experience	
Description of involvement in projects of comparable size. (Include cost, duration, complexity, major issues, results)	Mr. Kohn manages and works with the rest of the development to implement software solutions using Microsoft .NET, C#, XML, and SQL Server. He specializes in consulting with colleagues and clients, working to modify and improve software provided by ASC. Mr. Kohn has been a key element of the ASC software team since he joined the company in December, 1999. Mr. Kohn's work has been instrumental in the development of ASC's patent-pending ProLink architecture. He appears along with Mr. Wilson and Mr. McKenna as an inventor on the patent application.
Education/Training/ Certifications	
3 References	California Housing Finance Agency (CalHFA) Debra Starbuck, Housing Finance Officer, Sacramento, CA (916) 324-5650 DStarbuck@CalHFA.ca.gov (Ms. Starbuck is the project lead on the enterprise-wide ProLink™ implementation for CalHFA) Virginia Housing Development Authority Mike Boice, Program Manager, Richmond, VA (804) 343-5935 M.Boice@VHDA.com (Mr. Boice is the project lead on the enterprise-wide ProLink™ implementation for VHDA) CBRE/L.J.Melody Bill Frazer, CFO, L.J. Melody, Houston, TX (713) 787-1924 bill.frazer@LJMelody.com (Mr. Frazer is familiar with our ProLink™ implementation for L.J. Melody)
Years of service w/vendor	

Topic	**Description**
Role and approximate length of time on this project.	Solutions Architect
Name	**Michael Smith**
Experience	

Description of involvement in projects of comparable size. (Include cost, duration, complexity, major issues, results)	Mr. Smith joined ASC in 2007 and brings more than 12 years of software development and architecture to the team. He works closely with the framework looking for ways to improve efficiencies in performance, scalability, maintainability, and extensibility. He provides valuable insight and is a source of information for our development staff, including leading courses and training for in house staff on new technologies. Before joining ASC, Mr. Smith was a senior developer and systems engineer with over 12 years of experience.
Education/Training/ Certifications	
3 References	California Housing Finance Agency (CalHFA) Debra Starbuck, Housing Finance Officer, Sacramento, CA (916) 324-5650 DStarbuck@CalHFA.ca.gov (Ms. Starbuck is the project lead on the enterprise-wide ProLink™ implementation for CalHFA) Virginia Housing Development Authority Mike Boice, Program Manager, Richmond, VA (804) 343-5935 M.Boice@VHDA.com (Mr. Boice is the project lead on the enterprise-wide ProLink™ implementation for VHDA) CBRE/L.J.Melody Bill Frazer, CFO, L.J. Melody, Houston, TX (713) 787-1924 bill.frazer@LJMelody.com (Mr. Frazer is familiar with our ProLink™ implementation for L.J. Melody)
Years of service w/vendor	

Topic	**Description**
Role and approximate length of time on this project.	Senior Developer
Name	**Kelly Encinias**
Experience	
Description of involvement in projects of comparable size. (Include cost, duration, complexity, major issues, results)	Mrs. Encinias joined ASC in 2006. She specializes in designing and implementing software solutions using C#, ADO.Net, Web Forms, Web Services, ASP.Net, XML, SQL Server, HTML, ASP, XSL.. Mrs. Encinia's is a senior software developer with more than 12 years experience. She participates in the design, design documentation, development of core products.
Education/Training/ Certifications	
3 References	California Housing Finance Agency (CalHFA) Debra Starbuck, Housing Finance Officer, Sacramento, CA (916) 324-5650 DStarbuck@CalHFA.ca.gov (Ms. Starbuck is the project lead on the enterprise-wide ProLink™ implementation for CalHFA)

	Virginia Housing Development Authority Mike Boice, Program Manager, Richmond, VA (804) 343-5935 M.Boice@VHDA.com (Mr. Boice is the project lead on the enterprise-wide ProLink™ implementation for VHDA) CBRE/L.J.Melody Bill Frazer, CFO, L.J. Melody, Houston, TX (713) 787-1924 bill.frazer@LJMelody.com (Mr. Frazer is familiar with our ProLink™ implementation for L.J. Melody)
Years of service w/vendor	

Topic	**Description**
Role and approximate length of time on this project.	Developer – Daniel will assist in developing the proposed solution to MSHDA
Name	**Daniel Denton**
Experience	Daniel Denton is a Junior Developer that has been working for ProLink Solutions since the summer of 2007. Prior to ProLink Solutions, Daniel worked for a company developing Microsoft CRM/SharePoint integration tools and Business Management web applications. Daniel's experience include programs such as C#, C++, ASP .Net, Visual Basic 6, Visual Basic .Net, HTML, JavaScript and T-SQL
Description of involvement in projects of comparable size. (Include cost, duration, complexity, major issues, results)	
Education/Training/ Certifications	Community College 2005 Colorado Christian University 2005 - 2007 Double major in Computer information Systems and Business Administration
3 References	California Housing Finance Agency (CalHFA) Debra Starbuck, Housing Finance Officer, Sacramento, CA (916) 324-5650 DStarbuck@CalHFA.ca.gov (Ms. Starbuck is the project lead on the enterprise-wide ProLink™ implementation for CalHFA) Virginia Housing Development Authority Mike Boice, Program Manager, Richmond, VA (804) 343-5935 M.Boice@VHDA.com (Mr. Boice is the project lead on the enterprise-wide ProLink™ implementation for VHDA)

	CBRE/L.J.Melody Bill Frazer, CFO, L.J. Melody, Houston, TX (713) 787-1924 bill.frazer@LJMelody.com (Mr. Frazer is familiar with our ProLink™ implementation for L.J. Melody)
Years of service w/vendor	

Topic	**Description**
Role and approximate length of time on this project.	Senior Developer/Team Lead – Richard will help develop the proposed solution to MSDA. Richard will also assist in managing the developer resources.
Name	**Richard Panek**
Experience	Before joining ProLink in winter of 2007, Mr. Panek brings over 12 years of software engineering experience within the areas of telecommunications, financial, healthcare, hospitality, litigation, online education, and online job marketing. As a Senior Developer and Solutions Architect Mr. Panek also brings valuable insight into enterprise resource planning systems along with using software as a service. He is a leader in progress in technology at ProLink and his extensive background integrating with multiple technologies makes him key to our development team. Mr. Panek actively teaches at a local community college in the Denver Metro Area and participates in several speaking engagements as a key note speaker for Microsoft technologies.
Description of involvement in projects of comparable size. (Include cost, duration, complexity, major issues, results)	
Education/Training/ Certifications	A.A.S degree in Computer Science
3 References	California Housing Finance Agency (CalHFA) Debra Starbuck, Housing Finance Officer, Sacramento, CA (916) 324-5650 DStarbuck@CalHFA.ca.gov (Ms. Starbuck is the project lead on the enterprise-wide ProLink™ implementation for CalHFA) Virginia Housing Development Authority Mike Boice, Program Manager, Richmond, VA (804) 343-5935 M.Boice@VHDA.com (Mr. Boice is the project lead on the enterprise-wide ProLink™ implementation for VHDA) CBRE/L.J.Melody Bill Frazer, CFO, L.J. Melody, Houston, TX (713) 787-1924 bill.frazer@LJMelody.com (Mr. Frazer is familiar with our ProLink™ implementation for L.J. Melody)
Years of service w/vendor	

Topic	Description
Role and approximate length of time on this project.	Developer – Randall will assist in developing the proposed deliverable to MSHDA.
Name	**Randall Woolen**
Experience	Prior to joining ProLink Solutions in the summer of 2007, Randall worked for Intellisource/MCI – Verizon Business performing a number of tasks. Randall's main functions were to create and maintain a website for fraud control training using HTML, JavaScript, ASP.NET and SQL server. Randall also built and maintained databases using both SQL server and access. Other functions included project manager and trainer duties. Randall's skill set includes items such as HTML, JavaScript, Visual Basic, VBA,VB.NET and C#.
Description of involvement in projects of comparable size. (Include cost, duration, complexity, major issues, results)	
Education/Training/ Certifications	Texas Tech University Major – Cell and Molecular Biology Minor – Biochemistry *Currently* Devry University (Denver, Colorado) Major – Computer Information Systems Anticiapted graduation date December 2008
3 References	California Housing Finance Agency (CalHFA) Debra Starbuck, Housing Finance Officer, Sacramento, CA (916) 324-5650 DStarbuck@CalHFA.ca.gov (Ms. Starbuck is the project lead on the enterprise-wide ProLink™ implementation for CalHFA) Virginia Housing Development Authority Mike Boice, Program Manager, Richmond, VA (804) 343-5935 M.Boice@VHDA.com (Mr. Boice is the project lead on the enterprise-wide ProLink™ implementation for VHDA) CBRE/L.J.Melody Bill Frazer, CFO, L.J. Melody, Houston, TX (713) 787-1924 bill.frazer@LJMelody.com (Mr. Frazer is familiar with our ProLink™ implementation for L.J. Melody)
Years of service w/vendor	

Topic	Description
Role and approximate length of time on this project.	Project Manager – Carla will oversee the proposed project to MSHDA.
Name	**Carla Wolfe**
Experience	Before joining ProLink Solutions Carla was a Senior Project Manager with an International Financial Services Consulting Firm. There she led Finance and Internal Audit projects for multiple companies in Financial Services, Insurance, Service, Technology, Biopharmaceuticals and Manufacturing. Prior to that Carla led her own Consulting firm guiding client projects through user needs analysis and requirements, development and design, workflow management, process improvement, quality assurance and user training both live and online. Clients value her years of experience and insight in navigating the user through the essential steps of identifying real needs and delivering the right tools, to meet the real requirements of their jobs. She has published, *Organize Your Life and Reduce the Clutter*, *Business Communication Success* and *The Art of Change in Business*.
Description of involvement in projects of comparable size. (Include cost, duration, complexity, major issues, results)	
Education/Training/ Certifications	Bachelor of Arts in Speech Communications – Colorado State University
3 References	California Housing Finance Agency (CalHFA) Debra Starbuck, Housing Finance Officer, Sacramento, CA (916) 324-5650 DStarbuck@CalHFA.ca.gov (Ms. Starbuck is the project lead on the enterprise-wide ProLink™ implementation for CalHFA) Virginia Housing Development Authority Mike Boice, Program Manager, Richmond, VA (804) 343-5935 M.Boice@VHDA.com (Mr. Boice is the project lead on the enterprise-wide ProLink™ implementation for VHDA) CBRE/L.J.Melody Bill Frazer, CFO, L.J. Melody, Houston, TX (713) 787-1924 bill.frazer@LJMelody.com (Mr. Frazer is familiar with our ProLink™ implementation for L.J. Melody)
Years of service w/vendor	

CGI Personnel

Topic	Description
Role and approximate length of time on this project.	Data Center Supervisor Duration
Name	**Brian Judd**
Experience	Brian is a premier Information Technologies Specialist, demonstrating a high degree of skill in the design and implementation of projects spanning a multitude of technologies. He brings industry certified quality in his work, and a strong technical aptitude. Ambitious and self motivated, he delivers business solutions that bring satisfaction to the customers.
Description of involvement in projects of comparable size. (Include cost, duration, complexity, major issues, results)	Consultant, CGI PBCA IT – (10/05 to Present) Primary support for local office, and secondary support for other facilities in PBCA. Technical Environment: Windows 2003 server and Directory Services, Citrix Metaframe Presentation Server and Secure Gateway 4.5, Cisco Routing and Switching, VMWare Virtual Infrastructure and ESX, EMC Clariion CX310c, Microsoft SQL Server 2005, ISA Server, IIS 6.0, Windows XP. Computer Consultant, IT Support, NYS OFT (01/04 to 12/04) Technical Environment: AS2002, Unysis, Xerox.
Education/Training/ Certifications	A+, Network+, Microsoft Certified Professional , and Cisco Certified Network Professional. BS, Suny Institute of Technology at Utica/Rome, Computer Science BS, Suny Institute of Technology at Utica/Rome, Computer Information Systems.
3 References	
Years of service w/vendor	2 years

Topic	Description
Role and approximate length of time on this project.	Application Manager Duration
Name	**Manzonny Linard**
Experience	With 22 years in the Information Technology industry, he has a strong focus on achieving the highest level of client satisfaction. He has a wide range of experience providing project management, as well as analyzing, coding, testing and implementing business technology solutions.
Description of involvement in projects of comparable size. (Include cost, duration, complexity, major issues, results)	Management SYSTEMS – (09/04 to present) As a Technical Team Leader, Manzonny is responsible for the development, enhancement, and maintenance, of all Contract Administration tracking and Voucher systems currently used in the states of Ohio, California, Florida, District of Columbia, and New York.

	Technical Environment: Windows 2003, SQL Server 2000 - 2005, VB 6, COM+, .NET eCAM (Client Activity Manager) – (01/00 to present) As a SENIOR CONSULTANT, is responsible for analysis, design, coding, testing, and deployment of eCAM systems, a web based client management and consumer tracking systems used in several counties throughout Ohio. Technical Environment: NT Server, Windows 2000, SQL Server 7, SQL Server 2000, IIS 4, IIS 5, ASP, VBScript, HTML, DHTML, JavaScript INFORMATION SYSTEMS, internal – (05/99 to 12/99) As a SENIOR SYSTEMS ANALYST, was responsible for developing and maintaining Intranet applications. Technical Environment: ColdFusion, HTML, JavaScript, SQL, and Oracle. PROJECT LEADER – Banco do Nordeste (Brazilian Bank) (08/97 to 04/99) Lead a five-member team to deploy an Integrated Credit System and Risk Analysis in 178 branches, 7 decision committees and a central location in a client/server environment. The system also controls data transfer among more than 180 servers. Technical Environment: NT Server, SQL Server 6.5, and VB 5 PROJECT LEADER and PROGRAMMER – Banco do Nordeste (Brazilian Bank) (04/85 to 07/97) Either as a project leader or as a programmer, was responsible for systems integration, systems platform migration, analysis, design and development of many projects. Technical Environment: DOS/VSE, MVS, VM/CMS, OS/390, ISPF, TSO COBOL, COBOL 2, Easytrieve Plus, Mantis, JCL, QMF DB2, VSAM
Education/Training/ Certifications	
3 References	Same as above
Years of service w/vendor	8 ½ years

Topic	Description
Role and approximate length of time on this project.	IT services Manager Duration
Name	**Russell Malenchek**
Experience	As a technical supervisor in the government and housing industry, Russell Malenchek has architected robust infrastructures to accommodate a wide breadth

	of customer needs.
Description of involvement in projects of comparable size. (Include cost, duration, complexity, major issues, results)	Multi-State HUD outourcing system implementation: Upon the award of 5 states for the PBCA outsourcing group, Russell was instrumental in the design and implementation of an enterprise infrastructure to support a national application service model. This range of systems encompasses all services necessary to accommodate an exponentially growing user base with access to CGI's applications. Russell is currently responsible for supervising all aspects of the PBCA health and growth of the network. Technical Environment: Cisco VPN, Microsoft Active Directory 2003, OnBase, Kofax Ascent Capture Internet Service, Dell Poweredge Server, EMC Clariion CX, Disaster Recovery, Security Systems Analysis, Cleveland Metropolitan Housing Authority Russell performed an analysis of the network and application components to identify inefficiencies related to slow performance within CMHA's applications. Review included directory design, database configuration, and internetworking. Technical Environment: LAN/WAN, MS SQL Server, Citrix, EDMS Implementation, Seattle Housing Authority Russell performed an overall analysis of the network and assisted with the implementation of a complex OnBase Workflow solution implemented jointly with the technical staff at SHA. Technical Environment: Cisco Switches, IBM SAN, Windows 2000, OnBase EDMS Storage Area Network design, Cuyahoga County Human Services An overall analysis of CCHS infrastructure was performed. Due to the high volume of images to be created via EDMS, an enterprise class storage solution was designed based upon the EMC Clariion CX Series storage device. Technical Environment: Fiber Channel, EMC, and Windows 2003 Clustering Services Network Engineer, Garfield Heights Board of Education Windows NT/2000, Macintosh, and LAN/WAN
Education/Training/ Certifications	Certifications MCDBA - SQL 2000 COP Comptia CDIA+ OnBase Certified Installer Comptia A+ Comptia Network+ Training Windows 2003 Windows 2000 Cisco Routing and Switching OnBase Enterprise Document Management EMC Clariion

	VMWare ESX
3 References	Same as above
Years of service w/vendor	7

EXPERIENCE SNAPSHOT

Industry

- Government Services
- Housing Services
- Finance

Technical / Business Specialization

- Project Based Section 8 Contract Administration
- Housing Choice Voucher Program
- Public Housing
- SEMAP
- Moderate Rehabilitation Program

Training

- Microsoft Office

1.0.1.1.1.1.1

CGI

BACKGROUND

PANOS KYPRIANOU

With more than 8 years in the financial management and system integration, Panos has a wide range of experience providing public agency management, financial reporting, budgeting, organizational assessments and system integration with Section 8 programs. Panos has extensive experience with the PBCA reporting requirements and monthly voucher processing. Additionally, he is an expert in the Housing Choice Voucher Program and SEMAP reporting.

EXPERIENCE

PERFORMANCE BASED CONTRACT ADMINISTRATION (PBCA) FOR THE STATE OF NEW YORK, OHIO, NORTHERN CALIFORNIA, WASHINGTON DC AND FLORIDA - (07/04 – PRESENT)
As the Director of Accounting & Finance for the New York, Ohio, Northern California, Washington DC and Florida PBCA contracts, Panos oversees the invoicing and reporting, monthly voucher approval payments and annual work plan. Panos directed the successful implementation of the PBCA tracking and vouchering systems and manages their ongoing maintenance and support.

PERFORMANCE BASED CONTRACT ADMINISTRATION (PBCA) FOR THE STATE OF NEW YORK – (09/05 – PRESENT)
Administered the transition and implementation of voucher processing system, PBCA invoicing and reporting and system workflow setup.

HOUSING CHOICE VOUCHER PROGRAM ASSESSMENT FOR BRIDGEPORT HOUSING AUTHORITY (BHA) - (12/05)
As a Project Team Member, Panos reviewed and prepared an assessment report for BHA's Housing Choice Voucher Program. Panos' assessment focused on BHA's financial operations and controls, software system utilization, and performance and production reporting.

TECHNICAL ASSISTANCE FOR YOUNGSTOWN METROPOLITAN HOUSING AUTHORITY (06/04 – 03/05)
As a Project Team Leader, Panos assessed the Housing Choice Voucher operations for the troubled Housing Authority. Developed and managed the implementation of a corrective action plan that addressed all deficiencies identified by the assessment.

PERFORMANCE BASED CONTRACT ADMINISTRATION (PBCA) FOR THE STATE OF OHIO - (05/00 – 07/04)
As the Accounting Manager for this project, Panos managed the invoicing and reporting process, the monthly voucher payments and maintained the annual work plan for all scheduled activities under the Ohio PBCA contract. Furthermore, he was responsible for creating and implementing program procedures. Panos played a

key role in the development and implementation of the Contract Administration Tracking System (CATS) that was specifically designed to track, monitor and report on the PBCA Core Tasks.

MANAGEMENT & TECHNICAL ASSISTANCE, PARMA PUBLIC HOUSING AGENCY - (07/03 – 05/04)
As a Project Team Member, Panos participated in a management review of the agency and its programs. He played part in the development and implementation of a corrective action plan to bring the agency under compliance with HUD requirements. Specific areas of responsibility included the revision of policies and procedures and implementation of a quality control system.

SECTION 8 PROGRAM RECOVERY, HOUSING AUTHORITY OF BALTIMORE CITY - (06/03 – 04/04)
As a Project Team Member, Panos directed the restructure of the Program Integrity Department, which is responsible for the monthly payments to Section 8 owners. Additional responsibilities included the implementation of a SEMAP quality control and reporting system and the development of a comprehensive production reporting system for all Section 8 Departments.

RESTRUCTURE & MANAGEMENT OF THE SECTION 8 PROGRAM, AKRON METROPOLITAN HOUSING AUTHORITY - (11/01 – 09/02)
As a Project Team Leader, Panos managed AMHA's Section 8 Department, which consisted of 25 staff members serving 4,000 families. The tasks performed included the reorganization of the department, procedure development, training, utilization tracking and the development of a reporting and monitoring system to ensure continuous program compliance.

ANNUAL AGENCY PLAN, NORWALK HOUSING AUTHORITY - (2001 - 2003)
As a Consultant, Panos developed and submitted to HUD the NHA's annual and five year agency plans for three years.

SEMAP AUDIT, NORWALK HOUSING AUTHORITY - (05/01 – 06/01)
As an Independent Auditor, Panos reviewed and verified compliance to federal regulations, certified and submitted audit score to HUD and recommended revised procedures to ensure future compliance.

SECTION 8 FAMILY UNIFICATION PROGRAM IMPLEMENTATION, BINGHAMTON HOUSING AUTHORITY - (05/00 – 12/00)
As a Consultant, researched HUD policies, developed and implemented procedures, trained BHA staff members, monitored and evaluated performance.

PRIOR EMPLOYMENT EXPERIENCE

SECTION 8 FINANCE MANAGER, CUYAHOGA METROPOLITAN HOUSING AUTHORITY (CMHA) (05/99 to 05/00)

MOD REHAB SUPERVISOR, CUYAHOGA METROPOLITAN HOUSING AUTHORITY (CMHA) (06/98 to 04/99)

ADDITIONAL SKILLS

Microsoft Office

EDUCATION

M.A., Ohio University, Economics

B.A., Ohio University, Business Administration

Michael Ashbrook

CGI

EXPERIENCE SNAPSHOT

1.0.1.1.1.2 INDUSTRY

- Healthcare
- Government

1.0.1.1.1.3 TECHNICAL SPECIALIZATION

- Three tier design / development, implementation
- Structured Analysis & Design
- SQL server data management solutions
- Web-enabled Government Operations support systems
- Web-enabled client Activity Management systems
- Business-to-Consumer solution design
- E-Government solutions
- WEB Site design
- Network Design
- System Hardware and Architecture

1.0 BACKGROUND

With more than twelve years in public housing, healthcare, and human services information technology, Michael has a wide range of experience providing IT management, project leadership, system design and development, client server and web-based architecture system planning, IT consulting, operations analysis, and business analysis.

1.1 EXPERIENCE

DIRECTOR, CONSULTING SERVICES, CGI – (2006 – present)
As Director, Michael is responsible for all IT decisions impacting operations and strategic growth for our national HUD practice. His teams are responsible for product and service innovation across Tier 1 – Tier 4 project levels. He participates in HUD work groups on policy and technology implications for Multi Family Section 8 service delivery in the performance based contracting arena.

MANAGER, GOVERNMENT SOLUTIONS, CGI-AMS INC. - (1999 TO 2006)
As a Manager, Michael is responsible for IT and Management systems used across the US for all CGI-AMS Inc. HUD-PBCA Contracts. He is responsible for all aspects of system deployment and performance. He directs all resources for application development, networking, connectivity, hardware, maintenance, and disaster recovery. He oversees all requirements from coding language to network and web delivery. He directs the development of web-based operations systems and tracking solutions for government and non-profit clients. Additional responsibilities include overseeing technology products and services, managing in-house resources as well as outside vendors and hardware acquisitions

Responsible for all eCAM business development. Created new product and service line offerings increasing practice revenue by 26% in first year. Identified the development advantages in platform neutral XML and initiated staff training. Managed the design, development, and deployment of largest non-governmental Welfare to Work Case Management system in Ohio. Supervise the activities of 3 developers, 6 network administrators, 1 DBA, 1 web master. Established the scope of activities and all system requirements from code to platform to hardware. Created and implemented system development strategy from desktop to browser based offerings.

Technical Environment:
Access 2000, Visual basic 6.0 SQL Server 2000, IIS 6.0, ASP, VB script, HTML, Java script

HUMAN CAPITAL SERVICES, ORION HEALTHCARE - (1995 TO 1999)
As Senior Consultant, was responsible for developing and implementing strategies for electronic compliance reporting for Human Capital Services clients. Managed all vendor and subcontracted relationships for local and wide area network installations including IP blocks, Cisco router configurations, fractional T1 assignment, NT server and SQL server configuration. Designed, developed, and implemented the Integrated Employment Solutions (TM) client management and placement tracking system for Cuyahoga County JTPA program using customized training in support of enterprise specific software design and development Analysis of client operational and market challenges affecting bottom line business goals. Developed and managed the implementation of Medicaid managed care enrollment tracking systems.

