



Development Change Request

DEV CHANGE REQUEST (CR) FOR PROLINK HFA

CR Number:		FHFC-24-Dev CR-203333	
Customer Name:	Florida Housing Finance Corporation		
Change Request Title:	Occupancy Report – Increase Precision to 4 Decimal Points		
Requestor Name:	Ed Pilote	Request Date:	12/18/23
Requestor Title:	Project Management Administrator	Date Needed By:	2/23/24

CUSTOMER BUSINESS NEEDS

FHFC would like more precision on their occupancy report calculations.

STATEMENT OF WORK

This CR authorizes ProLink to implement the following in ProLinkHFA:

ProLink will increase the precision of occupancy report rounding by rounding to 4 decimal points, compared to the current functionality's rounding to 2 decimal points.

The OccupancySummary.PercentOccupied field in the database is a decimal (18,2). Since this value is a percentage, values are stored as 0.94, 0.83, etc. When this value is displayed in the report, the value is formatted as a percentage (ex: multiplying the stored database value times 100). By increasing the precision on this field to decimal(18,4), a stored value of 0.9456 will be displayed as 94.56% in the Occupancy Report. This change will accurately reflect a percentage with two decimal points.



Development Change Request

ADMINISTRATIVE INFORMATION

CR #:	FHFC-24-Dev CR-203333	Prepared By:	Jim Paris
CR Proposal Date:	1/23/24	Proposal Valid For:	30 days from Proposal Date
Scope Reviewed By:	Brian Kohn	Internal Approval By:	Cory Peters

CR Implementation Cost:	\$2,080 WAIVED – ProLink to Cover at No Cost to FHFC
Estimated Time to Implement:	1 Quarter
Payment Terms and Schedule:	N/A
Intentionally Omitted:	<ol style="list-style-type: none"> 1. Data migration not explicitly referenced herein. 2. Additional security privileges not explicitly referenced herein. 3. Additional data views not explicitly referenced herein. 4. Modifications to existing data views not explicitly referenced herein. 5. New functionality supporting data entry not explicitly referenced herein. 6. Additional reports not explicitly referenced herein. 7. Updates, maintenance, installation, or other activities requiring access to client networks, devices, or infrastructure not explicitly referenced herein.

Security Assessment:
 Security requirements reviewed

By selecting the above checkbox, ProLink Solutions indicates they have reviewed the proposed SOW to ensure it meets our security requirements.



Development Change Request

REQUESTOR ACTION:

This ProLink Solutions CR Proposal is hereby: Approved & Accepted Rejected

The above Solution and Statement of Work meet all of our requirements, and we agree to provide payment for ProLink's services as noted above.

Requestor Signature

Signature: [Handwritten Signature]

Name: Angeliki G. Sellers

Title: CFO

Date: 1/24/24

ProLink Solutions Acceptance Signature

Signature: [Handwritten Signature: Cory Peters]

Name: Cory Peters

Title: CFO

Date: 1/25/2024

**FIRST AMENDMENT
TO CONTRACT NUMBER 016-2018**

THIS FIRST AMENDMENT ("Amendment") to CONTRACT NUMBER 016-2018 is entered into and effective as of August 24, 2023, ("Effective Date") by and between FLORIDA HOUSING FINANCE CORPORATION, a public corporation and a public body corporate and politic ("Florida Housing"), and PROLINK SOLUTIONS, INC. ("Contractor").

RECITALS

- A. Florida Housing and Contractor entered into Contract Number 016-2018, dated August 24, 2018, ("Contract") wherein Contractor agreed to provide Comprehensive Multifamily Line of Business Software pursuant to RFQ 2017-04. As used herein, "Contract" shall include within its meaning any modification or amendment to the Contract.
- B. The initial term of the Contract was for five years, beginning August 24, 2018, and ending August 23, 2023.
- C. Section C. of the Contract provides that the Contract may be renewed upon written mutual agreement of the parties.
- D. Florida Housing and Contractor wish to renew the Contract, subject to the terms and conditions set forth below.