Technical Environment:
Access 2.0, Access 97, Visual Basic 5.0 and SQL Server 6.0,

1.2 PRIOR EMPLOYMENT EXPERIENCE

POLICY ANALYST, OHIO HEALTH BOARD, (1993 TO 1995)
As Policy Analyst, researched and presented aspects of Health Care Economics and their impact on third party payers and providers in Ohio. Lead three committees of Governor Appointed Board.

Developed data modeling system for health cost analysis, introduced concept of value curve in consideration of health care cost and quality issues, achieved buy-in of health care associations, business leaders, state and local officials and other interest groups to Ohio health care reform process. Wrote final report of the Ohio Health Care Board for Governor Voinovich and the Ohio General Assembly.

REGIONAL DIRECTOR, L.I.A. LIMITED - (1990 TO 1992)
As Regional Director, was responsible for managing business and government relations that impacted L.I.A. holdings in the Dominican Republic. Principal manager responsible for the development of turnkey hotel and restaurant projects for sale to international tourism industry operators. Held full P&L responsibility. Oversaw operations with more than 35 local country national employees and developed $400k in new business.

PROJECT MANAGER, L.I.A. LIMITED - (1989-1990)
As Project Manager, was responsible for directing new business operations, including the construction of new commercial locations. Trained staff and management in two tourism related businesses.

Managed the acquisition and importation of equipment for hotels and restaurants

1.3

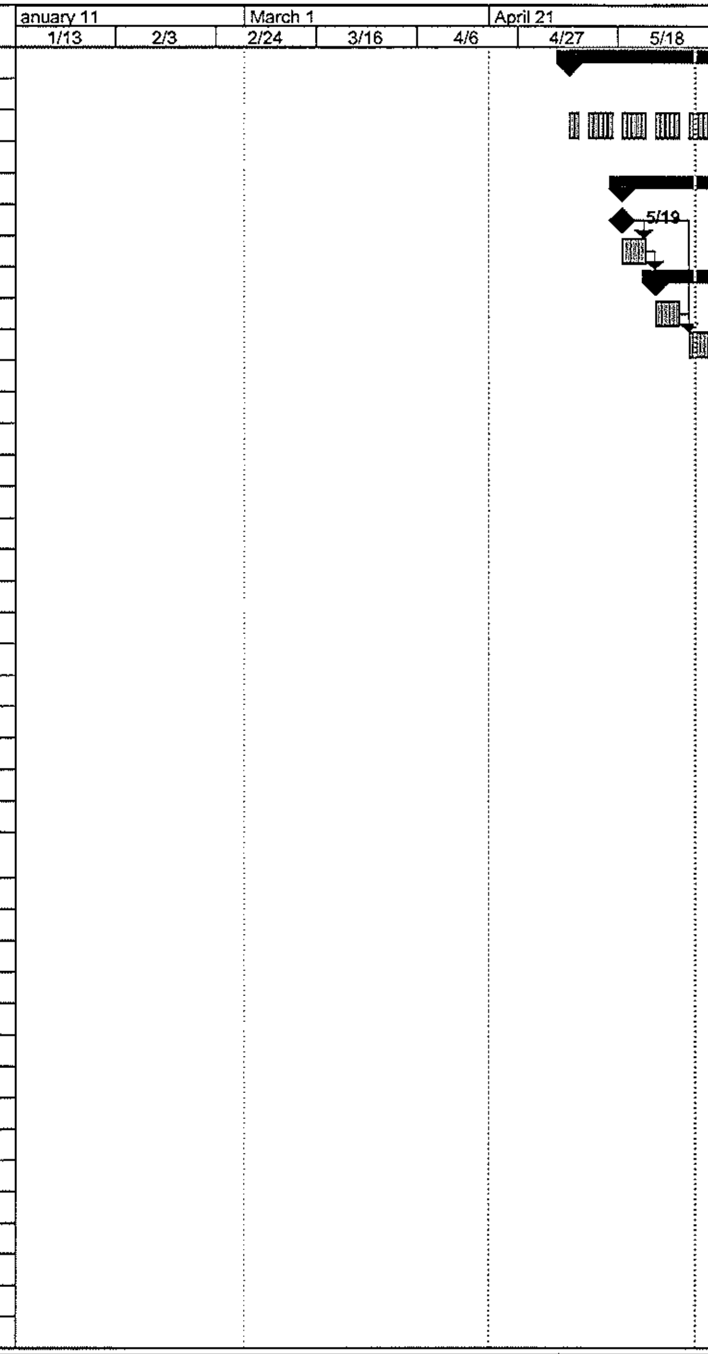
1.4 EDUCATION

B.A., University of Louisville, Communication, Minor Spanish

Associate Degree, University of Louisville, Respiratory Science

Michigan State Housing Development Authority
Preliminary Project Plan

ID	Task Name	Duration	Start	Finish	Predecessors
1	**MSHDA Implementation (Mitas Replacement)**	**287 days**	**Thu 5/8/08**	**Fri 6/12/09**	
2					
3	**Full Time Project Management**	**224 days**	**Thu 5/8/08**	**Tue 3/17/09**	
403					
404	**Project Setup and Initiation**	**50 days**	**Mon 5/19/08**	**Fri 7/25/08**	
405	Contract Award and Execution	0 days	Mon 5/19/08	Mon 5/19/08	
406	Project Management Set-Up and Planning	1 wk	Mon 5/19/08	Fri 5/23/08	405
407	**Planning**	**15 days**	**Mon 5/26/08**	**Fri 6/13/08**	**406**
408	Project Kick-Off/Proof	1 wk	Mon 5/26/08	Fri 5/30/08	
409	High Level Discovery	2 wks	Mon 6/2/08	Fri 6/13/08	405FS+2 wks,408
410	Project Launch Day	0 days	Fri 6/13/08	Fri 6/13/08	409
411	**Installation**	**30 days**	**Mon 6/16/08**	**Fri 7/25/08**	
412	Network Hosting Setup and Configuration	3 wks	Mon 6/16/08	Fri 7/4/08	410
413	Application Software & Database Installation	2 wks	Mon 7/14/08	Fri 7/25/08	412FS+1 wk
414					
415	**Customizations and Interfaces**	**250 days**	**Mon 6/30/08**	**Fri 6/12/09**	**409**
416	**Go Live**	**60 days**	**Mon 6/30/08**	**Fri 9/19/08**	
417	Custom Modification Requirements and Cod	12 wks	Mon 6/30/08	Fri 9/19/08	
418	interface Requirements and Coding	12 wks	Mon 6/30/08	Fri 9/19/08	
419	Functional Testing	4 wks	Mon 7/28/08	Fri 8/22/08	
420	**Post Go-Live**	**180 days**	**Mon 10/6/08**	**Fri 6/12/09**	
421	Custom Modification Requirements and Cod	20 wks	Mon 10/6/08	Fri 2/20/09	
422	interface Requirements and Coding	20 wks	Mon 10/6/08	Fri 2/20/09	
423	Functional Testing	16 wks	Mon 2/23/09	Fri 6/12/09	422
424					
425	**Implementation I (Discovery, Gap Analysis, Configuration, Setup)**	**40 days**	**Mon 6/16/08**	**Fri 8/8/08**	**410**
426	Part 1 Finance (Elite Core Financials, AOD IV, CM)	4 wks	Mon 6/16/08	Fri 7/11/08	
427	Part 2 Contract Administration CGI	2 wks	Mon 6/16/08	Fri 6/27/08	
428	Part 3 Mutlifamily Loan Servicing	2 wks	Mon 6/16/08	Fri 6/27/08	
429	Part 4 Multifamily & Tax Credit Compliance	2 wks	Mon 6/16/08	Fri 6/27/08	
430	Part 5 Asset management Prolink	8 wks	Mon 6/16/08	Fri 8/8/08	
431	Part 6 Multifamily Allocation	1 wk	Mon 6/16/08	Fri 6/20/08	
432					
433	**Data Migration**	**50 days**	**Mon 7/7/08**	**Fri 9/12/08**	**409**
434	Part 1 Finance (Elite Core Financials, AOD IV, CM)	3 wks	Mon 7/21/08	Fri 8/8/08	426FS+1 wk
435	Part 2 Contract Administration CGI	3 wks	Mon 7/7/08	Fri 7/25/08	427FS+1 wk
436	Part 3 Mutlifamily Loan Servicing	3 wks	Mon 7/14/08	Fri 8/1/08	428FS+2 wks
437	Part 4 Multifamily & Tax Credit Compliance	3 wks	Mon 7/7/08	Fri 7/25/08	429FS+1 wk
438	Part 5 Asset management Prolink	4 wks	Mon 8/18/08	Fri 9/12/08	430FS+1 wk
439	Part 6 Multifamily Allocation	3 wks	Mon 7/7/08	Fri 7/25/08	431FS+2 wks
440					



ID	Task Name	Duration	Start	Finish	Predecessors
441	**Implementation II (Testing & Validation)**	**45 days**	**Mon 8/4/08**	**Fri 10/3/08**	
442	Part 1 Finance (Elite Core Financials, AOD IV, CM)	2 wks	Mon 8/18/08	Fri 8/29/08	434FS+1 wk
443	435	2 wks	Mon 8/4/08	Fri 8/15/08	435FS+1 wk
444	Part 3 Mutlifamily Loan Servicing	2 wks	Mon 8/11/08	Fri 8/22/08	436FS+1 wk
445	Part 4 Multifamily & Tax Credit Compliance	2 wks	Mon 8/4/08	Fri 8/15/08	437FS+1 wk
446	Part 5 Asset management Prolink	2 wks	Mon 9/22/08	Fri 10/3/08	438FS+1 wk
447	Part 6 Multifamily Allocation	2 wks	Mon 8/4/08	Fri 8/15/08	439FS+1 wk
448					
449	**Training**	**60 days**	**Mon 9/1/08**	**Fri 11/21/08**	
450	Part 1 Finance (Elite Core Financials, AOD IV, CM)	2 wks	Mon 9/1/08	Fri 9/12/08	419FS+1 wk,442
451	Part 2 Contract Administration CGI	2 wks	Mon 9/22/08	Fri 10/3/08	419FS+3 wks,443
452	Part 3 Mutlifamily Loan Servicing	2 wks	Mon 10/6/08	Fri 10/17/08	419FS+1 wk,444
453	Part 4 Multifamily & Tax Credit Compliance	2 wks	Mon 10/13/08	Fri 10/24/08	419FS+1 wk,445
454	Part 5 Asset management Prolink	3 wks	Mon 10/27/08	Fri 11/14/08	419,446FS+3 wks
455	Part 6 Multifamily Allocation	2 wks	Mon 11/10/08	Fri 11/21/08	447FS+2 wks
456					
457	**Go-Live Transition**	**55 days**	**Mon 9/29/08**	**Fri 12/12/08**	
458	Part 1 Finance (Elite Core Financials, AOD IV, CM)	2 wks	Mon 9/29/08	Fri 10/10/08	450FS+1 wk,418FS+5 d
459	Part 2 Contract Administration CGI	2 wks	Mon 11/3/08	Fri 11/14/08	451FS+1 wk
460	Part 3 Mutlifamily Loan Servicing	2 wks	Mon 11/3/08	Fri 11/14/08	452FS+1 wk
461	Part 4 Multifamily & Tax Credit Compliance	2 wks	Mon 11/3/08	Fri 11/14/08	453FS+1 wk
462	Part 5 Asset management Prolink	2 wks	Mon 12/1/08	Fri 12/12/08	454FS+2 wks
463	Part 6 Multifamily Allocation	2 wks	Mon 12/1/08	Fri 12/12/08	455FS+1 wk
464					
465	**Post Go-Live Support Transition**	4 wks	Mon 12/15/08	Fri 1/9/09	457
466					
467	**Conversion of AOD Tax Credit Allocation to IM&C**	**45 days**	**Mon 2/2/09**	**Fri 4/3/09**	
468	Discovery	1 wk	Mon 2/2/09	Fri 2/6/09	465FS+3 wks
469	Implementation	2 wks	Mon 2/16/09	Fri 2/27/09	468FS+1 wk
470	Data Migration	1 wk	Mon 3/9/09	Fri 3/13/09	469FS+1 wk
471	Training	1 wk	Mon 3/16/09	Fri 3/20/09	470
472	Go-Live Transition	1 wk	Mon 3/23/09	Fri 3/27/09	471
473	Post Go-Live Support	1 wk	Mon 3/30/09	Fri 4/3/09	472

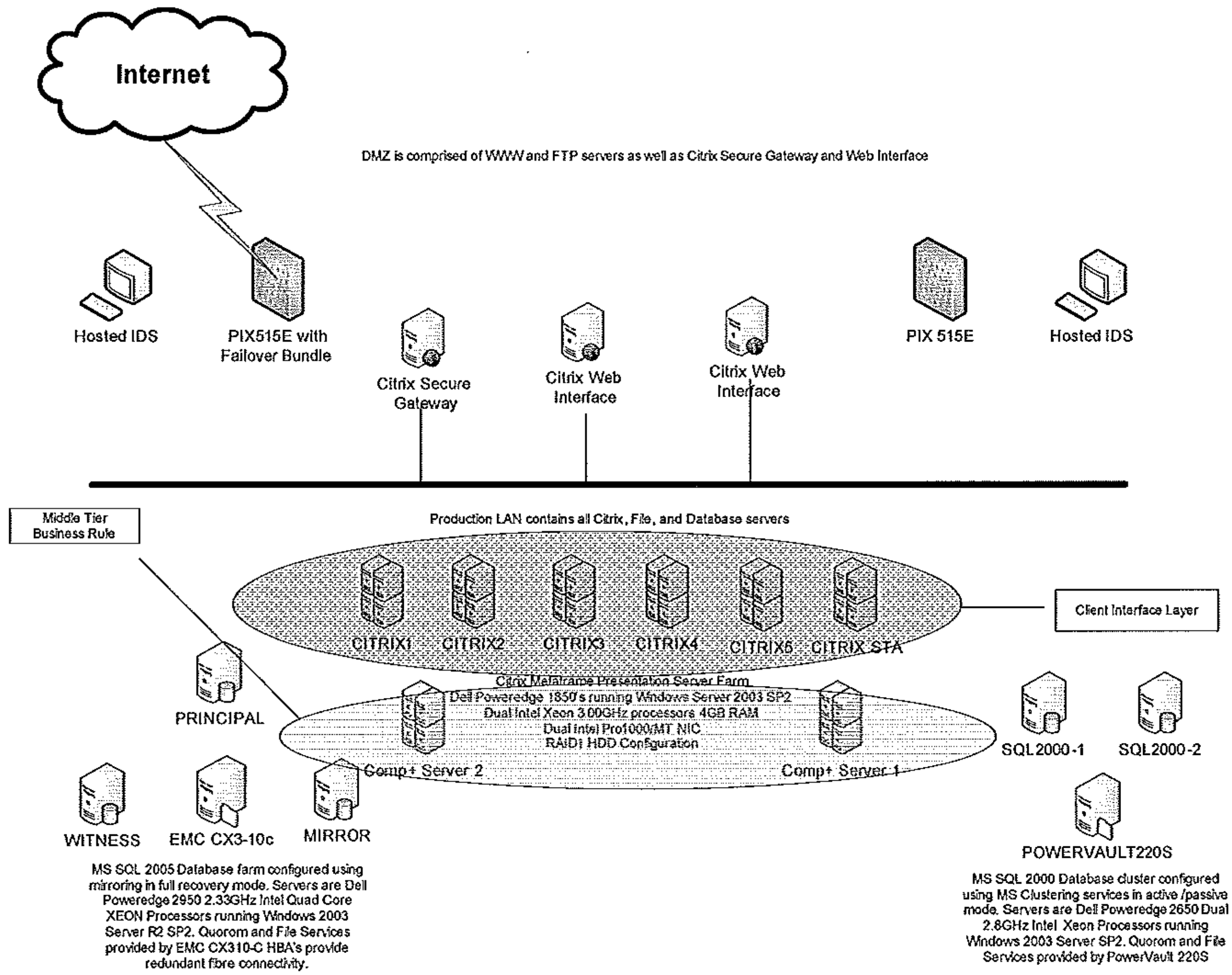
anuary 11		March 1			April 21	
1/13	2/3	2/24	3/16	4/6	4/27	5/18

Appendix C
System Interfaces

The following system interfaces will be required:

System	Description
MIE Underwriting	The Office of Asset Management currently has an Access Database that is utilized by staff to establish baseline income and expense budgets for proposed developments. The system is searchable and has multiple queries based on financing program, geographic location, number of units, tenant type, managing agent, and assigned Asset Manger. The main dataset of this database is the Monthly Income and Expenditure database. Additionally, Asset Management utilizes this database for financial analysis and trending. This database is manually updated once a month via an ODBC Connection to Asset Management's main database.
Tenant data	Tenant data is received periodically throughout the month from a outside Owners/Agents via a secure internet portal.
MHI	MSHDA's physical Inspection Software System. MHI retains inspection results, for every unit and building along with site violations for every inspection conducted on a property.
MATT	PIP, HOME, CDBG, and ESG Draws (Agate Software Intelligrants). Flat file FTP between systems.
ELITE	Would like the ability to transfer Agent payment data. (This interface not currently in place)
AOD	Would like the ability to transfer financial data from/to the system used to manage our Single Family loans. (This interface not currently in place)

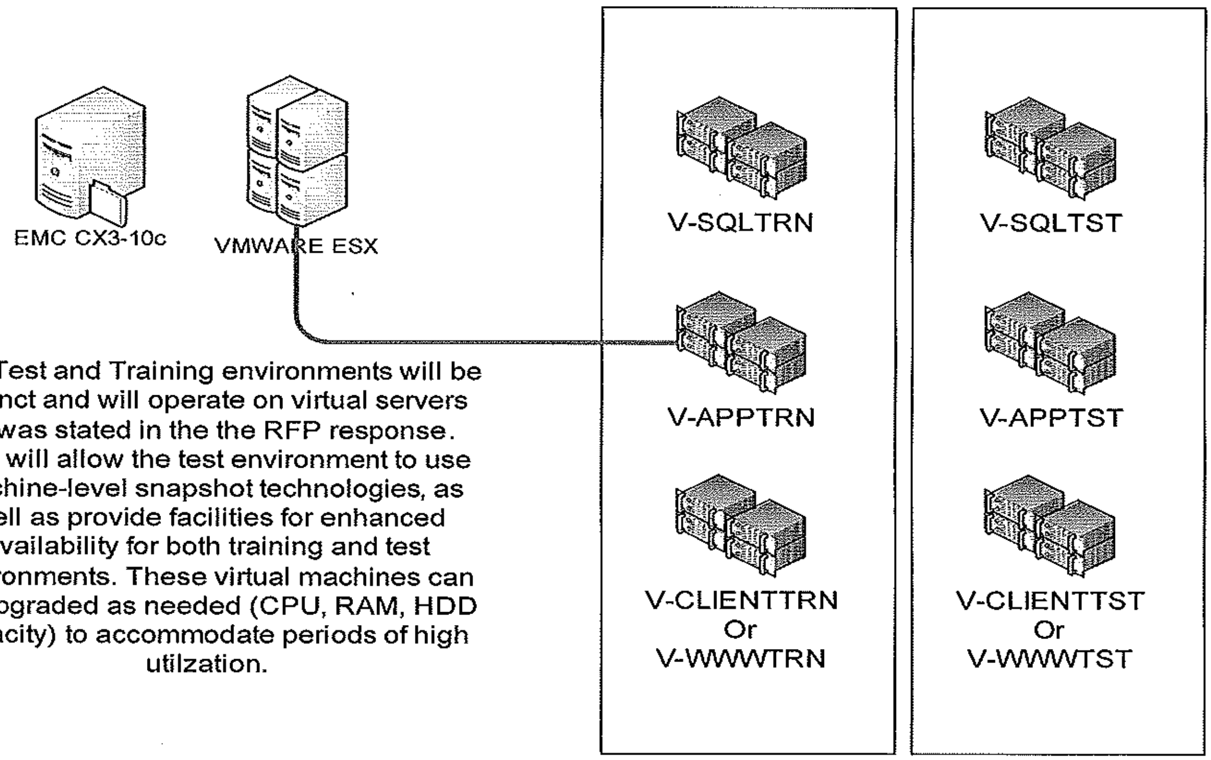
Appendix D
Hardware & Network Diagram



The Contractor will deploy from 2 to 4 access (Citrix, etc) servers to support MSHDA. The Contractor will start with 2 Citrix Presentation Servers (both dual core) and then rather than scaling up, may scale out if it is determined that this can be done based on response time during peak usage. The applications will be monitored to determine if more presentation servers are needed.

Appendix D
Hardware & Network Diagram

TEST and TRAINING ENVIRONMENTS
(Expanded)



The Test and Training environments will be distinct and will operate on virtual servers as was stated in the the RFP response. This will allow the test environment to use machine-level snapshot technologies, as well as provide facilities for enhanced availability for both training and test environments. These virtual machines can be upgraded as needed (CPU, RAM, HDD capacity) to accommodate periods of high utilzation.

Appendix E
General Requirements

Requirements that are mandatory are marked with an "M," and those that are desirable with a "D." Check "Yes" if the system meets the requirement.

In the comments column, Contractors must provide any requested information and state whether the requirement is:

A. currently provided as a standard feature
B. not currently provided but is a planned enhancement or will be added at no additional cost and will be supported in future releases
C. not currently provided but will be added at the additional cost detailed in the cost proposal and will require additional cost to transfer to future releases
D. not supportable.