AGREEMENT

NOW THEREFORE, in consideration of the terms and conditions contained in the Contract and this Amendment, and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the parties agree as follows:

A. Effective Date: Recitals. Upon its execution by both parties, this Amendment shall be effective as of the Effective Date. The above recitals are true and correct and form a part of this Amendment.

B. Renewal. The Contract is hereby renewed for a three-year renewal term, beginning August 24, 2023, and ending August 23, 2026. Subject to any previous amendments or modifications and except as otherwise provided in this Amendment, the Contract shall stand renewed upon its same terms and conditions.

C. Amendments. The Contract is hereby amended as follows:

- 1. Subsection K.1. is hereby deleted in its entirety and is replaced with the following:

Files Subject to Florida's Public Records Law: Any file, report, record, document, paper, letter, or other material received, generated, maintained or sent by the Contractor in connection with this Contract is subject to the provisions of Section 119.01-.15, Fla. Stat., as may be amended from time to time (Florida's Public Records Law). The Contractor represents and acknowledges that it has read and understands Florida's Public Records Law and agrees to comply with Florida's Public Records Law.

Pursuant to Section 119.0701(2)(b), Fla. Stat., the Contractor will be required to comply with public records laws, specifically to:

a. Keep and maintain public records required by the public agency to perform the service.

b. Upon request from the public agency's custodian of public records, provide the public agency with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in this chapter or as otherwise provided by law.

c. Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the contract term and following completion of the contract if the contractor does not transfer the records to the public agency.

d. Upon completion of the contract, transfer, at no cost, to the public agency all public records in possession of the contractor upon termination of the contract or keep and maintain public records required by the public agency to perform the service. If the contractor transfers all public records to the public agency upon completion of the contract, the contractor shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the contractor keeps and maintains public records upon completion of the contract, the contractor shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the public agency, upon request from the public agency's custodian of public records, in a format that is compatible with the information technology systems of the public agency.

Notwithstanding anything contained herein to the contrary, the provisions and requirements of this paragraph shall only apply if and when the Contractor is acting on behalf of Florida Housing.

If the Contractor has questions regarding the application of Chapter 119, Florida Statutes, to the Contractor's duty to provide public records relating to this contract, contact the Corporation Clerk at:

Corporation Clerk
227 N. Bronough Street, Suite 5000
Tallahassee, Florida 32301-1329
Phone: 850.488.4197
E-mail: Corporation.Clerk@floridahousing.org

2. Sub-items 5 – 7 are added hereby to Section M, Other Provisions:

5. The Contractor understands and agrees to cooperate with any audits conducted in accordance with the provisions set forth in Section 20.055(5), Fla. Stat.

6. The Contractor understands and agrees to comply with the provisions of section 448.095, Fla. Stat.

7. The Contractor attests, under penalty of perjury, that it does not meet any of the criteria in Section 287.138(2)(a) – (c), Fla. Stat.

D. General Terms and Conditions.

1. This Amendment shall be construed and enforced according to the laws of the State of Florida and venue for any actions arising hereunder shall lie in Leon County, Florida.

2. This Amendment shall be binding upon and inure to the benefit of the parties hereto, and their respective heirs, successors and assigns.

3. This Amendment may be executed in counterpart originals, no one of which needs to contain the signatures of all parties hereto, but all of which together shall constitute one and the same instrument.

4. All rights, powers and remedies provided herein may be exercised only to the extent that the exercise thereof does not violate any applicable law and are intended to be limited to the extent necessary so that they will not render this Amendment invalid, illegal, or unenforceable under any applicable law. If any term of this Amendment shall be held to be invalid, illegal or unenforceable, the validity of the other terms of this Amendment shall in no way be affected thereby.

5. Except as specifically modified by this Amendment, the Contract shall remain in full force and effect, and all of the terms and provisions thereof are hereby ratified and confirmed.

IN WITNESS WHEREOF, the Parties have executed this FIRST AMENDMENT to Contract Number 016-2018, by a duly authorized representative, effective as of the Effective Date.