GENERAL SYSTEM REQUIREMENTS	YES	COMMENTS
1. Capacity		
a. (M) The system should be able to support 1.5x the peak number of concurrent users in the current system in order to provide sufficient capacity for growth. Current requirement for concurrent users lists approximately 75 internal users, and approximately 50 external users; the standard would be 125 concurrent users.	YES	A
2. System Auditing		
a. (M) The system has the ability to maintain a historical record of all changes made to any item within the system (e.g., data element, business rule, process control, software program), the ID of the person or process that made the change, the before images of the affected data records, and the date and time the change was made.	YES	C. OMNI-AUDIT IS NEEDED FOR ADVANCED SQL AUDITING.
b. (M) The system must ensure that all system events for software, hardware, interfaces, operating system, network, etc. are written to a system event log in a manner that facilitates debugging of all system problems.	YES.	C. ADDITIONAL SOFTWARE CAN TRACK LOW LEVEL SYSTEM EVENTS, LOGGING THEM FOR WINDOWS SOFTWARE.
c. (M) The system offers the ability to query, view, filter, and sort the system audit trail. The system is able to store the queries.	YES	A. THE AUTHORITY HAS THE ABILITY TO AUDIT THE SQL LOGS AND ANY AUDIT TRACKING CURRENTLY AVAILABE IN THE

Appendix E
General Requirements

GENERAL SYSTEM REQUIREMENTS	YES	COMMENTS
		APPLICATION SOFTWARE. IF OMNI-AUDIT IS BEING USED, ANY INFORMATION CAPTURED WILL BE ABLE TO BE ACCESSED AS REQUESTED.
d. (M) The system has the ability to identify and track data back to its input source (e.g., imaged document, keyed from form, interface file, etc.).	YES	C. THE APPLICATION SOFTWARE PROVIDES FOR THE KEYING OF DATA AND SOME IMPORTS. THE SYSTEM DOES NOT DO A DIRECT REFERENCE TO IMAGED DOCUMENTS. SHOULD THE AUTHORITY REQUIRE INTERFACES WITH IMAGED DOCUMENTS OR TRACKING OVER AND ABOVE THE CURRENT SYSTEM INPUT AND IMPORT FUNCTIONALITY, EMPHASYS WILL NEED TO CUSTOMIZE THE PRODUCT.
e. (M) The system has the ability to audit all override of edits and audits and identify the login ID, date, and time.	YES	C. USING OMNI-AUDIT.
3. Error Handling		
a. (M) The system must ensure that all errors are written to an error log.		D. WITHIN A WINDOWS ENVIRONMENT, ERROR HANDLING IS "STAGED" FROM ONE WINDOW TO THE NEXT. SEVERAL ERRORS THAT AN END-USER WILL ENCOUNTER ARE OUTSIDE OF THE APPLICATION, MAKING IT IMPOSSIBLE TO CAPTURE ALL ERRORS. FOR THE ERRORS THAT OCCUR WITHIN THE APPLICATION, THEY ARE NOT CURRENTLY WRITTEN TO AN ERROR LOG. OMNI-AUDIT PROVIDES SOME FEATURES TO TRACK INVALID ATTEMPTS TO ACCESS RESTRICTED DATA. IF

Appendix E
General Requirements

GENERAL SYSTEM REQUIREMENTS	YES	COMMENTS
		THE AUTHORITY REQUIRES THE TRACKING OF ERRORS, THE APPLICATION WILL NEED TO BE MODIFIED.
b. (M) The system must allow for an administrator to view, filter, sort, and search the error log.		PLEASE SEE THE RESPONSE ABOVE.
c. (M) The system must allow for an administrator to archive error log entries based upon user-defined criteria.		PLEASE SEE THE RESPONSE ABOVE.
d. (M) The system must allow for a user to define an alert message to be executed upon the occurrence of an error.		PLEASE SEE THE RESPONSE ABOVE.
4. Training		
a. (M) On site training is provided as part of the cost of the system, to include:	YES	A. – TRAINING COST ARE INCLUDED IN THE PRICING
i. (M) User training		
ii. (M) Technical training for State individuals who will be working with the services vendor to configure the applications including establishing databases and interfaces, data conversion, customization, and upgrading the customized software. iii. (D) Vendor works one on one with the main person responsible for each set of data that is to be input into the system. Also the vendor inputs some actual data with that person in order to verify that the application being used can correctly track the information, process it or whatever the case may be in order to help spot errors that only hands on experiences from the vendor, and user together would detect.	YES YES	A A
iv. (M) System administration training for State personnel who will be responsible for ongoing maintenance and administration of the system, including security.	YES	A
b. (D) Upgrades and new versions to the system that affect end-user functionality include training at no additional cost (e.g. classroom or online training, training flier, release features, etc.).	YES	C. ONLINE HELP WILL BE UPDATED FOR ALL NEW RELEASES. ANY REQUESTED TRAINING IS ADDITIONAL.

Appendix E
General Requirements

GENERAL SYSTEM REQUIREMENTS	YES	COMMENTS
c. (D) Training is provided in a variety of formats for product installation, use, and administration for a variety of levels (e.g. basic, advanced, refresher, etc.).	YES	A
d. (M) All training manuals, training plans and other documentation provided become the property of the State.	YES	A
5. Knowledge Transfer		
a. (M) Mentoring and training of State staff is provided in preparation for transitioning the operation and support to the State of Michigan staff.	YES	A
6. Documentation		
a. (M) The following documentation will be provided in an electronic format:		
i. (M) User and Technical Manuals - On-line and Hard Copy	YES	A
ii. (M) Data Element Dictionary	YES	A. DATA ELEMENTS ARE AVAILABLE VIA SCRIPTS AND DB DESIGNS.
iii. (D) Data relationship information	YES	A. SEE ABOVE.
iv. (M) Operations Manual	YES	A. A WEBSITE (MYEMPHASYS.COM) WILL PROVIDE ONLINE HELP.
v. (M) All updates of documentation during the term of the Contract, software license, and maintenance agreement	YES	A
vi. (M) Contractor shall supply manufacturer's software in original manufacturer packaging with complete manufacturer documentation, manuals, disk(s) or CD ROM and warranty enclosed.	YES	A
b. (M) The following documentation is provided for all modules and program development:		
i. (M) System-wide documentation and specifications	YES	C SYSTEM WIDE SPECIFICATIONS OF LOW LEVEL FUNCTIONALITY CAN BE CREATED FOR A FEE.
ii. (M) Baseline End-User training manuals to be used as a basis for "User Manuals" and	YES	A. DOCUMENTATION FOR END USERS IS AVAILABLE

Appendix E
General Requirements

GENERAL SYSTEM REQUIREMENTS	YES	COMMENTS
online help		ONLINE AT MYEMPHASYS.COM
iii. (M) Installation procedure	YES	A
iv. (M) Module configuration documents sufficient for configuration maintenance purposes	YES	A. PART OF ONLINE HELP
v. (M) Testing scripts	YES	C.
vi. (M) Specification documentation	YES	A. FOR MODIFICATION REQUEST ONLY
vii. (M) Production migration	YES	A. PLANS FOR MIGRATING WILL BE PRODUCED.
c. (M) The documentation of components, features, and use of the hardware/software shall be detailed such that resolution of most problems can be determined from the documentation, and most questions can be answered.	YES	A. MYEMPHASYS PROVIDES DOCUMENTATION, ALONG WITH FAQS, AND A KNOWLEDGE BASE.
d. (M) All system, operational, user, change, and issue documentation must be available in electronic format, published to an intranet website, accessible to State users, updated regularly, with unique numerical identifiers for each section and be consistent with the most current version of the application deployed. Prior version will be available upon request at no charge.	YES	A
e. (M) All system, operations, user, change and issue documentation is to be organized in a logical format, which is approved by the State and facilitates updating and allows for revisions to the documentation to be clearly identified.	YES	A
f. (M) Contractor must develop and submit for State approval complete, accurate, and timely system, operations, and user documentation.	YES	USER DOCUMENTATION WILL BE SUBMITTED
g. (M) Contractor must notify the State of any discrepancies or errors outlined in the system, operations, and user documentation.	YES	A
7. Warranties		
b. (M) A written warranty will be provided.	YES	A
c. (M) All configurations are covered by the manufacturer's standard warranty.		
d. (M) Warranty commences on the date products are accepted by the State.	YES	A

Appendix E
General Requirements

GENERAL SYSTEM REQUIREMENTS	YES	COMMENTS
e. (M) All applicable third party warranties for deliverables are assigned to the State.	YES	A
f. (M) Any upgrades of the software made during the warranty period are supplied at no additional cost.	YES	A
8. Maintenance and Support		
g. (M) Maintenance programs commence at the end of the warranty period.	YES	A
h. (M) All maintenance is performed by qualified personnel familiar with the equipment.	YES	A
i. (M) Remote diagnostic capabilities are provided	YES	A
j. (M) Maintenance is available on an annually renewable contract	YES	A
k. (D) Contractor agrees that any contract resulting from this procurement may be migrated to a centralized contract for software and associated services, without diminishing, altering or extinguishing any rights the State has under the terms and conditions of this contract.	YES	A
l. (M) The software maintenance program includes all future software updates and system enhancements applicable to system modules licensed without further charge to all licensed users maintaining an annually renewable software support contract.	YES	A
m. (M) Help desk support options are defined and priced separately. Minimal support is for normal business hours (8h x 5dw x 52w). Maximum support is for total coverage (24h x 7dw x 365d). Other levels of support coverage offered by the vendor are defined and priced as well.	YES	A. HOSTING FACITILITIES ONLY.
n. (M) Help Desk service options are defined and priced separately including onsite service.	YES	A. ONSITE SERVICE IS PRICING SEPARATELY AND HELP DESK IS PRICED WITHIN THE MAINTENANCE AGREEMENT.
o. (M) Problem resolution priorities will be handled as follows: ▪ Critical (System outage) – Contractor response within one hour, plan of action within 2 hours, resolved within 4 hours if possible. ▪ High (Major modules down, some services	YES	A. HOSTING FACILITY.

Appendix E
General Requirements

General System Requirements	Yes	Comments
available) Contractor response within 2 hours, resolved within one day if possible. ▪ Moderate (Majority of application is up, some services down) Contractor response within 4 hours, resolved within 24 hours if possible. ▪ Low (Limited problem with no major disruptive ramifications) Contractor response by next day, resolved within 48 hours if possible.		
p. (M) Guaranteed parts availability within the service response window at all times.	YES	OUR SOFTWARE DOESN'T REQUIRE PARTS, HOWEVER, THE HOSTING FACILITY WILL MEET THIS REQUIREMENT
q. (D) Emergency assistance is available 24 hours a day, seven days a week, at no additional cost to the State.	YES	A. HOSTING FACITILITIES ONLY.
r. (D) A Web-enabled help desk interface is provided at no additional cost.	YES	A
s. (M) The State will be provided with information on software problems encountered at other locations, along with the solution to those problems, when such information is relevant to State software.	YES	A
o. (M) Support is provided for superseded releases and back releases still in use by the State.	YES	A. UP TO TWO HISTORICAL VERSIONS BACK
p. (M) For the first year and all subsequent Contract years, the following services are provided for the current version and one previous version of any Software provided with the deliverables, commencing upon installation of the deliverables or delivery of the Software:		
i. (M) Error Correction. Upon notice by State of a problem with the Software (which problem can be verified), reasonable efforts to correct or provide a working solution for the problem.	YES	A
ii. (M) Material Defects. The State will be notified of any material errors or defects in the deliverables known, or made known to Contractor from any source during the Contract term that could cause the	YES	A

Appendix E
General Requirements

General System Requirements	Yes	Comments
production of inaccurate, or otherwise materially incorrect, results and shall initiate actions as may be commercially necessary or proper to effect corrections of any such errors or defects		
iii. (M) Updates. All new releases and bug fixes (collectively referred to as "Changes") for any software deliverable developed or published by Contractor and made generally available to its other customers at no additional charge will be provided to the State at no additional charge.	Yes	A
k. (M) Ability to provide software customizations. These customizations will be defined by the State, and then reviewed and quoted by the Contractor. The State has the right to negotiate quotation. Customization will be invoiced upon user acceptance of the customization.	Yes	A
9. Migration		
t. (M) Data, and related information, has a migration path to future revisions of the hardware and software and there is a guaranteed and reasonably straightforward "exit path" to systems of other vendors.	Yes	A
u. (M) Data will migrate smoothly to any future revision of the software and hardware ("smoothly" would be defined as having the system administrator follow Contractor-supplied written instructions to run a Contractor-supplied program or programs in batch mode to convert data, or any process that is simpler or more automatic than this).	Yes	A
v. (M) Export and import data features using open-architecture formats are available for use at no additional charge.	Yes	C. There are some included exports using XML, other exports would need to be created in open formats for a fee.
10. Delivery Requirements		
a. (D) For all orders placed by the State during the term of this Contract, delivery will be made within	Yes	C. Standard software can be deliverdd within the

Appendix E
General Requirements

GENERAL SYSTEM REQUIREMENTS	YES	COMMENTS
ten (10) business days of order. (Elapsed delivery time will be measured from the time an order is accepted, either verbally or in writing by the Contractor, to the time product is delivered to the site identified in the purchase order.)		DESIGNATED TIMEFRAME.
b. (M) The deliverables shall be shipped F.O.B. Destination, freight prepaid and allowed, directly to each entity, unless otherwise requested, and to the exact locations shall be specified in the purchase order.	YES	A.
c. (M) If, during the term of the Agreement, the Contractor enters into a contract with any other customer for substantially the same quantity, equipment, software and services, terms and conditions for a lower cost, the Contractor will offer the same decrease in rate to the State	YES	C.
11. Backup and Recovery		
a. (M) The system has the ability to provide point-in-time recovery of data to the last completed transaction.	YES	A. THE ABILITY TO RECOVER WILL DEPEND UPON THE MICROSOFT SQL BACKUP AND RESTORE METHODOLOGY EMPLOYED. THE AUTHORITY WILL BE ABLE TO MEET THE REQUIREMENT BASED ON SYSTEM CONFIGURATION.
b. (M) The system has the ability to allow for continued use of the system during backup.	YES	A.
c. (M) The system has the ability to provide a complete backup and recovery process for all database tables and system files.	YES	A (VIA SQL SERVER TOOLS)
d. (M) The system has the ability to create on request backups.	YES	A
e. (M) The back up and archival features of the system proposed can be initiated automatically or by manual request.	YES	A
f. (M) The system software and data must be able to be restored to its previous operational status within four (4) hours after initiation of recovery process.	YES	A . THIS PRESUMES THAT THE BACKUPS ARE SCHEDULED REGULARLY AND THAT WHOLESALE RECREATION OF THE LATEST SNAPSHOT DOESN'T NEED TO BE

Appendix E
General Requirements

GENERAL SYSTEM REQUIREMENTS	YES	COMMENTS
		DEVELOPED PURELY FROM LOGS.
12. System Administration		
a. (M) Ability to support the use of security groups to create layers of security and access.	YES	A
b. (M) Ability to setup several user-defined levels of security from view only to full update of application data.	YES	A
c. (M) Ability to display/print a list of users and security privileges from the system.	YES	A
d. (M) Ability to specify all user access from within the application (i.e., without reliance on database or operating system-level security configuration).	YES	A
e. (D) Ability to freeze a user account after a defined number (e.g. - 3) of failed login attempts.	YES	A.
13. General usage		
a. (M) Ability to provide functionality in an intuitive manner.	YES	A
b. (M) Ability to guarantee on-line response times (three (3) seconds or less ninety-five percent (95%) of the time as measured from the time the request arrives at the web server until the final response leaves the web server).	YES	A
c. (M) Ability to provide "Windows", split screens, GUI front ends.	YES	A
d. (M) Ability to generate reports online, with option to print.	YES	A
e. (M) Ability to display properties of all fields within the database to determine how the data is stored and linked within the background database.	YES	A. FIELD PROPERTIES ARE AVAILABLE VIA SQL ENTERPRISE MANAGER
f. (M) Allows user defined report parameters to be saved for future use.	YES	A
g. (M) Normalize all data fields which span multiple program areas. E.g. Development Name and address.	YES	A
h. (M) Allow all database listing to be downloadable into Microsoft Word and Excel.	YES	A

Appendix F
Functional Requirements

Select the appropriate letter for each requirement. Do not leave any requirements blank.

A. "Yes the current system meets this requirement". For each requirement that their proposed system complies with all requirement aspects fully, the Contractor is to mark an "**A**" if their system complies. In the comment box beside each requirement, the Contractor is also required to describe how their proposed system complies with the requirement. If applicable, screenshots may be provided to show this functionality.

B. "Yes, in a future release". If the system does not contain the requirement but the Contractor will have this requirement in a future upgrade release through configuration or source code changes which, in the Contractor's opinion, would result in their system reaching full compliance with a requirement, the Contractor is to mark a "**B**". In the comment box beside each requirement, the Contractor must describe the modification that will be made and how it will comply with the requirement. All such modifications are considered to be part of the system being proposed and included in the bid price. If the modification will not be complete by the "go live" date, the Contractor must specify an anticipated date or project phase of when the modification would be added to the system, at no additional cost to the State. The anticipated date or project phase will be determined and mutually agreed upon at the conclusion of the Project Setup and Initiation Planning phase as defined in Appendix B.

C. "Yes, with modifications". If the system does not contain the requirement but the Contractor can modify the system through configuration or source code changes which, in the Contractor's opinion, would result in their system reaching full compliance with a requirement, the Contractor is to mark a "**C**". In the comment box beside each requirement, the Contractor must describe the modification that will be made and how it will comply with the requirement. All such modifications are considered to be part of the system being proposed and included in the bid price. If the modification will not be complete by the "go live" date, the Contractor must specify an anticipated date or project phase of when the modification would be added to the system, at an additional cost to the State, and indicate the price. The anticipated date or project phase will be determined and mutually agreed upon at the conclusion of the Project Setup and Initiation Planning phase as defined in Appendix B.

D. For each requirement that their proposed system does not comply with all requirement aspects fully and compliance cannot be obtained through timely programming modifications, the Contractor is to mark a "**D**" no their system is not in compliance.

Functional Requirement	**A,B,C, or D**	**Comments**
	Asset Management	
1. General Requirements		
a. System should have a primary access screen that allows quick access by	A	The ProLink™ screen allows for quick access to property searches, function types, and reporting needs. This includes quick access items such as property names, budgets, status reports, etc.
1. Property search	A	ProLink's primary access screen is determined by the client's requirements. Functionality, such as property search, can be located on the primary access screen if needed
• Property Number	A	Property number information can be located on the primary access screen or other wise determined by the client.
• Property Name	A	Property name information can be located on the primary access screen or other wise determined by the client.
• Property Address	A	Property address information can be located on the primary access screen. Property address information can be located any where in the system as determined by the client
2. Function type		

Functional Requirement	A,B,C, or D	Comments
• Intake	A	ProLink can provide the function type of intake. All of the function types will dictated by the client.
• Budgets	A	ProLink can provide the function type of budgets. All of the function types will dictated by the client.
• Monthly Income and Expenses	A	ProLink can provide the function type of monthly income and expenses. All of the function types will dictated by the client.
• Audits	A	ProLink can provide the function type of audits. All of the function types will dictated by the client.
• Disbursements – Escrows and Fees	A	ProLink can provide the function type of disbursements – escrows and fees. All of the function types will dictated by the client.
• Inspections	A	ProLink can provide the function type of inspections. All of the function types will dictated by the client.
• Capital Needs Assessments	A	ProLink can provide the function type of capital needs assessments. All of the function types will dictated by the client.
3. Reporting needs		
• Management Reports	A	All reports are built to the specific requirements of the client, which include all management reports.
• Financial Reports – Analysis of Property stability	A	All reports are built to the specific requirements of the client, which includes Analysis of property stability. Users are able to reconfigure the reports to their specific needs as determined by the client.
• Status (log) Reports	A	Reports are designed specifically to the clients requirements which include status reports
b. (M) This system must have the ability to maintain directory, resident and financial information on Multi-family housing developments either currently or formerly financed by MSHDA. A list of required database fields is identified in ***Exhibit 13 – Required Database Fields, but is not all-inclusive.***	A	All client data is stored in a central repository for all authorized users to view. ProLink stores information, such as financial information, and either current or formally financed by MSHDA. Database fields can be customized to meet requirements.
• More definition to this area is provided in 11. Static Data identified below and within all the AM Exhibits, which provide a multitude of fields needed to manage the Asset Management processes.	A	
b. (M) Allows for multiple contact types to be connected to each property with normalization of the addresses throughout the system. Contacts such as:	A	All information is stored in the ProLink database, including contact types, and can be connected to each property with normalization of the addresses throughout the system. This includes items such as property owner, management agent, on site property manager, etc.
• Property Owner	A	Numerous amounts of information can be connected to each property which includes multiple property owners with normalization of addresses throughout the system.
• Management Agent	A	Numerous amounts of information can be connected to each property which includes multiple management agents with normalization of addresses throughout the system.
• On-site Property Manager	A	Multiple contact types can be connected to each property with normalization of addresses throughout

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Functional Requirement	A,B,C, or D	Comments
		the system. This includes on-site property managers
• File Auditor	A	Multiple contact types can be connected to each property with normalization of addresses throughout the system. This includes file auditors
• Physical Inspector	A	Multiple contact types can be connected to each property with normalization of addresses throughout the system. This includes physical inspectors
• CPA	A	Multiple contact types can be connected to each property with normalization of addresses throughout the system. This includes CPA's
• Attorney	A	Multiple contact types can be connected to each property with normalization of addresses throughout the system. This includes attorney's
• Asset Manager, and	A	Multiple contact types can be connected to each property with normalization of addresses throughout the system. This includes asset managers
• Allow for user Defined fields to be created for any other possible partners with each property.	A	ProLink allows for user defined fields as determined by the client which includes other possible partners with each property.
c. (M) Validates new address information entered to determine if it's a possible duplicate and allows the user to make the final determination.	A	ProLink will automatically notify the user if a duplicate address is being entered and will allow the user to make the final determination
d. (D) Geo-codes address information to determine validity.	A	ProLink currently stores geo-codes.
e. (M) System must normalize the entry of all entities entered into the system. Whether user or a property is being entered the basic name, address, city, state, zip code, and role that entity will perform in the system must be standardized across the system. One location, which links to all various areas of the database where the information may be referenced.	A	ProLink will normalize the entry of all entities entered into the system which will be determined by the client. All entities are stored in a single entity table and then tied to appropriate activities through relationships
f. Allow for various levels of security throughout the database by individual users.	A	Security rights/roles are given to each individual user. The security rights will be determined by the client.
Security may be setup by property, function, and steps within a function (e.g. approvals).	A	Security can be setup by property, function, and steps within a function. The security is dictated by the client and can be altered by a systems administrator if needed.
g. Establish links to local drives where documents or reports can be accessed through an application icon.	A	A Link will be provided to local drives where documents can be accessed through and application icon,
h. Provide a calculator and spell checker.	A	A calculator and spell checker can be provided
9. System tracks the parameters for hiring of a new Management Agent. An attachment and entry field to each Management Agent's file must be allowed for:	A	ProLink tracks the parameters for the hiring of a new management agent. All items, including but not limited to one through thirteen, can be attached to the agents file. Entry fields are allowed for each file if necessary.
i. A Certificate of Authority to Conduct Affairs in Michigan.	A	A certificate of authority to conduct affairs in Michigan can be tracked and attached to an agents file. Entry fields are allowed for each file if necessary and any specific requirements will be determined by the client.

Functional Requirement	A,B,C, or D	Comments
ii. A copy of Michigan Real Estate Brokers License.	A	A copy of a Michigan Real Estate Brokers License can be tracked and attached to an agents file. Entry fields are allowed for each file if necessary and any specific requirements will be determined by the client.
iii. Resumes of key personnel – Does owner/property manager have at least 5 years experience managing 100 units or more.	A	Resumes of key personnel can be tracked and attached to an agents file. Entry fields are allowed for each file if necessary and any specific requirements will be determined by the client.
iv. References from developments they manage currently or have managed in the past.	A	References from developments, past or present, can be tracked and attached to an agents file. Entry fields are allowed for each file if necessary and any specific requirements will be determined by the client.
v. A copy of the Partnership Agreement, D.B.A., or Articles of Incorporation.	A	A copy of the partnership agreement or Articles of Incorporation can be tracked and attached to an agents file. Entry fields are allowed for each file if necessary and any specific requirements will be determined by the client.
vi. A credit report from Dun Bradstreet. Have no past due accounts (over 120 days) on their credit report.	A	A credit report can be attached to an agents file. Entry fields are allowed for each file if necessary and any specific requirements will be determined by the client.
vii. A completed HUD Form 9832 (Management Entity Profile)	A	A completed HUD form 9832 can be attached to an agents file. Entry fields are allowed for each file if necessary and any specific requirements will be determined by the client
viii. A completed the HUD FORM 2530 (Previous Participation Form) – Does HUD recommend approval? Allow for further attachments of HUD correspondence.	A	A completed HUD form 2530 can be attached to an agents file. Entry fields are allowed for each file if necessary and any specific requirements will be determined by the client
ix. A written certification that a Michigan office will be maintained for the purpose of conducting business.	A	A written certification that a Michigan office will be maintained for the purpose of conducting business can be attached to an agents file. Entry fields are allowed for each file if necessary and any specific requirements will be determined by the client
x. A satisfactory Standard Operating Policies & Practices for the day-to-day operation of the development.	A	Standard operating policies & practices can be attached to an agents file. Entry fields are allowed for each file if necessary and any specific requirements will be determined by the client
xi. A written certification that the development's operating and security deposit accounts will be held in a Michigan financial institution insured by the federal government	A	Any type of written certification that is needed by the state of Michigan can be attached to an agents file. Entry fields are allowed for each file if necessary and any specific requirements will be determined by the client
xii. A notification from Compliance Monitoring that agent is an acceptable LIHTC management agent.	A	A notification from Compliance Monitoring can be attached to an agents file. Entry fields are allowed for each file if necessary and any specific requirements will be determined by the client
xiii. Copies of the most recent development compliance monitoring & physical inspection reports from federal, state, local agencies. Validate Agents historical compliance with governmental programs.	A	Copies of the most recent development compliance, monitoring, and physical inspection reports can be attached to an agents file. Entry fields are allowed for each file if necessary and any specific requirements will be determined by the client
10. The Management Agent file must also provide entry fields for identifying:	A	Entry fields can also be provided for identifying their business type, securitizing employee dishonesty coverage, etc

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Functional Requirement	A,B,C, or D	Comments
1. Can the Agent secure Employee Dishonesty coverage	A	Entry fields can be provided to secure employee dishonestly coverage
2. Is the Management Agent proposing to manage a current development in MSHDA's portfolio?	A	Entry fields can be provided to manage a current development in MSHDA's portfolio
3. Their business (Firm) type.	A	Entry fields can be provided to identify their business (Firm) type
11. All data fields captured through the Internet submissions and all processes within the database must be able to be reportable. I.e. Crystal Reports	A	Any data entering into ProLink, including internet submissions, and processes within the database can be reportable, including Crystal Reports.
2. **Financial Data System**		
a. (M) Allow the upload and download of required financial data utilizing Microsoft Excel Templates through a secured internet site and/or allow users to manually input all the data elements from the following submissions/reports:	A	All of the clients "existing" Excel or word documents can be stored in the ProLink database. These documents can be stored according to specific stages or classes, such as all of the Financial documents can be stored together and used at specific times. There are no restrictions to the size of the document or restrictions to uploading or downloading information. All financial information is downloaded into a secured site and users can manually input data as needed.
• (M) Monthly Income and Expense Reports **(AM Exhibit 1)**	A	Monthly income and expense reports can be uploaded and downloaded using Microsoft Excel templates. This is done through a secured internet site and users can manually input data into the spreadsheet. The updated information can be sent to the ProLink database where all the current information will be kept. Any information updated into the database, can also be sent to the Excel spreadsheet using ASC's office integration technology.
• (M) Annual Budget submissions **(AM Exhibit 2A)**	A	Annual budget submission reports can be uploaded and downloaded using Microsoft Excel templates. This is done through a secured internet site and users can manually input data into the spreadsheet. The updated information can be sent to the ProLink database where all the current information will be kept. Any information updated into the database, can also be sent to the Excel spreadsheet using ASC's office integration technology.
• (M) Annual Audit submissions **(AM Exhibit 3)**	A	Annual audit submission reports can be uploaded and downloaded using Microsoft Excel templates. This is done through a secured internet site and users can manually input data into the spreadsheet. The updated information can be sent to the ProLink database where all the current information will be kept. Any information updated into the database, can also be sent to the Excel spreadsheet using ASC's office integration technology.
• (M) Rent Schedules **(AM Exhibit 2A – pg 31)**	A	Rent schedule reports can be uploaded and downloaded using Microsoft Excel templates. This is done through a secured internet site and users can manually input data into the spreadsheet. The updated information can be sent to the ProLink database where all the current information will be kept. Any information updated into the database, can also be sent to the

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Functional Requirement	A,B,C, or D	Comments
		Excel spreadsheet using ASC's office integration technology.
• (M) Utility Schedules **(AM Exhibit 2A – pg 24 - 29)**	A	Utility schedule reports can be uploaded and downloaded using Microsoft Excel templates. This is done through a secured internet site and users can manually input data into the spreadsheet. The updated information can be sent to the ProLink database where all the current information will be kept. Any information updated into the database, can also be sent to the Excel spreadsheet using ASC's office integration technology.
• (M) Escrow account balances	A	Escrow account balance reports can be uploaded and downloaded using Microsoft Excel templates. This is done through a secured internet site and users can manually input data into the spreadsheet. The updated information can be sent to the ProLink database where all the current information will be kept. Any information updated into the database, can also be sent to the Excel spreadsheet using ASC's office integration technology.
• (M) MSHDA monthly tenant subsidy submissions **(Exhibit CA41)**	A	Rent schedule reports can be uploaded and downloaded using Microsoft Excel templates. This is done through a secured internet site and users can manually input data into the spreadsheet. The updated information can be sent to the ProLink database where all the current information will be kept. Any information updated into the database, can also be sent to the Excel spreadsheet using ASC's office integration technology.
b. **(M) Provide the ability to design individual MIE, Budget, and Audit entry requirements for each property. These vary significantly based on the agreements established with each individual development.**	A	The ProLink framework allows for users the ability to design individual MIE, budget, and audit entry requirements for each property.
c. **Provide the ability to convert historical data from the current database in the new database for reporting and analysis accuracy.**	A	All data, current and new, is stored in a central repository and is available for reporting and analysis.
d. Provide the ability for properties to download the form from the Website for entry away from an Internet connection and allow for uploading of the data.	A	Forms can be downloaded from a website and stored for entry away from an internet connection. The information then can be uploaded as needed
e. (M) System accommodates or calculates all the fields identified within the attached reports: Monthly Income and Expense, Budget, Audit, and monthly tenant subsidy submissions.	A	All of the clients existing forms can be uploaded into the ProLink database. Reports that are identified by the client can calculate any information that is required by the client.
f. Require each submission of MIE, Budget, and Audit data to have the latest contact information attached.	A	Users can attach the latest information, such as contact, to each MIE, budget, audit, etc.

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Functional Requirement	A,B,C, or D	Comments
g. When a property begins submission of MIE, budget, and Audit data automatically data fill contact information and require a confirmation of this data for submission.	A	Any type of data can be auto populated including the beginning process of an MIE, budget, etc. A confirmation of the data can be sent to all necessary parties
h. Automatically file all attachments to a financial submission in designated locations, so future access is simplified.	A	Any type of file can be attached to a financial designated location.
i. Standardize attachment filenames for easy identification when reviewing the files on the actual drive instead of through the database.	A	Standardized attachment files names can be identified and will be dictated by the client's business rules.
j. If contact information changes with the submission, allow for an internal approval process to update the contact information within the main database.	A	All approval processes will be specific to the clients business needs.
k. System Administrator can set this process to be automatic or prompt for approval to update contact information.	A	A ProLink system administrator can set the process to be automatic or be prompted for approval to update contact information
l. Track historical data regarding used for:	A	All data is tracked in the system and can be outlined by the clients specific business needs.
Rent amounts	A	All historical data, including rent amounts, is stored in a central repository and can be used by users if needed at any time.
Utility amounts	A	All historical data, including utility amounts, is stored in a central repository and can be used by users if needed at any time.
Audit Reviews, and	A	All historical data, including audit reviews, is stored in a central repository and can be used by users if needed at any time.
Budgets Reviews	A	All historical data, including budget reviews, is stored in a central repository and can be used by users if needed at any time.
m. Provide a county designation for utility schedules	A	A county designation for utility schedule will be provided which will be determined by the client.
n. Provide the ability to setup a checklist of review items for each financial document.	A	ProLink's checklist functionality allows for the review of items such as a financial document. Specific requirements are dictated by the client.
o. Provide a validation process on financial submissions to guarantee all appropriate items have been completed.	A	ProLink provides overview screens that quickly summarize the status of financial submissions and activities.
p. Date and time stamp all Internet (financial) submissions of data. The submission of many items (MIE, budgets, and audits) affects the payment of premium management fees.	A	All information, including internet submission of data is date and time stamped.
q. Allow system administrator to individually set the submission date for each of the financial documents required. Deadlines for submission of each item could vary from month to month, but will be the same for all developments.	A	A ProLink system administrator has the authority to set submission dates for financial documents. The privileges for the administrator are determined by the client.

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Functional Requirement	A,B,C, or D	Comments
r. Provide the ability to review broad category line item details or collapse details into a single line item for reporting and reviewing purposes. E.g. 5. Marketing – collapse advertising and marketing payroll into only marketing.	A	Each user has the ability to customize the screen to their liking for reporting and reviewing purposes. Each report can be viewed in a broad category format or collapse details into single line items.
s. Allow for the submission of a Central Office Employee (COE) expense breakdown. This process happens separate form the audit submissions.	A	ProLink allows for the submission of an Central office employee expense breakdown
t. Provide the ability approve COE expense. If not approved send a letter to property identifying ineligible expenses for the audit submissions.	A	ProLink allows for the ability for specified users to approve COE expenses.
u. Provide a default-tracking log for Property, Management Agent and Owner defaults. This identifies the performance history in each has in handling Asset Management requirements.	A	All data is tracked and logged in the system which can include property management agent and owner defaults.
v. Default log tracking must integrate with other areas of the database to automatically identify the occurrence of defaults.	A	Default log tracking can integrate with other areas of the database to identify the occurrence of defaults
w. Provide the ability to track the attachment of all controlling documents, such as:	A	ProLink has the ability to track the attachment of all the controlling documents outlined in option 'W'
• Mortgage Loan Commitment	A	ProLink can track the attachment of all controlling documents which includes a mortgage loan commitment
• **Signed** Regulatory Agreement	A	ProLink can track the attachment of all controlling documents which includes a signed regulatory agreement
• Mortgage Note	A	ProLink can track the attachment of all controlling documents which includes a mortgage note
• **Signed** Mortgage	A	ProLink can track the attachment of all controlling documents which includes a signed mortgage
• PILOT Agreement	A	ProLink can track the attachment of all controlling documents which includes a pilot agreement
• Marketing Agreement	A	ProLink can track the attachment of all controlling documents which includes a marketing agreement
• Management Agreement	A	ProLink can track the attachment of all controlling documents which includes a management agreement
• Power of Attorney	A	ProLink can track the attachment of all controlling documents which includes a power of attorney
• Certification of ownership and management agent	A	ProLink can track the attachment of all controlling documents which includes a certification of ownership and management agent.
• Any other designated controlling document	A	ProLink can track the attachment of all controlling documents which includes any controlling document
• Any relevant Special Agreements	A	ProLink can track the attachment of all controlling documents which includes any relevant special agreements
• Subsidy Agreement	A	ProLink can track the attachment of all controlling documents which includes any subsidy agreements
• Small Size/Secured Loan Agreement	A	ProLink can track the attachment of all controlling

Functional Requirement	A,B,C, or D	Comments
		documents which includes a small sized/secured loan agreement
• Home Loan Note	A	ProLink can track the attachment of all controlling documents which includes a home loan note
• Copy of Van Agreement	A	ProLink can track the attachment of all controlling documents which includes a copy of van agreement
• Copy of Congregate Care	A	ProLink can track the attachment of all controlling documents which includes a copy of congregate care
x. Provide a tax and insurance analysis of each property based on the previous year's expenses. Provide the ability to analyze using one of two methods:	A	ProLink will provide a tax and insurance analysis of each property based on the previous years expenses. The method of analyzing is determined by the client and can include percentage of gross rent and/or last years tax insurance multiplied by an adjustment factor.
• Percentage of Gross Rent (Payment in lieu of Taxes - PILOT)	A	A tax and insurance analysis of each property based on the previous years expenses can be provided based on the clients specific requirements. This includes the method of percentage of gross rent.
• Last year's tax and insurance multiplied by an adjustment factor.	A	A tax and insurance analysis of each property based last years tax and insurance multiplied by an adjustment factor can be provided based on the client's specific requirements. This includes the method of percentage of gross rent.
y. Generate form letters to each property regarding the tax and insurance data.	A	The clients existing form letter can be stored in the database and can be generated for each separate property.
z. Automatically populate the tax and insurance data in the budget submission form.	A	ProLink can automatically populate tax and insurance data in the budget submission form using its office integration technology.
aa. Allow overrides to tax and insurance data added to the budget in case of disputes.	A	ProLink allows for the overwriting of data.
3. Monthly Income and Expenditure (MIE) Report – (Microsoft Excel Template) AM *Exhibit 1 - (pages 1 – 48)*		
a. Each development must submit a detailed MIE Report (see appendix) via a secure web portal and emails it to a shared MSHDA email account before the 15th of each month. The data contained in this report is very critical to the office of Asset management as it used on a daily basis for several functions as defined further into the RFP:	A	ProLink can allow for submission of the MIE report using the 3rd Party Package feature. It is critical that MSHDA review the report and then transmit the data into ProLink using the Office Integration tools.
Site Visit Preparation – MIE's are an input for this process	A	ProLink allows for a site visit preparation MIE which will be sent via a secure website. The report will also be emailed to an email account designated by MSHDA,
Establishing reasonable base year income and expense levels when underwriting a proposed development based on the database's historical data of like properties.	A	ProLink allows MIE's to be submitted base on historical data which will be sent via a secure website. The report will also be emailed to an email account designated by MSHDA,
Portfolio and Individual Development Financial Trending	A	Financial trending MIE can be submitted through the ProLink system through a secure website. The report will also be emailed to an email account designated by MSHDA,

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Functional Requirement	A,B,C, or D	Comments
Annual Budgets Reviews comparing 12 month operating levels to the agent's proposed annual budget.	A	ProLink allows annual budget review MIE's which will be sent via a secure website. The report will also be emailed to an email account designated by MSHDA,
Quarterly, Semi annual and Annual Budget Performance Reviews in conjunction with the Asset Manager's site and desk reviews.	A	Any type of performance review will be submitted through a secure website. The review will then be emailed to an email account designated by MSHDA.
Multiple Years, Annual, Multiple month and Monthly Development Operating Position Analysis.	A	Any type of operation position analysis will be submitted through a secure website. The review will then be emailed to an email account designated by MSHDA.
Risk Analysis in identifying potentially troubled properties	A	Any type of risk analysis will be submitted through a secure website. The review will then be emailed to an email account designated by MSHDA.
Annual Certified Audits Reviews comparing the Development's Annual Audit numbers to those reported in the MIE database.	A	Audit reviews and any type of audit will be submitted through a secure website. The review will then be emailed to an email account designated by MSHDA
Premium Management Fee Determination	A	Premium management fee determination will be submitted through a secure website. The review will then be emailed to an email account designated by MSHDA
Escrow Draw Processing	A	Escrow draw processing information will be submitted through a secure website. The review will then be emailed to an email account designated by MSHDA
Ability of development to generate or maintain adequately funded escrow accounts	A	ProLink can generate and maintain funded escrow accounts following the clients requirements.
Tracking timely agent submission of monthly MIE's	A	ProLink can track timely agent submission of monthly MIE'S
Capital Needs Assessments	A	Capital needs assessments can be generated and maintained in the ProLink database.
Evaluate Vacancy Loss trends needed for Finance when completing the Schedule D	A	ProLink can evaluate vacancy loss trends needed for finance.
To insure proper reporting and identify potential improper income and expenses reported by the management agent.	A	ProLink can identify potential improper income and expenses reported by a management agent. The information will be sent through a secure website and sent to an email account designated by MSHDA
b. (M) Validate monthly submissions on specified fields against the previous month's submission for accuracy. E.g. ending balance in January matches beginning balance in February.	A	ProLink will validate monthly submissions on specified fields against the previous month's submission for accuracy. The validation requirements are determined by the client.
c. (M) Identifies MIE submissions submitted past the monthly deadline.	A	ProLink identifies MIE submissions submitted past the deadline. Email notifications, tickers, or other form of notification can be sent to the proper individuals.
d. (M) Allows a secured override for late submissions.	A	Individuals, with specific security privileges, will be allowed to submit late submissions
e. Prints notification to developments with missing or late submissions.	C	ProLink allows for the printing of notification to developments with missing or late submissions
f. Allows user design of notice to be sent for late submissions.	C	Automatic notices can be sent for late submissions
g. Allows for the tracking of responses to late submission notification with scanned file attachments and e-mail information.	C	ProLink will track responses to late submissions and notification will be sent as described by the client.

Functional Requirement	A,B,C, or D	Comments
h. Provides the ability to report aging of each properties accounts receivables.	C	ProLink provides the ability to report the aging of each properties accounts receivables.
i. Provides the ability to report aging of each properties accounts payables.	C	ProLink provides the ability to report the aging of each properties accounts receivables.
j. Provides the number of currently vacant units on each MIE.	A	ProLink can provide the number of current vacant units on each MIE.
k. Provides a calculation monthly of year to date MIE to budgeted amounts percentage.	A	ProLink will calculate monthly of year to date MIE to budgeted amounts percentage
l. Provides the ability to set the calculation year individually for each property.	A	ProLink provides the ability to set the calculation year individually for each property
m. Provides a monthly calculation to the percentage of MIE amounts for the specific month.	A	ProLink provides a monthly calculation to the percentage of MIE amounts for the specific amount
n. Properties, which are part of MSHDA's special housing and Rural Developments, must submit a reduced version of the attached MIE. System must provide the ability to setup a modified MIE process for special property type data.	A	ProLink allows for the setup of a modified MIE process for a special property type data. A ProLink administrator on the clients side can make this alteration
o. Allow form letters to be setup based on MIE submission data.	A	Form letters can be setup based on MIE submission data
p. Provide an MIE report log of a specified period's MIE activity, which sorts by property/management agent/Asset Manager. Fields to provide follow:	A	An MIE report log can be generated for a specified period's MIE activity. Each report, including the MIE report log, can sort by requirements set by the client.
Received date	A	An MIE report log can be specified by a period of MIE activity which can be sorted by the client's specific requirements. Fields to provide will include but not limited to receive date
Entered date	A	An MIE report log can be specified by a period of MIE activity which can be sorted by the client's specific requirements. Fields to provide will include but not limited to entered date
Liquidity	A	An MIE report log can be specified by a period of MIE activity which can be sorted by the client's specific requirements. Fields to provide will include but not limited to liquidity
Gross Rent Potential	A	An MIE report log can be specified by a period of MIE activity which can be sorted by the client's specific requirements. Fields to provide will include but not limited to gross potential rent
4. BUDGET *AM Exhibit 2A – (pages 49 - 71)*		
a. Annually MSHDA receives a detailed proposed operating budget from each development upon which MSHDA holds a mortgage. Budgets are submitted in hard copy as well as uploaded into a financial database from a Microsoft Excel Template. The database provides the end users with a screen that includes the following columns:	A	ProLink's user interface provides a screen that is to the client's specific needs. This includes.but not limited to information in Exhibit 2A
The previous years approved budget	A	All columns are developed to the client's specific requirements. This includes but not limited to a previous years approved budget

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Functional Requirement	A,B,C, or D	Comments
The agent's proposed future budget	A	All columns are developed to the client's specific requirements. This includes but not limited to an agents proposed future budget
The previous 12 months operating position	A	All columns are developed to the client's specific requirements. This includes but not limited to previous months operating position
A column that shows the difference between the proposed budget and the previous 12-month's operating position for each budgeted line item.	A	All columns are developed to the client's specific requirements. This includes showing the difference between the proposed budget and previous operating position for each budgeted line item.
The purpose of the Budget Process is to:		
• Evaluate and establish reasonable projection of development income and expenses for the upcoming fiscal year and	A	ProLink can evaluate and establish projections and development income and expenses. This will be developed using the client's business requirements
• Provide a benchmark for comparison against incoming MIE data	A	ProLink can provide a benchmark for comparison against incoming MIE data which will follow the client's business requirements
i. (M) Provide the ability to track incoming budgets (log sheet displayed in ***AM Exhibit 2 - page 49***) submitted via a secured Internet site.	A	ProLink has the ability to track incoming budgets dictated by the clients requirements
ii. Allow revisions to be made to budgets after the initial submission, but any revisions change the submission date.	A	Revisions can be made to the budgets and the date will be automatically changed.
iii. Provide a secured ability to override the qualification of budget submission date as late or not for financial analysis considerations.	A	ProLink will allow for information to be overwritten which includes the submission date. Such changes may be subject to specific security privileges.
iv. Allow form letters to be setup based on the budget data.	A	Forms letters can be setup based on the budget data.
v. Provide a system process flow for each budget to be:	A	The process flow can be dictated by the client's business rules.
1. Received	A	The process flow will be dictated by the clients requirements which will include the flow for each budget to be received
2. Reviewed	A	The process flow will be dictated by the clients requirements which will include the flow for each budget to be reviewed
3. Approved by AM	A	The process flow will be dictated by the clients requirements which will include the flow for each budget to be approved by AM
4. Approved by Manager	A	The process flow will be dictated by the clients requirements which will include the flow for each budget to be approved by a manager
vi. Provides a Manager approval screen, which allows the review and approval of multiple budgets.	A	ProLink can provide an approval screen for a manager to approve multiple budgets.
vii. Validate that the proper schedule is attached to each incoming budget. Various schedules are identified in the attachments but only one is required for each budget submission.	A	ProLink will validate that the proper schedule is attached to each incoming budget.

Functional Requirement	A,B,C, or D	Comments
viii. Provide easy review of the previous years rent schedule to property submitting budget and the budget reviewer.	A	ProLink provides screens which provides easy review of information such as rent schedules, etc.
ix. Provide an automated process to evaluate utility calculations. Evaluation charts shown in ***AM Exhibit 2A.***	A	ProLink will automate the process to evaluate utility calculations
x. Provide a chart for entering standard utility rates by county, utility type, and identifying if a use tax needs to be charged.	C	All reports and charts are determined by the client's business requirements. This includes providing a chart for entering standard utility rates by county, utility rate by county, etc.
xi. Allow for an Identity of Interest file attachment to the budget.	A	Any type of file, including an identity of interest file can be attached to a budget
5. AUDIT *AM Exhibit 3* - (pages 73 -74)		
i. Each year MSHDA receives an annual financial audit for each of its developments. The Asset Managements Auditor conducts an automated review of the Audit, flags questionable items and approves the submission or forwards onto the assigned asset manager for follow up on issues. The entire report is submitted as a PDF file and various components of the financial data from the report is uploaded from a Microsoft Excel Template or is manually entered through MSHDA'S Web Portal into the financial database. The purpose of this audit and the review process is to:	A	ProLink supports a base level of AM Audit functionality on an annual basis.
• Guarantee the Financial Auditor is following proper accounting standards.	A	Audit functionality will fulfill the requirements outlined by MSHDA. This will functionality will guarantee the financial auditor is following proper accounting standards
• Assess the partnerships financial condition.	A	Audit functionality will fulfill the requirements outlined by MSHDA. This will functionality will assess the partnerships financial condition
c. Track payment amounts identified on the audit schedule. All payments identified must be received before a limited dividend payment can be issued.	A	Information, such as payment amounts, can be tracked on the audit schedule.
d. System must calculate the developments amount of excess (surplus) cash. Schedule 1 – ***AM Exhibit 3.***	A	ProLink will calculate the development amount of excess
e. System must track historical data from schedule 1 to identify ongoing cash reserves activity. Schedule 2 – ***AM Exhibit 3.*** Historical data must include:	A	ProLink will track historical data as defined by the client.
• Year	A	All historical data is stored in ProLink in a central repository which can be used at any time.
• Surplus Funds Available	A	Historic surplus information can be stored in ProLink in a central repository
• Potential Limited Dividend (LD) payment	A	All historical data is stored in ProLink in a central repository which can be used at any time. This includes potential limited dividend payment activity
• LD/Home dollars paid	A	All historical data is stored in ProLink in a central repository which can be used at any time. This

Functional Requirement	A,B,C, or D	Comments
		includes LD/Home dollars paid
• Cumulative carry forward of LD	A	All historical data is stored in ProLink in a central repository which can be used at any time. This includes cumulative carry forward LD
f. Determine the amount of loan repayments due to MSHDA.	A	ProLink will determine the amount of loan repayments due to MSHDA
g. Determine the maximum amount of the Limited Dividend Disbursement due to the partnership that may be paid to the developments owners.	A	ProLink will determine the maximum amount of the limited dividend disbursement.
h. (M) Allow the administrator to set the allowable percentage of variance for expenses.	A	The ProLink administrator will be able to set the allowable percentage of variance expenses
i. (M) Flag fields with variances greater then the designated variance percentage.	A	ProLink will flag fields with variances greater then the designated variance percentage
j. Provides a basic evaluation of audits submitted and identifies those over a set percentage of variance.	A	ProLink will provide a basic evaluation of audits.
k. Provide the ability to set the percentage individually for each property. Percentage should automatically default to a system-wide established percentage.	A	ProLink will provide the ability to set the percentage individually for each property
l. Provides a comment log, which time and date stamps each comment to an audit.	A	ProLink had developed a comment log which date and time stamps every time an entry is made.
m. Provide for the submission of Central Office Employee (COE) expenses electronically and allow for a file attachment to the audit submission.	A	ProLink reports, expenses, etc including the COE expenses can be submitted electronically along with any other file attachment.
n. Provide the ability to approve/disapprove COE expenses from the audited financial statement submissions.	A	ProLink provides the ability to approve or disapprove a COE expenses from the audited financial statement submissions.
o. Allow form letters to be setup based on the audit data.	A	Form letters can be set up in ProLink based on the audit data.
p. Allow the creation of audit flags, which provide standard language for use in review and identification of audit corrections and comments.	A	Audit flags are dictated by the clients business requirements
q. Allow revisions to be made to audits after the initial submission, but any revisions change the submission date.	A	Revisions can be made to audits after the initial submission and a new date will be automatically populated
r. Provide the ability to approve the Identity of Interest Expenses.	A	ProLink provides the ability to approve the identity of interest expenses
6. PREMIUM MANAGEMENT FEES AM ***Exhibit 4 – (pages 75 -93)***		
a. Each year the agents that oversee MSHDA properties can apply to receive a premium fee over and above the general management fee, if they meet certain criteria throughout the year. The allowable fee for each year changes; currently set to $60 per unit.	B	ProLink supports basic fee tracking that can be easily enhanced to support the requirements of the Premium Management Fees

Appendix F
Functional Requirements

Functional Requirement	A,B,C, or D	Comments
The following information is considered to determine qualification for this fee and system must identify discrepancies in the following areas:		
1. (M) **Full mortgage payments** received on or before the required due date for 12 months.	B	Any discrepancy requirements will be determined by the client's business rules.
2. (M) Timely submission of **Monthly Income & Expenditure Reports** (received prior to the 15th of each month).	B	Any discrepancy requirements will be determined by the client's business rules.
3. (M) **Annual Budget** received in acceptable format prior to due date (Section 236 on or before October 1 – All other developments on or before November 1)	B	Any discrepancy requirements will be determined by the client's business rules.
4. (M) No issuance of **Material Default** within the last 12 months	B	Any discrepancy requirements will be determined by the client's business rules.
5. (M) **Annual Certified Audit/Audit Fees** – Annual Certified Audits submissions must be accurate, meet requirements and be received prior to 120 days after the end of the developments fiscal year (most are calendar but several are July-June). Audit fees cannot exceed the rate allowed by the Authority for the year in which they were paid.	B	Any discrepancy requirements will be determined by the client's business rules.
6. (M) **Insurance Coverage** – All insurance coverage must adhere to Authority policy and be in effect for the entire year.	B	Any discrepancy requirements will be determined by the client's business rules.
7. (M) Year End Payments – All year-end payments identified on the audit must be received by MSHDA no later than 120 days after the developments year-end.	B	Any discrepancy requirements will be determined by the client's business rules.
8. (M) Management Agreement and Fees (current and in effect for the period of review) Management Fees (cannot exceed maximum allowable)	B	Any discrepancy requirements will be determined by the client's business rules.
9. (M) Physical Inspection and Inspection Response (Inspection response due 30 days after inspection)	B	Any discrepancy requirements will be determined by the client's business rules.
10. (M) Tenant File Audit & File Audit Response (developments must score at least 80% and correct any findings within 90 days)	B	Any discrepancy requirements will be determined by the client's business rules.
11. (M) Real Estate Tax and Property Insurance Escrow (must be fully funded)	B	Any discrepancy requirements will be determined by the client's business rules.
12. (M) Delinquent Water & Sewer Bills (unpaid bills in collections or that have resulted in a municipality property lien will be denied the PMF).	B	Any discrepancy requirements will be determined by the client's business rules.
b. **(M) Provide the ability to evaluate the above factors within the system:**	B	ProLink supports basic fee tracking that can be easily enhanced to support the requirements of the Premium Management Fees
(M) The fee may be prorated for a partial year depending on how many months of the year that the agent was the management agent of record on the development.	B	ProLink supports basic fee tracking that can be easily enhanced to support the requirements of the Premium Management Fees. This includes any prorated fees for a partial year

Functional Requirement	A,B,C, or D	Comments
Additionally, a failure of factors 1 through 6 result in denial of the fee. If the first 6 factors are met, however, and one of the remaining factors are not; agent will be allowed 50% of the fee.	B	ProLink supports basic fee tracking that can be easily enhanced to support the requirements of the Premium Management Fees
c. (M) The system must track the items identified in the attached verification form to determine acceptance of requests. (***AM Exhibit 4*, pages 91 – 92**)	B	ProLink can track all the items required by the client.
d. (M) The system must track the receipt of incoming requests (***AM Exhibit 4*, page 93**)	B	ProLink can track the receipt of incoming requests.
e. Provide a tracking log for submission items: 4 – material defaults, 5 – Annual Certified Audits & Audit Fees, 6 – Insurance Coverage, 9 – Physical Inspections, and 10 – Tenant File Audits and File Audit Responses.	B	ProLink can track log submissions outlined by the client
f. (M) The system must allow administrator to set the allowable Premium Management fee for each specific year.	B	A ProLink administrator can set the allowable premium management fee for each specific year.
g. (M) The system must allow the override of the maximum fee	B	Overrides can be performed by a user with specific security privileges.
h. Provide the ability to group (sort) reviews of premium management fees by Agent and Property. Thus, all of specific agents properties can be reviewed together.	B	ProLink provides robust sorting functionality that allows users to view information such as premium management fees.
i. (M) The system must track the historical assignment of management agent to each development for pro-ration of premium management fee. This also provides a background of each Management Agents performance with all properties.	B	All data is stored in a central repository for future use. This includes all agents performance with all properties
7. CAPITAL NEEDS ASSESMENTS & REPLACEMENT RESERVE NEEDS *AM Exhibit 5 – (pages 69 – 72)*		
a. After the 8th year of operations and every 5 years thereafter, each MSHDA property receives a Capital Needs assessment. This is an overall evaluation of projected physical needs a development may experience over the next 20 years or until the mortgage has been paid off, whichever occurs first. An independent contract inspector provides preliminary and final assessment reports. These reports are used for the following purposes:	A	ProLink provides a reserves and releases feature that can be configured to support the Capital Needs Assessments & Replacement Reserves.
To determine if the Replacement Reserve (RR) Escrow account is fully funded for the projection period. (***AM Exhibit 5* - pages 71-72**)	A	ProLink provides a reserves and releases feature that can be configured to support the Capital Needs Assessments & Replacement Reserves. This includes functionality to determine if the RR escrow account is fully funded for the projection period
To establish future RR monthly escrow deposit amounts in conjunction with the annual budget process.	A	ProLink provides a reserves and releases feature that can be configured to support the Capital Needs Assessments & Replacement Reserves. This includes establishing future RR monthly escrow deposit

Functional Requirement	A,B,C, or D	Comments
		amounts
To identify "at risk properties"	A	ProLink provides a reserves and releases feature that can be configured to support the Capital Needs Assessments & Replacement Reserves which includes identifying "at risk properties"
For preservation transactions to establish an initial large sum deposit into the RR escrow.	A	ProLink provides a reserves and releases feature that can be configured to support the Capital Needs Assessments & Replacement Reserves which includes establishing an initial large sum deposit into an RR escrow
For portfolio wide escrow funding and utilization analysis	A	ProLink provides a reserves and releases feature that can be configured to support the Capital Needs Assessments & Replacement Reserves which includes portfolio wide escrow funding and utilization analysis
Mortgage modifications and other financial workout plans	A	ProLink provides a reserves and releases feature that can be configured to support the Capital Needs Assessments & Replacement Reserves which includes mortgage modifications and other financial workout plans
To process disbursement requests in accordance with the CNA plan	A	ProLink provides a reserves and releases feature that can be configured to support the Capital Needs Assessments & Replacement Reserves which includes processing disbursement requests in accordance with a CNA plan
To determine Limited Dividend amounts owner's can receive upon submitting the year-end financial audit report.	A	ProLink provides a reserves and releases feature that can be configured to support the Capital Needs Assessments & Replacement Reserves which includes determining limited dividend amounts
b. (M) The system must provide for a report format in compliance with Fannie Mae's model for Multifamily Physical Needs Assessments. **(*AM Exhibit 5* - page 72)**	A	ProLink will comply with any agency outlined by the client which includes compliance with Fannie Mae's model for physical needs assessments.
c. (M) The reports contain a Plan 1 Microsoft excel spreadsheet and in some cases a Plan 2 spreadsheet. If the Plan 1 spreadsheet projects an RR escrow deficit in current or future years, a Plan 2 scenario is included to maintain adequate funding for the projection period. **(*AM Exhibit 5* pages 71-72)**	A	ProLink supports the attachment and integration of existing spreadsheets.
d. (M) The system must allow staff to utilize the plan 2 spreadsheet, to make appropriate adjustments to reach an agreement with the owners on how to keep the RR Escrow fully funded.	A	Any type of spreadsheet including plan 2, can be uploaded into the database where adjustments can be made.
8. ESCROW DRAWS		
a. Periodically the Management Agent of a development requests funds from a certain account and submits a standardized request to MSHDA. All of the Escrow Accounts are managed and adjusted by MSHDA's Multifamily Mortgage Servicing Departments. Typically there are five escrow accounts in	A	ProLink provides a reserves and releases feature that can be configured to support the Escrow Draws using the releases.

Appendix F
Functional Requirements

Functional Requirement	A,B,C, or D	Comments
which a management agent can submit a draw for:		
Replacement Reserves	A	ProLink can submit a draw request in the replacement reserves account
Operating Reserve Cash	A	ProLink can submit a draw request in the operating reserve cash account
DCE Interest	A	ProLink can submit a draw request from the DCE interest account
DCE Principal	A	ProLink can submit a draw request from the DCE principal account
Operating Assurance	A	ProLink can submit a draw request from the operating assurance account
Other Development Specific Escrow Accounts	A	ProLink can submit a draw request from other development specific escrow accounts
Each escrow has its own eligibility financial test for release.	A	Each escrow has the eligibility for its own financial test for release
b. (M) The escrow draw process must be integrated with MSHDA's Finance database.	A	ProLink integrates with numerous types of databases
c. Provide web based submission of escrow draws and required documents.	A	ProLink provides a document exchange packager where 3rd parties can submit documents.
d. Provide an easy format for approval by the assigned asset manager. By allowing quick access to:	A	Formats can be described by the client's business rules to provide an easy approval process. Quick access will be allowed to such things but not limited to review of draw requests, submission of proper documentation, validate the funds available, and the review of budgetary information
i. Review the draw requests,	A	ProLink allows for quick review of the draw requests
ii. Submission of proper documentation	A	ProLink allows for the submission of proper documentation
iii. Validate the funds available (escrow balances), and	A	ProLink will validate the funds available
iv. Review other budgetary information for financial analysis of the property.	A	ProLink will review other budgetary information for financial analysis of the property
e. Database must perform a financial check against the MIE data submitted, if available. Otherwise, identify financial check could not occur because MIE not available and await AM override.	C	Financial checks will follow the client's business rules.
f. After AM submission, the system must prompt a manager for approval of the escrow draw allow for easy managerial access to individual draw information.	C	Notifications can be sent to specific parties, management, for the approval of things such as escrow draws. ProLink offers easy access to specific information
g. Upon manager's approval, database forwards the request to MSHDA's finance department database for disbursement.	C	Once approved, the database will forward requests to necessary parties.
h. Provide easy managerial review of all escrow draws awaiting approval.	C	ProLink offers a user interface which allows for easy review of information.

Functional Requirement	A,B,C, or D	Comments
i. Provide an e-mail notification to manager that escrow draws are awaiting approval.	C	E-mail notifications can be automatically sent to specific parties where needed
j. Provide a history of escrow draw activity and identity of approvals and requests.	C	ProLink can provide a history of escrow draw activity and identity of approvals and requests.
9. TROUBLED PROPERTIES *AM Exhibit 6 – (pages 98 - 99)*		
a. The Office of Asset Management takes a proactive role in monitoring the financial condition of all developments in the existing portfolio. Use the following risk factors to determine if a property is troubled:	A	ProLink provides a risk assessment module for each property to assist in determining and identifying troubled properties.
• Negative Liquidity (Cash on hand minus payables plus receivables)	A	Prolink will calculate risk factors using the client's business rules.
• Liquidity less than one month's gross rent potential.	A	Prolink will calculate risk factors using the client's business rules.
• Vacancy loss of 10% or higher	A	Prolink will calculate risk factors using the client's business rules.
• Development escrows (reserves) less than $2,000 per unit.	A	Prolink will calculate risk factors using the client's business rules.
• Delinquency in mortgage payments	A	Prolink will calculate risk factors using the client's business rules.
• Use of Operating Assurance Escrow in the past 12 months.	A	Prolink will calculate risk factors using the client's business rules.
• Insufficient funds in Replacement Reserves Needs.	A	Prolink will calculate risk factors using the client's business rules.
b. Allow Transaction Specialists (TS) to easily generate an Asset Review Committee (ARC) report for financial workouts or updates. The report would be able to include the following fields at TS's discretion:	A	ProLink will allow users, including transaction specialists, to generate an asset review committee report for financial workouts or updates. All reports and requirements are dictated by the client's business rules. This allows transaction specialists to generate a report which would include the items in the question asked.
Property Name	A	All reports will be to the client's specific needs which include what fields they require. This includes property name. All fields are at the discretion of the TS
Asset Manager	A	All reports will be to the client's specific needs which include what fields they require. This includes asset manager. All fields are at the discretion of the TS
MSHDA Property Number	A	All reports will be to the client's specific needs which include what fields they require. This includes MSHDA property number. All fields are at the discretion of the TS
Address	A	All reports will be to the client's specific needs which include what fields they require. This includes the address. All fields are at the discretion of the TS
Final Closing Date	A	All reports will be to the client's specific needs which include what fields they require. This includes the final closing data. All fields are at the discretion of the TS
Assigned Attorney	A	All reports will be to the client's specific needs which include what fields they require. This includes the assigned attorney. All fields are at the discretion of the TS

Appendix F
Functional Requirements

Functional Requirement	A,B,C, or D	Comments
Management Agent	A	All reports will be to the client's specific needs which include what fields they require. This includes the management agent. All fields are at the discretion of the TS
Managing General Partner	A	All reports will be to the client's specific needs which include what fields they require. This includes the managing general partner. All fields are at the discretion of the TS
Tax Syndicator	A	All reports will be to the client's specific needs which include what fields they require. This includes the field of tax syndicator. All fields are at the discretion of the TS
Program Type	A	All reports will be to the client's specific needs which include what fields they require. This includes the program type. All fields are at the discretion of the TS
Original Mortgage Amount	A	All reports will be to the client's specific needs which include what fields they require. This includes the original mortgage amount. All fields are at the discretion of the TS
Current Mortgage Amount	A	All reports will be to the client's specific needs which include what fields they require. This includes the current mortgage amount. All fields are at the discretion of the TS
Payment Status (Original Mortgage)	A	All reports will be to the client's specific needs which include what fields they require. This includes property name. All fields are at the discretion of the TS
Current Interest Rate	A	All reports will be to the client's specific needs which include what fields they require. This includes property name. All fields are at the discretion of the TS
Accrued Loan	A	All reports will be to the client's specific needs which include what fields they require. This includes accrued loan. All fields are at the discretion of the TS
Mortgage Prepayment Date	A	All reports will be to the client's specific needs which include fields they require. This includes mortgage prepayment date. All fields are at the discretion of the TS
Original Second Mortgage	A	All reports will be to the client's specific needs which include what fields they require. This includes original second mortgage. All fields are at the discretion of the TS
Current Second Mortgage	A	All reports will be to the client's specific needs which include what fields they require. This includes current second mortgage. All fields are at the discretion of the TS
Payment Status (Second Mortgage)	A	All reports will be to the client's specific needs which include what fields they require. This includes payment status. All fields are at the discretion of the TS
Compliance Monitoring	A	All reports will be to the client's specific needs which include what fields they require. This includes compliance monitoring. All fields are at the discretion of the TS
End Date	A	All reports will be to the client's specific needs which include what fields they require. This includes end date. All fields are at the discretion of the TS
Vacant Units	A	All reports will be to the client's specific needs which

Functional Requirement	A,B,C, or D	Comments
		include what fields they require. This includes vacant units. All fields are at the discretion of the TS
Vacancy Percentage	A	All reports will be to the client's specific needs which include what fields they require. This includes property name. All fields are at the discretion of the TS
Replacement Reserve (RR) Balance	A	All reports will be to the client's specific needs which include what fields they require. This includes replacement reserve balance. All fields are at the discretion of the TS
Operating Cash Reserve (ORC) Balance	A	All reports will be to the client's specific needs which include what fields they require. This includes operating cash reserve. All fields are at the discretion of the TS
Replacement Reserve Needs Balance	A	All reports will be to the client's specific needs which include what fields they require. This includes replacement reserve needs balance. All fields are at the discretion of the TS
Operating Assurance Escrow/Reserve (OAE/OAR)	A	All reports will be to the client's specific needs which include what fields they require. This includes operating assurance escrow/reserve. All fields are at the discretion of the TS
Letter of Credit	A	All reports will be to the client's specific needs which include what fields they require. This includes letter of credit. All fields are at the discretion of the TS
Development Cost Escrow (DCE) Principal	A	All reports will be to the client's specific needs which include what fields they require. This includes development cost escrow principal. All fields are at the discretion of the TS
Development Cost Escrow (DCE) Interest	A	All reports will be to the client's specific needs which include what fields they require. This includes development cost escrow interest. All fields are at the discretion of the TS
Liquidity	A	All reports will be to the client's specific needs which include what fields they require. This includes liquidity. All fields are at the discretion of the TS
One Month's Rent Potential	A	All reports will be to the client's specific needs which include what fields they require. This includes one months rent potential. All fields are at the discretion of the TS
Rent Schedule for the property	A	All reports will be to the client's specific needs which include what fields they require. This includes rent schedule for the property. All fields are at the discretion of the TS
c. System can generate delinquency letters and reports for troubled properties.	A	ProLink can generate delinquency letters and reports for troubled properties.
d. System must track loan defaults.	A	ProLink can track loan defaults
e. Generates Loan default letters.	A	The system will generate loan default letters as necessary
f. (M) The system must provide the functionality to monitor, report and assign a risk rating to troubled properties.	A	ProLink provides the functionality to monitor, report, and assign a risk rating to troubled properties. The requirements will follow the client's business rules.
g. Allow for lender remedies, such as:	A	ProLink allows for lender remedies as outlined by the client.

APPENDIX F
FUNCTIONAL REQUIREMENTS

Functional Requirement	A,B,C, or D	Comments
Transition or removal of a management agent from a property.	A	ProLink will allow for the transmission or removal of a management agent from a property
Establishment of MSDHA as a temporary owner.	A	ProLink will allow for an establishment of MSHDA as a temporary owner.
Foreclosure of loans by advertisement, judicial foreclosure, or deed in lieu of foreclosure (identify the method – process accordingly)	A	ProLink will allow for lender remedies such as foreclosure of loans by advertisement
h. Provide a summary of all loans related to each property.	A	ProLink will provide for information including loans related to each property.
i. Provide the ability to identify and summarize all monitoring conditions relating to a property regardless of what area (i.e. reserves, loans, LD, leasing, etc.) the conditions are set.	A	ProLink provides the ability to identify and summarize any data specified by the client, including monitoring conditions.
j. Provide historical data regarding loans on a property.	A	All data, including historic, is stored in a central repository and is available for use throughout the entire enterprise.
k. Provide a summary of all log tracking factors, such as submissions of:	A	ProLink will provide a summary of all log tracking factors outlined by the client.
• MIE data	A	ProLink can track submissions required by the client which include MIE data
• Budgets	A	ProLink can track submissions required by the client which include budgets
• Audits	A	ProLink can track submissions required by the client which include audits
• Controlling Documents	A	ProLink can track submissions required by the client which include controlling documents
• Escrow draws	A	ProLink can track submissions required by the client which include escrow draws
• Rent Schedules	A	ProLink can track submissions required by the client which include rent schedules
• Utilities	A	ProLink can track submissions required by the client which include utilities
• Premium Management Fee requests	A	ProLink can track submissions required by the client which include premium management fee requests
• Limited Dividend requests	A	ProLink can track submissions required by the client which include limited divided requests.
10. Annual Site Visits and Management Occupancy Reviews (MOR)		
a. Database must track the scheduling of site visits.	A	ProLink can track the scheduling of site visits
b. Allows an organized review of site visits scheduled by inspector and allows grouping by individual manager. This schedule can print out to an Excel log.	A	ProLink can summarize site visits scheduled by inspectors or other individuals. All reports can be printed out in excel format.
c. Site reviews can be divided by program type for scheduling and review.	A	Items such as site reviews can be divided into different sections as outlined by the client.
d. System allows the establishment of review types based on program type and the property's risk factor score.	A	ProLink can establish review types based on program type and the property risk factor score.

Functional Requirement	A,B,C, or D	Comments
e. System must provide a step through process to complete the HUD 9834 form for property identified as Section 8 Program developments. The **Management Occupancy Review form is identified in *AM Exhibit 8* – (pages 90-135)** System must track who completes the required HUD 9834 form and must include a summary outlining any findings to included:	A	ProLink will provide a step through process outlined by the client. The system will also track who completes the required information and will include a summary
• Finding,	A	ProLink will track any information outlined by the client. This includes outlining any findings
• Cause,	A	ProLink will track any information outlined by the client. This includes a summary outlining any findings which include the cause
• Effect and	A	ProLink will track any information outlined by the client. This includes a summary outlining any finding which include effect
• Corrective actions necessary.	A	ProLink will track any information outlined by the client. This includes a summary outlining any finding which include corrective actions necessary
f. System allows follow-up entries on the HUD 9834 to provide for the 30-day period to correct the findings.	A	ProLink allows for follow up entries where needed
g. Provide a downloadable HUD 9834 form or DDR to place on laptops for inspector to take on-site.	A	ProLink is able to download any form necessary and can be placed on laptops for on-site inspections
h. Create a standard scheduling letter	A	The clients existing documents and forms can be stored in the ProLink database. However, ProLink can generate a standard scheduling letter if needed.
i. Have the ability to create, save, print the HUD Form 9834	A	The clients existing documents and forms can be stored in the ProLink database and can be saved and printed out when needed.
j. Auto populates certain information on the HUD Form 9834, such as:	A	Using ProLink's office integration, any information can be auto populated in the HUD form 9834.
• Property address information,	A	Using ProLink's office integration information, such as property address, can be auto populated in the HUD form 9834
• Number of units, and	A	Using ProLink's office integration information, such as number of units, can be auto populated in the HUD form 9834
• Other static data, which is maintained in the system.	A	Using ProLink's office integration any information, such as static data, can be auto populated in the HUD form 9834
k. Provide a toolbox that can be created and maintained which contains the standard language necessary to complete the HUD Form 9834. An example of the type of data that would be held in this interface when the staff member is completing the MOR form and they have had a finding they should be able to select the corrective action, cause and effect to place on the form instead of having to retype repetitive data.	A	A tool box can be created and maintained which contains the standard language necessary to complete any for including the HUD form 9834.
l. Create a MOR tracking system which identifies:	C	ProLink can create a MOR tracking system which identifies, but not limited to, tentative schedules,

Functional Requirement	A,B,C, or D	Comments
		approximations, actual dates, etc.
• A tentative schedule for the year,	C	ProLink can create a MOR tracking system which identifies, but not limited to tentative schedule
• An approximate time for report completion,	C	ProLink can create a MOR tracking system which identifies, but not limited to an approximate time for report completion
• The actual dates of each site visit, and	C	ProLink can create a MOR tracking system which identifies, but not limited to the actual dates of each visit
• Report completion date.	C	ProLink can create a MOR tracking system which identifies, but not limited to a report completion date
• Management follow-up notification for easy oversight of the MOR process.	C	ProLink can create a MOR tracking system which identifies, but not limited to follow up notifications
m. Provide a report the Financial Review section from the Development Review Report or allow an ad hoc Financial Review Report to be generated for use when conducting an MOR.	C	ProLink can provide a report the financial review section from the development review report to be generated when conducting an MOR
n. System must provide a process to complete a Development **Review Report (DRR).** ***AM Exhibit 7 – (pages 75 - 89).*** Properties with a moderate to high risk factor must have a DRR completed. System must track staff member completing the DRR.	A	A process will be provided to complete a development review report. (DDR) ProLink will track staff members completing the DDR by the client's specific business rules.
o. System must track the type of review performed on each property. If the property is not a section 8 and has a low risk factor then the assigned staff member may either do an onsite development review report or a desk review.	A	ProLink will perform duties such as tracking the type of reviews performed on each property. The tracking of business information is based on the clients specific criteria
p. (M) The system must provide the functionality to track and provide the reports associated with site visits.	A	All information pertaining to site visits can be stored in the ProLink database which can be tracked and reported.
q. Provide a simplified method to complete standardized answers to the DRR questions.	A	A simplified method will be provided to complete standardized answers to the DDR questions. The method will be based on the clients needs.
r. Generate a report of the DRR form blank and data filled.	A	All reports will be stored in the ProLink database. Reports can be printed out blank or be auto populated with required information.
s.		
11. Intake Data Flow		
a. Allow tracking of new mortgaged developments and identify the status and Asset Manager assigned to each intake Development. Provide a report with the following items:	A	Information can be tracked specifically to the client's business needs, which includes new mortgage developments and identifying the status and asset manager assigned to each intake development. Reports are client specific and will meet are the requirements outlined in 11-A.
• AM Intake	A	ProLink can generate a report which includes AM intake or any other requirement outlined by the client
MSHDA #	A	ProLink can generate a report which includes the MSHDA # or any other requirement outlined by the client
Development Name	A	ProLink can generate a report which includes

APPENDIX F
FUNCTIONAL REQUIREMENTS

Functional Requirement	A,B,C, or D	Comments
		development name or any other requirement outlined by the client
Financing Program	A	ProLink can generate a report which includes financing program or any other requirement outlined by the client
Resident Make-Up	A	ProLink can generate a report which includes resident make up or any other requirement outlined by the client
# of Units	A	ProLink can generate a report which includes # of units or any other requirement outlined by the client
Intake Stage	A	ProLink can generate a report which includes intake stage or any other requirement outlined by the client
Development Officer	A	ProLink can generate a report which includes development officer or any other requirement outlined by the client
Actions Taken & Date	A	ProLink can generate a report which includes actions taken & date or any other requirement outlined by the client
Proposed Management Company		
b. Allow a property to have Intake Stage identification.	A	ProLink allows for a property to have intake stage identification as described by the client.
• Feasibility	A	ProLink allows for a property to have intake stage identification such as feasibility
• Commitment,	A	ProLink allows for a property to have intake stage identification such as commitment
• Initial Closing	A	ProLink allows for a property to have intake stage identification such as initial closing
• AM Monitoring	A	ProLink allows for a property to have intake stage identification such as monitoring
c. Track a history of property status changes.	A	All information is tracked and stored in the ProLink database.
d. Provide a log for tracking contacts with the property. Log should include:	A	All contact information can be stored in the ProLink system which is available throughout the entire enterprise. A log will be created for tracking purposes which will include the client's specific criteria.
• Date/Time stamp (system automatically performs this action)	A	Any information will be date and time stamped when entered into the system. This is preformed automatically
• User Name (system automatically identifies user from login)	A	The system will automatically identify a user when they login.
• Comments		
e. Allow required intake documents to be attached to a developments base file. Allow document slots for:	A	All of the clients existing documents can be stored in the ProLink system and can be attached to a developments base file which will follow the client's specific business criteria.
Accounting Internal Control Certification	A	All of the clients existing documents can be stored in the ProLink system and can be attached to a developments base file which will follow the client's specific business criteria.
Feasibility Commitment Report	A	All of the clients existing documents can be stored in the ProLink system and can be attached to a developments base file which will follow the client's specific business criteria.
Budget Comparables	A	All of the clients existing documents can be stored in the ProLink system and can be attached to a

APPENDIX F
FUNCTIONAL REQUIREMENTS

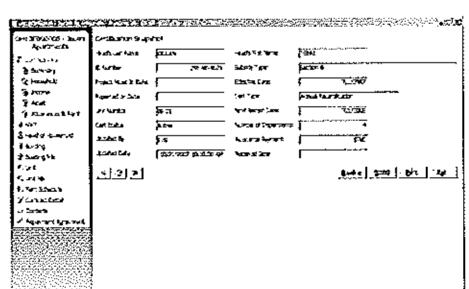
Functional Requirement	A,B,C, or D	Comments
		developments base file which will follow the client's specific business criteria.
Amenities Checklist	A	All of the clients existing documents can be stored in the ProLink system and can be attached to a developments base file which will follow the client's specific business criteria.
Qualification Data Application (If applicable)	A	All of the clients existing documents can be stored in the ProLink system and can be attached to a developments base file which will follow the client's specific business criteria.
Marketing, Equipment and Furnishing Budget	A	All of the clients existing documents can be stored in the ProLink system and can be attached to a developments base file which will follow the client's specific business criteria.
Management Agreement	A	All of the clients existing documents can be stored in the ProLink system and can be attached to a developments base file which will follow the client's specific business criteria.
Management Agent Certification Form	A	All of the clients existing documents can be stored in the ProLink system and can be attached to a developments base file which will follow the client's specific business criteria.
Marketing Agreement	A	All of the clients existing documents can be stored in the ProLink system and can be attached to a developments base file which will follow the client's specific business criteria.
Power of Attorney	A	All of the clients existing documents can be stored in the ProLink system and can be attached to a developments base file which will follow the client's specific business criteria.
Pet Regulations, if applicable	A	All of the clients existing documents can be stored in the ProLink system and can be attached to a developments base file which will follow the client's specific business criteria.
CD – 700 Intake Certification form	A	All of the clients existing documents can be stored in the ProLink system and can be attached to a developments base file which will follow the client's specific business criteria.
Resident Selection Criteria	A	All of the clients existing documents can be stored in the ProLink system and can be attached to a developments base file which will follow the client's specific business criteria.
Commitment Budget	A	All of the clients existing documents can be stored in the ProLink system and can be attached to a developments base file which will follow the client's specific business criteria.
f. Allow for the entry of the Commitment Budget for comparison against the first year of MIE data. The commitment budget is the approved budget submitted for the development's initial year of operation.	A	Any type of budget can be compared to various types of information in the ProLink system such as a commitment budget for comparison against the first year of MIE data.
g. (D) Track historical Asset Manager assignments to each property.	A	All information, including historical asset manager assignments, can be tracked to each property.

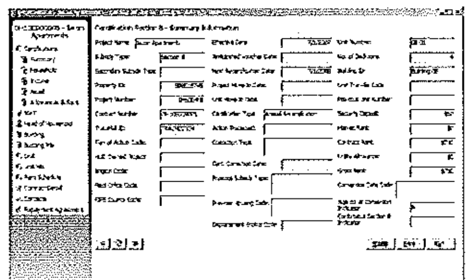
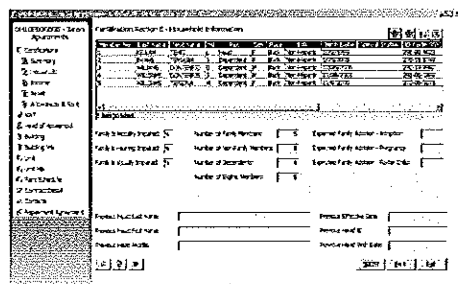
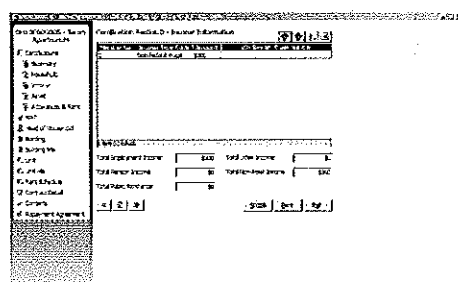
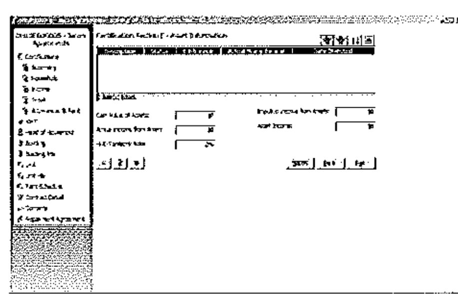
APPENDIX F
FUNCTIONAL REQUIREMENTS

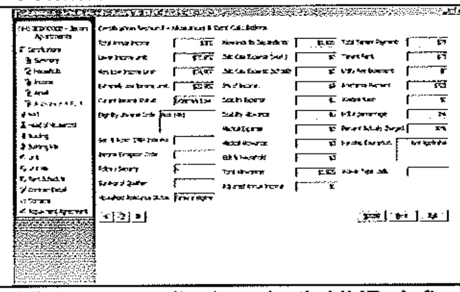
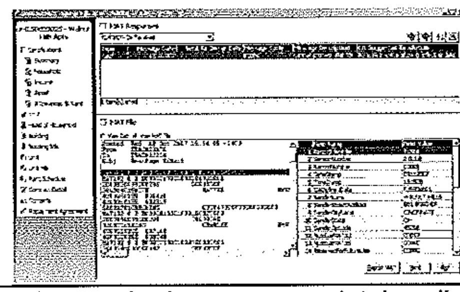
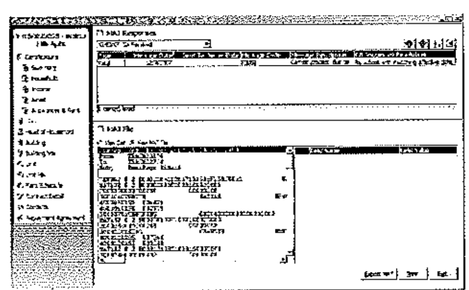
Functional Requirement	A,B,C, or D	Comments
h. Provide the functionality defined in the MIE Underwriting database specifications (***AM Exhibit 17***). This is utilized by staff to establish baseline income and expense budgets for proposed developments. The underwriting database is searchable and has multiple queries based on financing program, geographic location, number of units, tenant type, managing agent, and assigned Asset Manager. Additionally, Asset Management utilizes this database for financial analysis and trending of individual properties. This database is manually updated once a month via an ODBC Connection to Asset Management's main database. Provide the ability to generate a download file with the following data elements:	A	All underwriting information, for each property, can be stored in the ProLink system. A client's existing documents, including underwriting, can be stored in the system in which the document can be auto populated with information for that particular development. The information populated will be to the client's specific needs.
• MSHDA #	A	ProLink can generate a downloaded file, with the element of MSHDA #
• Development Name	A	ProLink can generate a downloaded file with the element of development name
• Total Number of Units	A	ProLink can generate a downloaded file with the element of total number of units
• # of Elderly Units	A	ProLink can generate a downloaded file with the element of # of elderly units
• # of Family Units	A	ProLink can generate a downloaded file with the element of # of family units
• City	A	ProLink can generate a downloaded file with the element of city
• County	A	ProLink can generate a downloaded file with the element of county
• Program Type(s)	A	ProLink can generate a downloaded file with the element of program type
• Management Agent	A	ProLink can generate a downloaded file with the element of management agent
• Asset Manager	A	ProLink can generate a downloaded file with the element of asset manager
• Monthly Income and Expenditure Report data	A	ProLink can generate a downloaded file with the element of monthly income and expenditure report data
i. Provide the ability to analyze an individual property and an individual address in relation to other property data within the database by:	A	ProLink provides the ability to analyze individual property information in relation to other property data in the system. The analyze criteria will be based on the clients specific needs.
Geography	A	ProLink can allow users to analyze an individual property based on geography
Development Size (number of units)	A	ProLink can allow users to analyze an individual property based on development size
Type (elderly/family/disability)	A	ProLink can allow users to analyze an individual property based on type
Age (New construction/preservation – year built)	A	ProLink can allow users to analyze an individual property based on age
Architectural Type (condos/high rise/1-4 floors/cottages)	A	ProLink can allow users to analyze an individual property based on architectural type
Census tract information	A	ProLink can allow users to analyze an individual

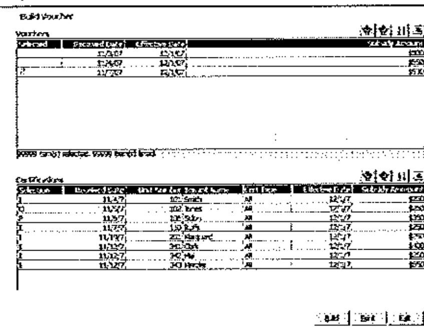
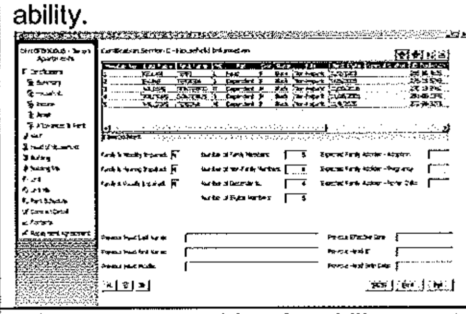
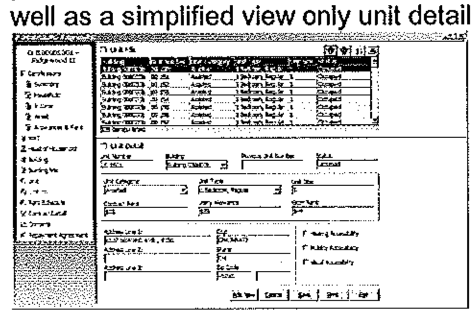
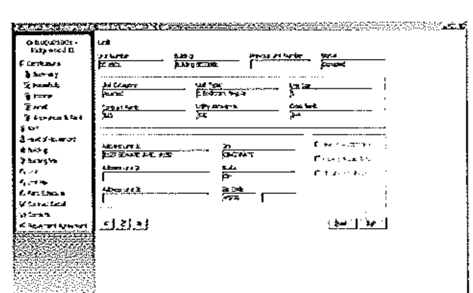
Functional Requirement	A,B,C, or D	Comments
		property based on census information
* This information is used to determine the viability of new construction approval and to analyze a property's performance related to the above-cited factors.		
j. Allow the analysis of an address to be accessible through the Internet by prospective developers to generate an analysis of a property site. No development identifying factors should be conveyed through the Internet access.	A	Prospective developer or other 3rd parties, can access the system and given specific security privileges where only certain information can be seen. The security is dictated by the client.
12. **STATIC DATA**		
a. **Provides a data warehouse of information for managing the Housing Authority Assets. *AM Exhibit 13 – Required Database fields* establishes many of the data fields required by Asset Management. It includes directory information, financing information, critical dates, contacts, and detailed information about each MSHDA current and some formerly financed developments.**	A	All information can be stored in the ProLink database and this includes the required database fields or exhibit 13.
c. **(M) Allow any data stored within the database to be accessible to generate reports any of the functions within the database.**	A	All the data that is stored in the system is accessible by everyone throughout the enterprise. The data can also be generated into reports as described by the client. Each report can be user defined if necessary.
d. Provide the ability to track the developments status (Active, paid off, supportive housing, preservation, etc.)	A	ProLink provides the ability to track the development status.
e. (M) Provide the ability to report from the system as a word, excel, and PDF document.	A	ProLink provides the ability to report in a word, excel, and PDF document.
f. Provide the ability generate analysis reports like reports displayed in ***AM Exhibit – page 151 -153***	C	All reports are specific to the clients business rules and will be displayed as in AM exhibit-page 151-153
g. Provide trend analysis on the following factors:	C	ProLink can provide specific trend analysis following the factors outlined by the client.
• Physical vacancies	C	ProLink can provide trend analysis based on physical vacancies
• Economic vacancies	C	ProLink can provide trend analysis based on economical vacancies
• OAR draws	C	ProLink can provide trend analysis based on OAR draws
• Rent up statistics	C	ProLink can provide trend analysis based on physical vacancies
h. Provide the ability to analyze MIE data across a series of related properties to analyze and provide trending data for underwriting purposes. I.e. Underwriting Database.	C	ProLink provides the ability to analyze MIE data across a series of related properties. This information can be used for purposes which include underwriting.

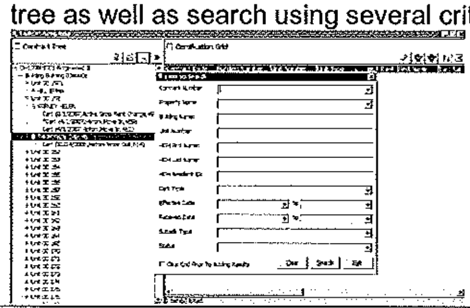
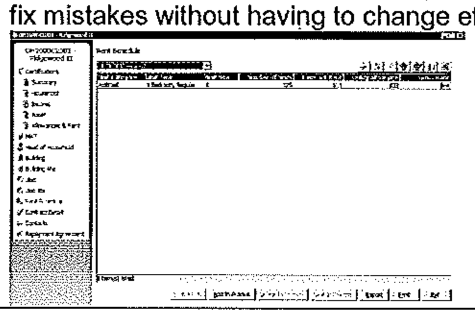
Functional Requirement	A,B,C, or D	Comments
i. Provide the ability to identify rental amounts by bedroom size.	C	ProLink can identify information by numerous factors including rental amounts by bedroom size.
j. Provide the ability to identify units by financing type.	C	ProLink can identify information by numerous factors including units by financing type.
13. Reports (Outputs)		
a. Monthly Income and Expenditure Export ***AM Exhibit 1 – (pages 1 -48)***	C	All reports are built to the client's specific needs. This includes a monthly income and expenditure report. All reports are user defined.
b. Budget Report ***AM Exhibit 2A***	C	All reports are built to the client's specific needs. This includes a budget report. All reports are user defined.
c. Audit Report ***AM Exhibit 3***	C	All reports are built to the client's specific needs. This includes an audit report. All reports are user defined.
d. PMF Application Form ***AM Exhibit 4 – (pages 57-65)***	C	A PMF application form can be stored in the system or one can be created as needed,
e. PMF Verification Form ***AM Exhibit 4A (pages 66-67)***	C	A PMF verification form can be stored in the system or one can be created as needed,
f. PMF Requests Log ***AM Exhibit 4B – (page 68)***	C	A PMF request log can be created as needed.
g. CNA Report ***AM Exhibit 5 – (pages 69 –72)***	C	All reports are built to the client's specific needs. This includes a CNA report. All reports are user defined
h. Risk Analysis Log ***AM Exhibit 6 (page 73 - 74)***	C	A risk analysis log can be created as needed.
i. Development Review Report ***AM Exhibit 7 (pages 75 - 89)***	C	All reports are built to the client's specific needs. This includes a development review report. All reports can be user defined.
j. Management Occupancy Review form ***AM Exhibit 8 (pages 90 - 135)***	C	A management occupancy review form can be generated if needed.
k. Monthly Income and Expenditure Analysis Report ***AM Exhibit 9 (pages 136 – 138)***	C	All reports are built to the client's specific needs. This includes a monthly income and expenditure analysis report. All reports can be user defined.
l. Development Directory Reports and Web Query ***AM Exhibits 10 (pages 139 – 143)***	C	All reports are built to the client's specific needs. This includes a development directory report and web query.
m. Budgets Financial Analysis ***AM Exhibit 11 (pages 144 – 148)***	C	ProLink is able to generate a budget and financial analysis report. All reports are user defined.
n. Financial Trending Report ***AM Exhibit 12 (pages 179 – 180)***	C	All reports are built to the client's specific needs. This includes a financial trending report. All reports are user defined.
o. Provide a report of the debt service ratio income earned to expenses incurred (or expected income over expected expenses) on each property.	C	All reports are built to the clients business rules this includes a debt service ratio income earned to expense incurred.
p. Provide reports of physical and economic vacancy (account for rent concessions and bad debt) loss for each property.	C	ProLink can provide a physical and economic vacancy report.
q. Provide a report of property, management agent, and/or owner defaults summarized by each category, if necessary.	C	ProLink can generate a report that is specified by the client.
r. Development, Owner, and Agent Mailing Labels.	C	A report can be generated showing development, owner, and agent mailing labels.

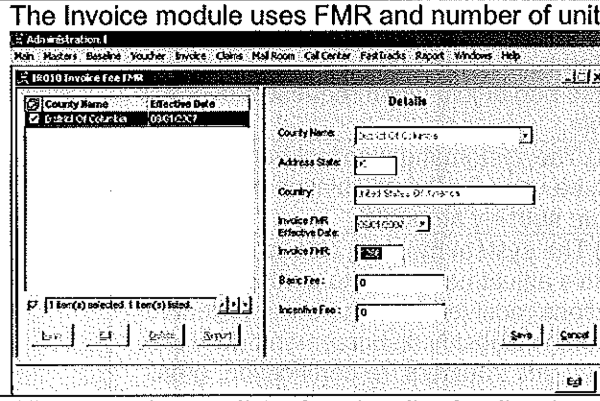
Functional Requirement	A,B,C, or D	Comments
s. Development, Owner, and Agent Contact Report with the ability to separate the data by portfolio (i.e. MSHDA Traditional CA and MSHDA PBCA portfolios).	C	ProLink can develop a report specific to the clients business needs.
t. Provide an evaluation of each property	C	ProLink can provide an evaluation report for each property.
u. Provide a portal for property owners to view their developments statisctics within the database. Viewable only.	C	Property owners or 3rd parties can be given specific security rights that allow them to view only certain types of information. The security is specified to the clients needs
v.		
w. Ad Hoc Report Writer (Crystal Reports) – able to generate reports from any combination of data elements stored within the database and performs additional calculations or analysis of the data elements.	C	All reports are user defined and can be generated from any combination of data elements stored in the database. Any type of information from the database can be generated into a report which then can be analyzed as needed.
Contract Administration		
12. Section 8 TRACS Processing		
a. (M) System must have the ability to receive and read all electronic tenant data in the TRACS format for all HUD Section 8 properties overseen by MSHDA. This information must come via a dial-up modem periodically throughout the month.	A	The voucher system contains Scheduler, Communicator, and Messenger components which meet this requirement. The scheduler allows the user to specify the time(s) which the Communicator will send or receive from TRACS. The Communicator is responsible for sending message to TRACS and\or receiving messages from TRACS via a dial-up modem. Finally, the messenger is responsible for parsing the messages received and further processing of the messages.
b. (M) System must have the ability to separate the Traditional Contact Administration property data from the Performance Based Contract Administration property data.	B	A new attribute will be created in the Contract Master table.
c. (M) The system must process tenant certifications and re-certifications according to HUD specifications in the HUD 4350.3, Rev-1, and Chg-1. The system must perform the following functions:	A	The voucher system meets this requirement as stated in subsections.
i. (M) Verifies and calculates all units' assistance payments.	A	The units' assistance payments are verified and calculated within the validation component and are displayed upon several of the voucher screens. An example of one such screen is shown below: 

Functional Requirement	A,B,C, or D	Comments
ii. (M) Allows user to manually input information from the form HUD-50059.	C	The HUD-50059 is created from certification input into the system. Currently, the system allows a user with proper security to input a certification into the system which in turn would modify the HUD-50059. The system displays this input information within the following screens which are view only currently to ensure correctness of the data. They could easily be coded to allow manual entry as long as the risks of doing so are considered.    

Functional Requirement	A,B,C, or D	Comments
		
iii. (M) Displays all HUD defined errors encountered during processing for each certification.	A	The system displays both HUD defined errors as well as errors trap during our validation process. If a certification fails our validation process, it will be returned to OA for correction prior to sending to HUD. This process reducing penalties from HUD for non compliance to HUD's requirements. 
iv. (D) Allows user to turn off system checks for errors on certifications that may be of minor importance.	A	The vouchering system maintains all of its validation rules within a SQL table which enables the rules to be turned off or modified dynamically.
v. (M) Provides user with the ability to edit/update an electronic certification within the TRACS file. When a correction is needed, the user will have the ability to display the fields within the TRACS file on the screen and the user will have the ability to enter and save changes.	A	The MAT Response screen provides the ability to view an electronic certification and export the TRACs file for editing. Subsequently, a user with appropriate security can import the edited file. 
vi. (M) Provides user with the ability to reprocess a certification.	A	A user can mark a certification for revalidation.
vii. (M) Provides user with the ability to individually select TRACS files to be processed, displaying the voucher date of the file (i.e. 5/2006). Does not require the entire batch of TRACS files to be processed at one time.	A	When a user builds a voucher, they have the ability to select which voucher to process as well as mark the certifications for the voucher as 'In Process', 'On Hold', or 'Purged'. The various certification statuses manage which certifications will be included for processing when building the voucher.

Functional Requirement	A,B,C, or D	Comments
		
viii. (M) Offers the user the ability to generate a form HUD-50059.	A	All of the 50059 subsection screens provide this ability. 
ix. (M) Allows user to mark certifications as inactive when appropriate (certifications received early, certifications effective after terminations and move-outs)	A	The system provides the ability to set a certification status to any of the following statuses: In Process, Fatal, Terminal, Active, History, and Purged. In addition, the system can incorporated addition statuses as necessary.
x. (M) System reads voucher date and effective date of certification during processing.	A	The system reads both voucher date and effective date of certifications during processing.
xi. (M) System will monitor for the timeliness of re-certifications.	A	The system will suspend a unit after a configurable number of months have passed without receiving required re-certification.
d. (M) System stores unit type for each unit in a development.	A	The system stores unit types for each unit and provides the user with an editable unit mix screen as well as a simplified view only unit detail screen.  

Functional Requirement	A,B,C, or D	Comments
e. (M) System stores Income Limits and Fair Market Rents (FMR) per county.	B	Users with appropriate security are able to update the Master tables in the Administration module. A new table and interface will be added to store Income Limits information.
f. (M) System provides user with the capability to view certification history per unit.	A	User has the ability to see the history on the Contract tree as well as search using several criteria. 
g. (M) System stores rent schedules for each development along with the capability to view historical rent schedules. The following items must be collected by the system:	A	System keeps track of historical rent schedule and it also allows rent schedule versioning so the users can fix mistakes without having to change effective date 
i. (M) Effective date of new rents.	A	See item g above
ii. (M) Unit Types per development	A	See item g above
iii. (M) Number of units for each unit type	A	See item g above
iv. (M) Contract Rent per unit type	A	See item g above
v. (M) Utility Allowance per unit type	A	See item g above
h. (M) System allows user to manually process a gross rent and utility increase applying new rents from the rent schedule into each unit, correcting the assistance payment accordingly. User has the capability to apply the gross rent to an entire development or to an individual unit.	A	The function to Apply Rent Schedule is available and will generate GR for the entire contract. Users have the option to put on hold or purge generated GR certifications or an individual or multiple units.
i. (M) System produces a monthly HAP voucher (billing) per specifications in the HUD 4350.3, Rev-1, and Chg-1.	A	This is handled via the Build Voucher interface.
j. (M) Ability to export all the TRACS data in the predefined HUD format electronically.	A	This is handled via the voucher's messaging component.
k. Interfaces		
i. (M) Electronic Tenant data is received periodically throughout the month from a MSHDA subcontractor via dial-up modem.		The voucher system contains Scheduler, Communicator, and Messenger components which meet this requirement. The scheduler allows the user to specify the time(s) which the Communicator will send or receive from TRACS. The Communicator is

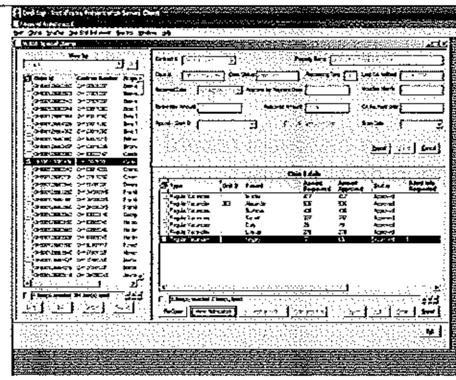
Functional Requirement	A,B,C, or D	Comments
		responsible for sending message to TRACS and\or receiving messages from TRACS via a dial-up modem. Finally, the messenger is responsible for parsing the messages received and further processing of the messages.
ii. (M) Management and Occupancy Reviews use the Section 8 tenant data stored for each development in their review.	A	All the modules in CATS are integrated so the tenant information is available throughout the entire application.
iii. (M) Some of the Section 8 developments also have Tax Credits. Compliance will be using the same data to store their tax credit information.	B	Minor modification to interface
iv. (M) Manual entry of tenant data from staff. Staff will input and reconcile the tenant data from the MSHDA subcontractor monthly to ensure accuracy of payments.	A	The reconciliation module allows users to enter unit/tenant information which is compared with numbers generated by the system to identify discrepancies and help the users to quickly find the resolution to ensure data accuracy. The reconciliation covers regular payments, retroactive adjustments, miscellaneous adjustments, and Special Claims. The module keeps track of variances and balances as well as discrepancies resolution.
v. (M) Fair Market Rents will be used for monthly billing information	A	The Invoice module uses FMR and number of units. 
I. Reports – (M) The system must provide for the following reports:	A	All screens have a Print functionality that lists its contents. Additionally, the entire information in the grids can be exported to MS Excel to give the users more flexibility. The official HUD forms are also available for viewing and printing.
i. (M) Unit Report **(Exhibit CA-1).** – To include:	A	See item I.Reports above
• Unit Number	A	See item I.Reports above
• Tenant Name (First and Last)	A	See item I.Reports above
• Unit Type	A	See item I.Reports above
• Contract Rent	A	See item I.Reports above
• Utility Allowance	A	See item I.Reports above
• Gross Rent	A	See item I.Reports above
• Tenant Rent	A	See item I.Reports above
• Assistance Payment	A	See item I.Reports above
• Most recent certification type	A	See item I.Reports above

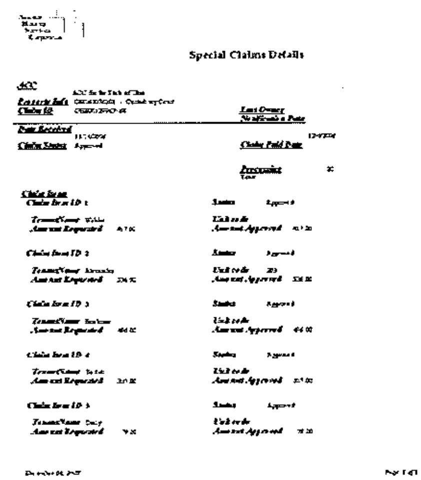
Functional Requirement	A,B,C, or D	Comments
• Ability to sort by unit number or tenant name	A	See item I.Reports above
ii. (M) Voucher Report **(Exhibit CA-2)**		See item I.Reports above
2. MSHDA Tenant Subsidy Program		
a. (M) The system must have the ability to receive detailed financial data via a secure web portal, which will have the ability to be either manually entered via the management agent or uploaded by the management agent from a Microsoft Excel template.	C	This functionality will require a modification to provide web interface and data transformation/validation routines since it is not following the MAT record format. Customization price already factored in price.
b. (M) System should have the ability to receive data streams via web submissions.	C	Same logic as (a) will be required but an interface change will be needed to accept data capture directly, if that is what is meant by streams. Customization price already factored in price.
c. (M) The system must be able to calculate the appropriate subsidy amount for each unit submitted by the owner/agent according to six MSHDA defined schedules (Exhibit CA-41). More schedules may be necessary as new program types are established.	C	Will require modification to the validation and calculation rules of existing system. Customization price already factored in price.
d. (M) The system will compare the calculated subsidy amount to the amount requested and adjust when request is over the maximum.	A	Handled via the Voucher Reconciliation module. Please see section 12.k.iv
e. (M) The system must collect bedroom types to be used for the calculation of maximum subsidy amounts.	A	Handled in the Unit Mix and Rent Schedule interfaces.
f. (M) The system must be able to calculate retroactive adjustments due to certification transactions received from the owner/agent for each month's subsidy disbursement. (Move-in, move-out, unit transfers, re-certification, gross rent change, and initial certification).	A	Handled in the Build Voucher interface.
g. (M) The system must calculate the maximum amount of subsidy per each unit according to calculations in **Exhibit CA-41**.	A	Handled in the Build Voucher interface.
h. (M) The maximum amount of monthly and yearly subsidy per each development must be stored in the system.	A	Information stored in the Contract master table.
i. (M) The system must perform a monthly check to ensure that all units/developments are reporting within their maximum subsidy amounts.	A	The reconciliation module keeps track of current and past months.
j. (M) The system allows the user to manually withhold assistance payments per unit or per development.	A	In the reconciliation module the users have the ability to suspend payment by unit, tenant, or contract.
k. (M) The system allows the user to enter manual adjustments when appropriate and system will mark them as such when entered.	A	Handled in the reconciliation module.
l. (D) The system will record the name of the user making manual adjustments for tracking purposes.	A	System keeps tracks of ALL data modification.

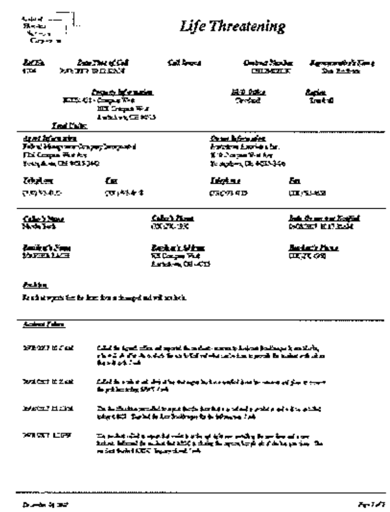
Functional Requirement	A,B,C, or D	Comments
m. (M) The system allows the user to make adjustments to system calculations where appropriate.	A	Handled in the reconciliation module.
n. (D) The system will check for issuances of default when calculating the total subsidy payment for each development. If a default has been issued, the system will notify the user and hold the payment.	A	The user has the ability to manually hold payments at the unit, tenant, or contract level.
o. (M) The system will maintain a historical view of the data collected on each tenant by unit.	A	Handled in the reconciliation module.
p. (M) The system allows for assigning and recording check numbers and dates.	B	Currently using EFT.
q. (M) The system must allow a preliminary run to allow the user to check subsidy calculations for accuracy and to make adjustments.	A	Handled in the Build voucher module.
r. (M) The system will have a process to finalize subsidy amounts once calculations have been reviewed.	A	Handled in the reconciliation module.
s. (M) The system will run a process to collect all approved subsides that are unpaid and will update the Multifamily Mortgage Servicing information.	C	System can identify unpaid amounts and would be able to update any information.
t. (M) **Interfaces**	C	
i. (M) Once the subsidy amounts are approved, the approvals will be sent to Multifamily Mortgage Servicing to be applied to the mortgage or to be disbursed by check. Multifamily Mortgage Servicing must receive the approved subsidy amounts per unit, per development, to be sent to the owner/agents.	C	Functionality will be created to update Multifamily Mortgage Servicing system.
ii. (M) The information used for the calculations is currently collected with the data collected by the Compliance Division through a secure web portal. The system will maintain common tables to store HUD posted data. (Fair Market Rents, Area Median Incomes)	B	A new table and interface will be added to store Income Limits information. FMR is already in the system.
iii. (M) Data collected by Compliance will be used to calculate subsidy amounts. The following elements will be required: tenant income, contract rent, utility allowance, gross rent, number of family members, bedroom size, tenant name, social security number, unit number, development name, subsidy request.	C	Data is already stored in CATS. Functionality to be created to meet requirements.
iv. (M) Additional information used for the calculations will come from data collected by Asset Management. 236 basic rent, contract/gross rent, utility allowance, development name, unit numbers.	C	Data is already stored in CATS. Functionality to be created to meet requirements.
v. (M) Asset Management will enter data manually into the system.	C	Add data (table or attributes) to the database and create user interface to meet requirements.

Functional Requirement	A,B,C, or D	Comments
u. Reports – (M) The system must provide for the following reports:	C	Reports to be created to meet requirements.
i. (M) **Total Monthly Subsidy Approved** (Exhibit CA-3) to include:	C	Report to be developed
▪ Ability to print individual developments.	C	Report to be developed
▪ Page break to separate developments	C	Report to be developed
▪ Development Name	C	Report to be developed
▪ Tenant Name	C	Report to be developed
▪ Unit Number	C	Report to be developed
▪ Assistance Payment	C	Report to be developed
▪ Adjustment amounts per unit	C	Report to be developed
▪ Total Amount of Subsidy	C	Report to be developed
▪ Amount of remaining subsidy to maximum	C	Report to be developed
▪ Month of payment	C	Report to be developed
ii. (M) Calculated Subsidies that have not been approved	C	Report to be developed
iii. (M) Error Report displaying failure of calculations **(Exhibit CA-4)** to include:	C	Report to be developed
▪ Exceeded Maximums	C	Report to be developed
▪ Missing Data Elements	C	Report to be developed
▪ Defaults on mortgages	C	Report to be developed
14. **Rental Housing Integrity Improvement Program (RHIIP) Tracking Log** - Summary: HUD established The RHIIP initiative in an effort to reduce the number of errors in HUD's rental housing programs. Under this initiative, MSHDA will be responsible to track error corrections, ensure owners take corrective action to fix the errors, verify corrections have been completed, and report all owner-corrected under- and over-payments to HUD. HUD has not set the requirements for the tracking log, but MSHDA must be ready and compliant when it is implemented.	B	The CATS system currently collects all data elements of the current 9834 to a database and validates responses and entries. CATS also collects all electronic 50059 data through the vouchering module and is capable of providing additional functionality to verify and identify errors during the tenant file review while on site for MOR. As standards are defined and functional necessity is clarified CATS will be enhanced to fully accommodate RHIIP requirements in a planned release at no additional charge covered under annual maintenance
a. (M) The system must offer a database to track Section 8 assistance payment errors, as well as any other errors established by HUD, found during a management and occupancy review (MOR) and/or other reviews established by HUD, in accordance with HUD guidelines as they are defined.	A	Refer to 14 above
b. (M) System must have the ability to separate the Traditional Contact Administration property data from the Performance-Based Contract Administration property data.	B	Refer to 14 above

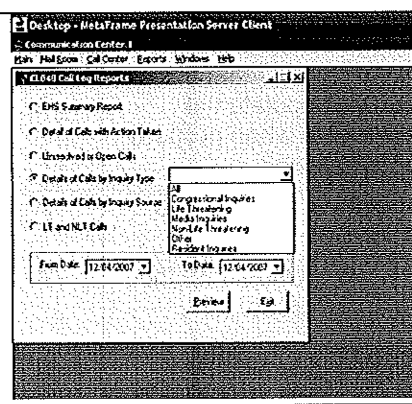
Functional Requirement	A,B,C, or D	Comments
c. (M) The system will generate a tracking log report to be sent to HUD monthly in accordance with HUD guidelines as they are established.	B	Refer to 14 above
d. (M) System will keep a historical record of the errors found for each development.	B	Refer to 14 above
e. Interfaces		Refer to 14 above
i. (M) Errors found during a MOR that affect subsidy calculations must link to this system.	A	Refer to 14 above
ii. (M) Corrected certifications will be sent to a MSHDA appointed subcontractor for processing as they are received.	C	Refer to 14 above. Customization already factored in price.
iii. (M) The system must allow the subcontractor to enter data via a secure web portal. The following will be collected from the subcontractor: certification completion dates, corrected assistance payment amounts, TRACS adjustment amounts, certification processing date, and projected voucher date.	C	Refer to 14 above. Customization already factored in price.
f. Reports (per HUD guidelines as they are established) - (M) **The system must provide for the following reports:**	A	Refer to 14 above
i. (M) Tracking Log	A	Refer to 14 above
ii. (M) Summary report displaying all errors	A	Refer to 14 above
iii. (M) Open errors report	A	Refer to 14 above
iv. (M) Errors sent to subcontractor for processing	A	Refer to 14 above
v. (M) Closed errors report (sorted by property and unit)	A	Refer to 14 above
15. **Special Claims Processing Module -** Summary: Owners of Section 8 properties may claim reimbursement for loss of income due to vacancy for circumstances beyond the owner's control, and for unpaid rent and tenant damages due under the lease. MSHDA processes these requests weekly and must have a tracking system to monitor claim amounts, claim status, and payment.		The Special Claims module controls the entire processing flow and also keeps track of Requests for Additional Information and Processing Days.

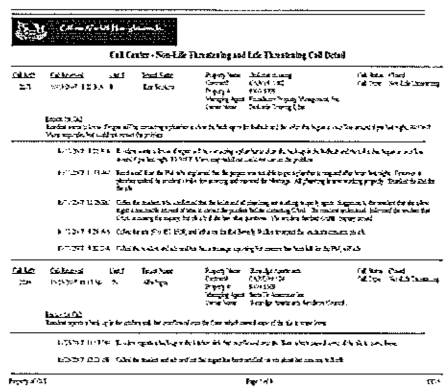
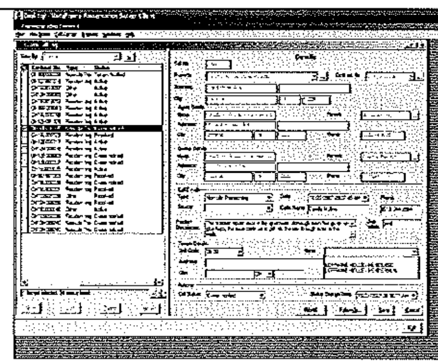
Functional Requirement	A,B,C, or D	Comments
a. The system must collect and store all data related to the special claims for tracking purposes:	A	
i. Development Name	A	As Above
ii. Unit Number	A	As Above
iii. Tenant Name	A	As Above
iv. Claim Type (Regular Vacancy or Unpaid Rent/Tenant Damage)	A	As Above
v. Claim Date	A	As Above
vi. Contract Rent	A	As Above
vii. Amount Requested	A	As Above
viii. Move-Out date	A	As Above
ix. Number of days to clean/repair	C	Data element to be added. Customization already factored in price.
x. Re-rented date	C	Data element to be added. Customization already factored in price.
xi. Number of days vacant	C	Data element to be added. Customization already factored in price.
xii. Security Deposit	C	Data element to be added. Customization already factored in price.
xiii. Amount paid by other sources	C	Data element to be added. Customization already factored in price.
xiv. Approval amount	A	As Above
xv. Date of claim	A	As Above
xvi. Claim approval date	A	As Above
xvii. Status (approved, adjusted, denied, pending)	A	As Above
xviii. Paid	A	As Above
xix. Claim approval ID number	A	As Above
b. (M) The system will pull tenant data from the existing information received in the TRACS files based on property name and unit number. The user will be able to manually enter new tenant information.	A	The Special Claim module is 100% integrated with tenant information.
c. (M) The system will calculate the regular vacancy, unpaid rent, and/or tenant damage amounts base on the information entered manually or obtained from the TRACS files.	A	As Above
d. (M) The system will compare the calculated amount to the requested amount.	A	As Above
e. (M) The system will assign one claim ID number to an entire packet of claim requests or to an individual unit.	A	As Above

Functional Requirement	A,B,C, or D	Comments
f. (M) User must have the option to select "actual number of days in the move-out month" or "30 days" when prorating contract rent for regular vacancy calculations. Option should default to "actual number of days".	C	Data function element to be added. Customization already factored in price.
g. (M) The system must allow the user to enter an adjusted amount if request does not match the calculated amount.	A	
h. Interfaces	A	
i. (M) Some special claim entries may use the data received from the Section 8 TRACS files for calculation.	A	The Special Claim module is 100% integrated with vouchering module..
i. Reports - (M) The system must provide for the following reports:	A	
i. Summary Report showing all claims received **(Exhibit CA-5)**	A	
1. Report can be sorted by property, claim type, status, program type, date received.	A	Report format options include excel spreadsheet and can be sorted by end user.
2. Report shows total amount request, approved and total adjustments for each claim entry.	A	See above

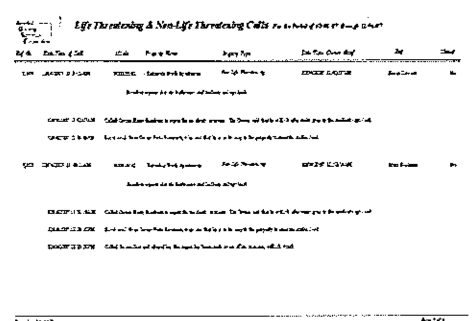
Functional Requirement	A,B,C, or D	Comments
16. **Life Threatening Health and Safety Issues (IBPS #9) -** Summary: CA's must accept resident complaints and follow-up with owners to ensure that owners take appropriate actions to resolve issues. MSHDA must have a system with the capability to track inquiries, responses, and corrective actions.	A	 *Life Threatening*
a. (M) The system must maintain a tracking system capable of storing and referencing all information regarding life threatening resident complaints, to include:	A	
i. Development Name	A	As Above
ii. Contract Number	A	As Above
iii. REMS ID	A	As Above
iv. Name of Resident	A	As Above
v. Unit Number	A	As Above
vi. Staff person accepting call	A	As Above
vii. Date and time notification received	A	As Above
viii. Nature of complaint	A	As Above
ix. Date and time owner was notified	A	As Above
x. CA communication tracking of follow up efforts to resolve problem (dates of follow up attempts)	A	As Above
xi. Action Taken	A	As Above
xii. Final resolution	A	As Above
xiii. Date resolved	A	As Above
xiv. Date and time HUD was notified	A	As Above
xv. Comments	A	As Above
b. (M) System will populate the name of the most current tenant from the TRACS files when property name and unit number are selected.	A	As Above
c. (M) System will give user the option to manually enter resident information.	A	As Above
d. (M) System must have the ability to pull health and safety issues into an email to be sent as notification to owner/agents.	B	As Above
e. (M) System will provide a method of notifying CA of outstanding issues.	A	There is an automatic tracking form based upon a work flow in the system that monitors compliance time

APPENDIX F
FUNCTIONAL REQUIREMENTS

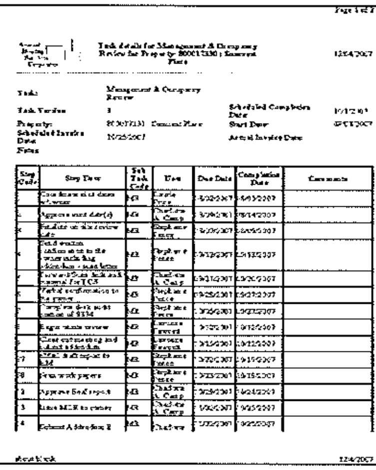
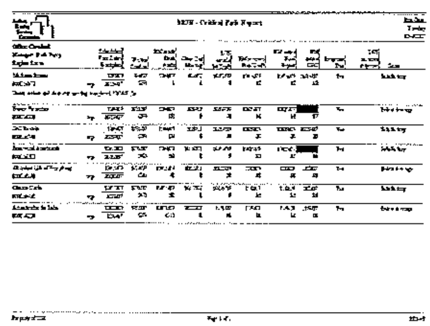
Functional Requirement	A,B,C, or D	Comments
		frames when a new call record is open.
f. (M) System will offer a tracking system that allows the supervisor or staff to view staff tasks and reminders related to life threatening issues. List will be sorted by staff name, task or date.	A	As Above
g. (M) System calculates timeframes regarding when notices were sent – Was the 1-hour notification deadline met?	A	As Above
h. (M) System will track follow up efforts for life threatening health and safety issues.	A	As Above
i. (M) System must allow user to separate data between assigned HUD field offices.	A	As Above
j. Interfaces	A	
i. (D) System can complete HUD REMS information upon logging into the HUD Website.	C	Automated REMS access routines will need to be configured in 3rd party application using sequence and data table information
ii. (M) Reports and tracking log will use data from the Section 8 TRACS Processing system to populate fields. (Property name, unit numbers and most current tenant name)	A	As Above
iii. (M) System will interface with the user's email program to generate letters to be sent to owner/agents regarding notification of health and safety issues.	B	As Above
k. Reports - (M) The system must provide for the following reports:	A	As Above
i. Life Threatening Tracking Report **(Exhibit CA-6)**	A	
ii. Life Threatening REMS Log **(Exhibit CA-7)**	A	Above shows variety of report selections that can be drawn upon in the current system
iii. Outstanding Life Threatening Issues Report **(Exhibit CA-8)**	A	Above shows variety of report selections that can be drawn upon in the current system
iv. Critical Life Threatening Issues Report **(Exhibit CA-9)**	A	Above shows variety of report selections that can be drawn upon in the current system
v. Notification Email to Owner/Agents **(Exhibit CA-10)**	A	Above shows variety of report selections that can be drawn upon in the current system
vi. Life Threatening Follow-up Report **(Exhibit CA-35)**	A	Above shows variety of report selections that can be drawn upon in the current system

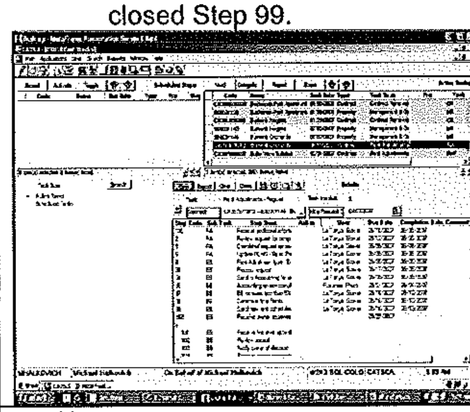
Functional Requirement	A,B,C, or D	Comments
vii. Life threatening monthly summary **(Exhibit CA-11)**	A	Above shows variety of report selections that can be drawn upon in the current system
Tracks outstanding follow-ups, Identifies days remaining for each follow-up (10 days allowed) and summarizes communication dialogue.	A	
6. **Non-life Threatening Health and Safety Issues (IBPS #10)** - Summary: Contract Administrators accept resident complaints and follow-up with owners to ensure that owners take appropriate actions to resolve issues.		
a. (M) System must track inquiries, responses, and corrective actions.	A	
b. (M) The system must maintain a tracking system capable of storing and referencing all information regarding non-life-threatening resident complaints. (All fields required for Life Threatening Issues will be used for Non-Life Threatening Issues as well.)	A	
c. (M) System will populate the name of the most current tenant when property name and unit number are selected.	A	Refer to above
d. (M) User will have the ability to manually enter tenant information.	A	Refer to above
e. (M) System will provide a method of notifying CA of outstanding issues.	A	There is an automatic tracking form based upon a work flow in the system that monitors compliance time frames when a new call record is open.
f. (M) System will calculate the response time based on the number of days.	A	As Above
g. (M) System must have the ability to pull health and safety issues into an email to be sent as notification to owner/agents.	B	As Above
h. (M) System will track follow up efforts until issue is resolved.	A	As Above
i. (M) System will alert user when 2-week time requirement approaches for follow up responses. MSHDA must follow up every two weeks until issue is resolved.	A	As Above

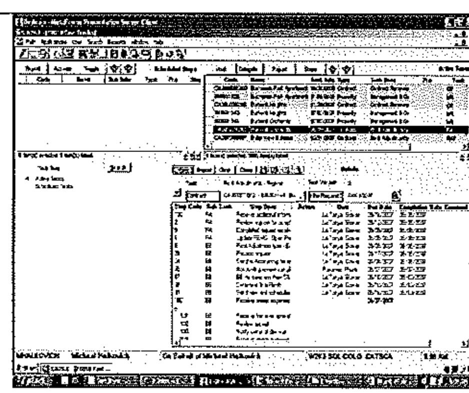
APPENDIX F
FUNCTIONAL REQUIREMENTS

Functional Requirement	A,B,C, or D	Comments
j. (M) System will alert users when 2-day response deadline approaches and highlight responses that took more than 2 days to complete.	A	As Above
k. (M) System will offer a tracking system that allows the supervisor or staff to view staff tasks and reminders related to life threatening issues. List will be sorted by staff name, task or date.	A	As Above
l. (M) System must allow user to separate data between assigned HUD field offices.	A	As Above
m. **Interfaces**		
i. (D) System can complete HUD REMS information upon logging into the website.	C	Automated REMS access routines will need to be configured in 3rd party application using sequence and data table information
ii. (M) Reports and tracking log will use data from the Section 8 TRACS Processing system to populate fields. (Property name, unit numbers and most current tenant name)	A	Graphic for 6 b drop down box shown
iii. (M) System will interface with the user's email program to generate letters to be sent to owner/agents regarding notification of health and safety issues.	B	
n. **Reports - (M) The system must provide for the following reports:**		
i. Outstanding Non-life Threatening Issues **(Exhibit CA-12)**	A	Reports can be run for any call type across any date span with any status, such as open, closed, owner notified, etc.
ii. Notification Email to Owner/Agents **(Exhibit CA-10)**	A	As Above
iii. Non-life Threatening Tracking Report **(Exhibit CA-13)**	A	As Above
iv. Non-life Threatening Follow-up Report **(Exhibit CA-36)**	A	As Above
v. Non-life Threatening REMS Log **(Exhibit CA-14)**	C	As Above
vi. Non-life Threatening Critical Issues **(Exhibit CA-15)**	A	As Above
vii. Non-life Threatening Monthly Summary **(Exhibit CA-16)** - Summarizes items where owners were not notified the same day.	A	As Above

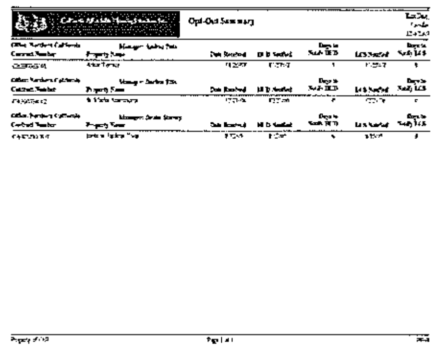
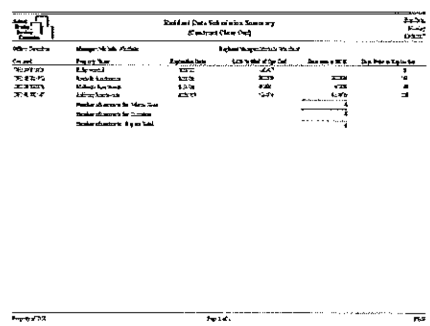
APPENDIX F
FUNCTIONAL REQUIREMENTS

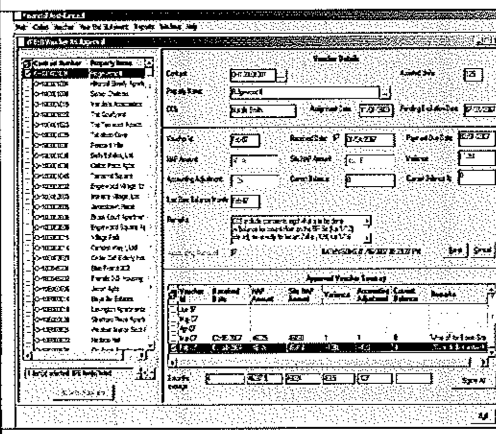
Functional Requirement	A,B,C, or D	Comments
7. **Documenting Owner Civil Rights Compliance (IBPS #2)**		
o. (M) Reference and track data regarding owner civil rights compliance, section 504 compliance, and reasonable accommodation compliance. Reports for the PBCA Portfolio will be sent to HUD monthly. Data must include:	A	
i. Development Name	A	See Above
ii. Property Number	A	See Above
iii. Contract Number	A	See Above
iv. REMS ID	A	See Above
v. MOR Review Conducted Date	A	See Above
vi. Date report sent to HUD	A	See Above
vii. Was report sent within 30 days?	A	See Above
viii. Allow civil rights comments specific to each development	A	See Above
p. (M) System will notify user when 30 days from MOR date approaches and report has not been sent to HUD.	A	See Above
q. (M) System must allow user to separate data between assigned HUD field offices.	A	See Above
r. (M) System must be able to separate the data between the Traditional Contact Administration Portfolio and the Performance Based Contract Administration Portfolio.	C	See Above
s. **Interface** (M) System will use data from the MOR process (MOR scheduled, MOR conducted, MOR sent to HUD, Amendment date, Sent & Received QC dates, Close out date)	A	See Above

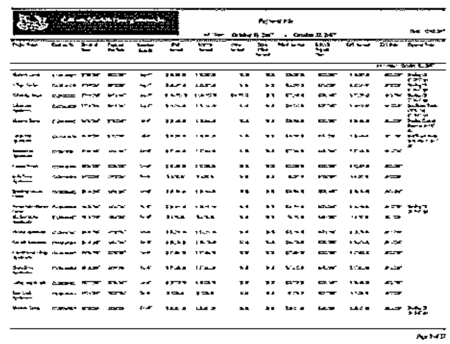
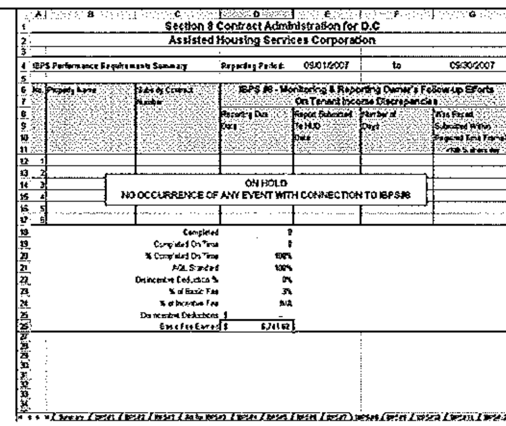
Functional Requirement	A,B,C, or D	Comments
t. **Reports - (M) The system must provide for the following reports:**		
i. **FHEO Tracking Log** (Exhibit CA-17)	A	
ii. **FHEO REMS Report** (Exhibit CA-18)	A	
iii. Document Section 8 Owner Compliance Report Summary **(Exhibit CA-19)**	A	
8. **Processing Rental Adjustments (IBPS #3)**		
u. (M) System will reference and track all data related to Section 8 rental adjustment processing. The system must capture the following data elements:	A	The Workflow module of the CATS system allows the tasks related to any process to be coordinated among staff members. The system will notify each staff member when it is his or her turn to complete a task, as well as providing this individual with a due date. Both Pre-MAHRA and Post-MAHRA rent adjustments may be processed through the workflow module, as well as Opt-Outs. When adding a workflow, it is important to first determine the overall deadline of the rent adjustment or Opt-Out. In addition, these need to be addressed: • Each task is assigned a Step number in the workflow module. • How many tasks are involved with processing either a rent adjustment or Opt-Out? • Who is responsible for completing each Step? What is an appropriate deadline, such as one "business" day? • Any staff member responsible for closing any Step in a workflow will need access to the CATS program. Below is a Pre-MAHRA rent adjustment relating to Burbank Orchards (contract number CA39T871012). On September 13, 2007, La Tonya Glover mailed the rent schedules and closed Step 99. 
i. Development name	A	As Above
ii. Property number	A	As Above

Functional Requirement	A,B,C, or D	Comments
iii. Contract number	A	As Above
iv. REMS ID	A	As Above
v. Date Funding Adjustment Request Received	A	As Above
vi. Date Complete Package Received	A	As Above
vii. HUD Project Manager	A	As Above
viii. Type of Rent Adjustment	A	As Above
ix. Date Sent to HUD for Review (over 5%)	A	As Above
x. Date Package Received from HUD	A	As Above
xi. Date MSHDA Approved Package (QC)	A	As Above
xii. Date Sent to HUD for Funding	A	As Above
xiii. Date HUD Approved Funds	A	As Above
xiv. Date Adjustment Completed	A	As Above
xv. Date Entered into REMS	A	As Above
xvi. Contract Status/Payment Status	A	As Above
xvii. Adjustment type	A	As Above
xviii. Comments	A	As Above
v. (M) System must have the ability to separate the Traditional Contract Administration data from the Performance Based Contract Administration Data.	C	Flag addition described in earlier response
w. (M) System must have the ability to generate a rent schedule.	C	Will require modifications but included in price
x. (M) System must be able to compute OCAF calculations to be used for the rent schedules. This field must be a protected field.	C	Will require modifications but included in price
y. **Reports** - (M) **The system must provide for the following reports:**		
i. Processing Rental Adjustments Summary **(Exhibit CA-20)**	A	
ii. Rent Schedule **(Exhibit CA-37)**	C	Will require modifications but included in price
iii. OCAF Worksheet **(Exhibit CA-38)**	C	Will require modifications but included in price
9. **Opt-Out and Contract Termination**		

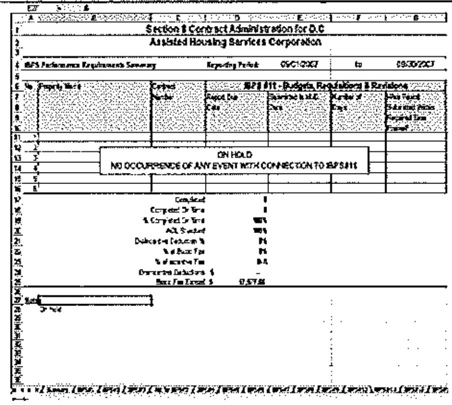
Functional Requirement	A,B,C, or D	Comments
(IBPS #4)		
z. (M) System will capture and track all data related to property opt-outs and contract terminations.	A	Several of the rent adjustment tasks listed in Item 8.u., as well as Opt-Out tasks in Item 9.z., simply will be tracked by assigning a Step in a workflow. The "Rent Adjustments- Consolidated (PE91)" report shows open Pre-MAHRA and Post-MAHRA rent adjustments. The report is sorted according to type of "subtask," such as Pre-MAHRA Budget-Based or OCAF, and then staff member within the "subtask." Displayed in the report are completion dates of significant Steps and processing time to date. In the "Opt-Out Summary (PE68)" report, one will find when an Opt-Out was submitted. Also shown are when a staff member told HUD of the Opt-Out, as well as how many day(s) were needed.
i. Development Name	A	As Above
ii. Property Number	A	As Above
iii. Contract Number	A	As Above
iv. REMS ID	A	As Above
v. Opt-Out or Termination?	A	As Above
vi. Date of 1 year Opt-Out letter to Tenants Received	A	As Above
vii. Date Opt-Out Package Received	A	As Above
viii. Date Opt-Out Package was Completed	A	As Above
ix. Opt-Out Notice Received Date	A	As Above
x. Date Notice Sent to HUD	A	As Above
xi. Difference in Days (Notice received and sent to HUD)	A	As Above
xii. Number of days over one	A	As Above
xiii. Notice to HUD sent within one business day?	A	As Above
xiv. Reason for Termination	A	As Above
xv. Date of Termination	A	As Above
xvi. Comments	A	As Above
aa. **Interfaces** (M) If a development selects Option 6 (Opt-Out) as their renewal option, the contract renewal data should populate in the Opt-Out and Contract Terminations system. Development Name, Contract Number, Date Notice Received, Date Package Received, Date Package Completed should automatically populate.	A	As Above
bb. **Reports - (M) The system must provide for the following reports:**	A	As Above

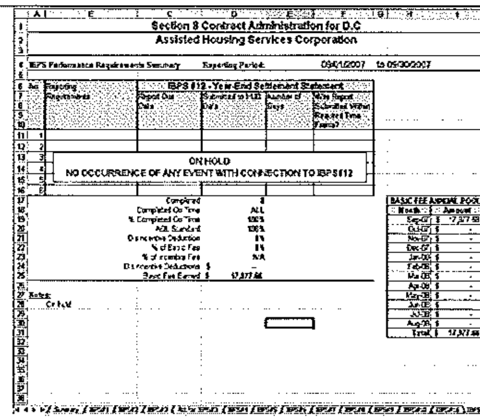
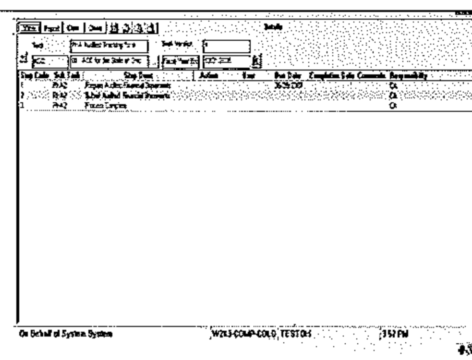
Functional Requirement	A,B,C, or D	Comments
i. Opt-Out and Contract Termination Summary **(Exhibit CA-21)**	A	
10. **Provide Resident Data to HUD (IBPS #5)**		
cc. (M) System must capture and track all data related to obtaining resident data from the property, and sending it to HUD when a property opts-out or their contract is terminated.	A	As Above
i. Development Name	A	As Above
ii. Property Number	A	As Above
iii. Contract Number	A	As Above
iv. REMS ID	B	As Above
v. Contract Expiration Date	A	As Above
vi. Date Resident Data Received from Owner	A	As Above
vii. Date Resident Data Sent to HUD	A	As Above
viii. Difference in days between Received and sent to HUD	A	As Above
ix. Difference in days between Contract Expiration and sent to HUD date	A	As Above
x. Was Resident Data sent within 3 Business day of Receipt and 90 days prior to Contract Expiration?	A	As Above
dd. **Interfaces -** (M) If a development opts-out of their contract or they are terminated, the resident data must be collected and sent to HUD. When an opt-out or termination is entered, the system must notify user of the requirement to send the data to HUD. The resident data collection system should interface with the opt-out/termination	A	As Above

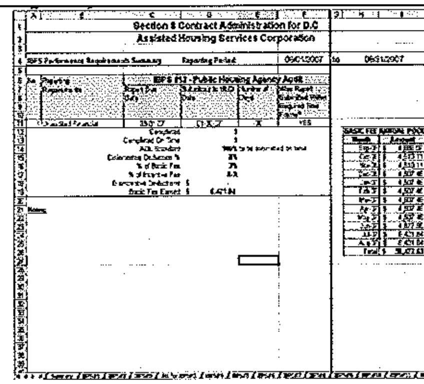
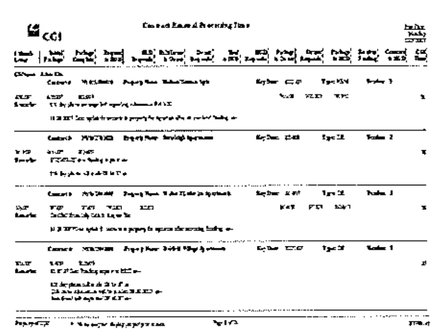
Functional Requirement	A,B,C, or D	Comments
system and the renewal system.		
ee. **Reports** - (M) **The system must provide for the following reports:**		As Above
i. Provide Resident Data to HUD Summary **(Exhibit CA-22).**	A	As Above
11. **Review, Verify, and Authorize Monthly Section 8 Voucher (IBPS #6)**		The information on voucher amounts and approval dates are captured on two screens. The Voucher AS Approval and AS Voucher Payment, the field REMS ID is not included on these screens since payments are done by the contract not by property.
ff. (M) System must capture and track all data related to the review, approval, and payment of Section 8 Vouchers when a Section 8 voucher is processed in the TRACS processing module.	A	
i. Development Name	A	As Above
ii. Property Number	A	As Above
iii. Contract Number	A	As Above
iv. REMS ID	B	As Above
v. Voucher Date	A	As Above
vi. Voucher Approved Date	A	As Above
vii. Requested Amount	A	As Above
viii. Approved Amount	A	As Above
ix. 202 Offset and/or Other	A	As Above
x. Was payment sent on time?	A	As Above
xi. Comments	A	As Above
gg. (M) System will populate the requested amount from the MAT30 TRACS files received.	A	As Above
hh. (M) System will generate the approved amount from the TRACS processing module.	A	As Above
ii. (M) User must have the option to manually enter voucher data.	A	As Above
jj. **Interfaces** (M) Voucher requested and approval amounts are pulled from the Section 8 TRACS processing module.	A	As Above

Functional Requirement	A,B,C, or D	Comments
kk. **Reports - (M) The system must provide for the following reports:**		
i. Section 8 Voucher Monthly Summary **(Exhibit CA-23).**	A	
12. **Monitoring and Reporting Owner Follow up Efforts (IBPS #8)**	A	
ll. (M) System must capture and track all data related to owner follow up efforts, to include the following data elements:	A	The system can be configured to provide a work flow and tracking form for this task. We currently do not have a work flow configured as it is on hold by HUD. Work flow configuration is supported via the CATS interface and requires no programming. It is designed for end users to create as many work flows as needed.
i. Development Name	A	As Above
ii. Property Number	A	As Above
iii. Contract Number	A	As Above
iv. REMS ID	A	As Above
v. Date of Follow Up Report	A	As Above
vi. Date Report was sent to HUD	A	As Above
vii. Days over 10th Business Day	A	As Above
viii. Report Submitted by the 10th Business day of the Month?	A	As Above
mm. **Reports - (M) The system must provide for the following reports:**		As Above
i. Owner Follow Up Monthly Summary **(Exhibit CA-24)**	A	As Above

APPENDIX F
FUNCTIONAL REQUIREMENTS

Functional Requirement	A,B,C, or D	Comments
13. **Section 8 Budgets, Requisitions, and Revisions (IBPS #11)**		
nn. (D) System must capture and track all aspects of the section 8 budget process, enabling user to submit financial documents to HUD timely and accurately.	A	The system can be configured to provide a work flow and tracking form for this task. We currently do not have a work flow configured as it is on hold by HUD. Work flow configuration is supported via the CATS interface and requires no programming. It is designed for end users to create as many work flows as needed.
i. Development Name	A	As Above
ii. Property Number	A	As Above
iii. Contract Number	A	As Above
iv. REMS ID	A	As Above
v. Fiscal Year End	A	As Above
vi. Annual Budget Amount	A	As Above
vii. Budget Submission Date	A	As Above
viii. Number of Days Prior to Fiscal Year End	A	As Above
ix. Date Overpayment was Identified	A	As Above
x. Revision Submission Date	A	As Above
xi. Was the Revision Sent by the 1st day of the Month?	A	As Above
oo. (D) System must track submission dates of the budgets and alert user when 90 days to the fiscal year end is approaching and the first day of the month is approaching.	A	As Above
pp. **Reports - (D) The system must provide for the following reports:**		
i. Section 8 Budgets, Requisitions and Revisions Monthly Summary **(Exhibit CA-25).**	A	

Functional Requirement	A,B,C, or D	Comments
14. **Year End Statement (IBPS #12)**		
qq. (M) System must track and store data relating to the Year End Statement. The following data must be captured:	A	The system can be configured to provide a work flow and tracking form for this task. We currently do not have a work flow configured as it is on hold by HUD. Work flow configuration is supported via the CATS interface and requires no programming. It is designed for end users to create as many work flows as needed.
i. Development Name	A	As Above
ii. Property Number	A	As Above
iii. Contract Number	A	As Above
iv. REMS ID	A	As Above
v. Fiscal Year End	A	As Above
vi. Statement Submission Date	A	As Above
vii. Days Since Fiscal Year End	A	As Above
viii. Was Statement Submitted within 45 Days?	A	As Above
rr. (M) System must calculate the difference in days between the statement submission date and the fiscal year end date, altering user when the difference in days in approaching 45.	A	As Above
ss. **Reports** - (M) **The system must provide for the following reports:**		As Above
i. Year-End Statement Summary **(Exhibit CA-26)**	A	As Above
15. **Contract Administrator's Audit (IBPS #13)**		
a. (M) System must track and store all data relating to the A-133 Compliance for the Contract Administrator's Audit.	A	

Functional Requirement	A,B,C, or D	Comments
i. Fiscal Year End	A	
ii. Unaudited Financial Statement Submission Date	A	As Above
iii. Audited Financial Statement Submission Date	A	As Above
iv. Days Since Fiscal Year End	A	As Above
v. Days Over 60	A	As Above
vi. Months Since Fiscal Year End	A	As Above
vii. Days over 9 Months	A	As Above
viii. Was the Audit Completed on Time?	A	As Above
b. (M) System will calculate the number of days since the fiscal year end and alert the user as 60 days approaches and as 9 months approach.	A	A work flow tracking form can be configured to notify user 60 days and again at 9 months
c. Reports - (M) The system must provide for the following reports:		
i. Contract Administrator's Audit Summary **(Exhibit CA-27)**	A	
27. **Renewals of Expiring Section 8 Contracts (IBPS #14)**		