PROLINK SOLUTIONS, INC.

DocuSigned by:
By: Brianna Kreuter
EB2BD7A036BA4EB
Name/Title: Brianna Kreuter Executive Vice President

Date: 7/11/2023

FEIN: 84-1520465

FLORIDA HOUSING FINANCE CORPORATION

By: Michael M. Lepore

Name/Title: Executive Director

Date: 7-11-23

Approved as to form and legal sufficiency, subject only to the full and proper execution by the Parties

OFFICE OF THE GENERAL COUNSEL
FLORIDA HOUSING FINANCE CORPORATION

By: Ethan Katz

Name: ETHAN KATZ, ASST. GENERAL COUNSEL

Date: 7/11/23

Development Change Request

DEV CHANGE REQUEST (CR) FOR PROLINK HFA

CR Number:		FHFC-23-Dev CR-193626	
Customer Name:	FHFC		
Change Request Title:	FHFC-DEV CR-193626: Add Config Setting for Validation Error		
Requestor Name:	Susan Parks/Ed Pilote	Request Date:	2/21/23
Requestor Title:	Project Management Administrator	Date Needed By:	4/30/23

CUSTOMER BUSINESS NEEDS

When FHFC tested the new functionality related to CR-187888 Add EUA/LURA Duration, they encountered a validation error with Start Dates conflicting with Placed in Service Dates. FHFC will need a config setting to bypass this validation.

STATEMENT OF WORK

Any screenshot(s) provided are mockups representing how the solution may appear on screen and should be used only as guides to validate the documented business process associated to the proposed change. The solution delivered may differ in appearance, but the proposed business process will be addressed.

This CR authorizes ProLink to implement a config setting to change a validation error message to a warning in ProLinkHFA as follows:

1. Create a new config setting called "ShowComplianceStartDateBeforePISDateSetAsideAsError"
 - a. Default will be set to "True"
 - i. When the config setting is set to "True," then the system will provide the error message and prevent the user from saving. ***(This is current system behavior.)***
 1. When the user is in the Edit Portfolio set aside screen and enter a start date that is before the earliest Placed in Service Date on any building for the property, then click save, the system will not save the details entered, and will provide the error message in a red banner that says, "Error(s): Start Date cannot be a date that occurs before the earliest Placed In Service Date on any building on the property."
 - b. When the config setting is set to "False," then the system will not display an error message and allow the user to save. This config setting will bypass the validation error.
 - i. When the user is in the Edit Portfolio set aside screen and enter a start date that is before the earliest Placed in Service Date on any building for the property, then click save, the system will save the details entered.
 - c. This will be a client controlled configuration setting. It will be visible to the client in the configuration admin panel.



Development Change Request

REQUESTOR ACTION:

This ProLink Solutions CR Proposal is hereby: Approved & Accepted
 Rejected

The above Solution and Statement of Work meet all of our requirements, and we agree to provide payment for ProLink's services as noted above.

Requestor Signature

Signature: Michael DiNapoli
Name: Michael DiNapoli
Title: Executive Director
Date: 4-18-2023

ProLink Solutions Acceptance Signature

Signature: Cory Peters
Name: Cory Peters
Title: CFO
Date: 4/19/2023

Development Change Request

DEV CHANGE REQUEST (CR) FOR PROLINK HFA

CR Number:		FHFC-22-Dev CR-187888	
Customer Name:	FHFC		
Change Request Title:	FHFC-CR-187888 Add EUA/LURA Duration		
Requestor Name:	Ed Pilote	Request Date:	2/8/2022
Requestor Title:	Project Management Administrator	Date Needed By:	TBD

CUSTOMER BUSINESS NEEDS

FHFC needs to have the LURA/EUA duration periods added to the compliance screens to complete reporting based on programs having different reporting requirements. FHFC would like to see the start date, compliance period and end date for each funding type.

STATEMENT OF WORK

Any screenshot(s) provided are mockups representing how the solution may appear on screen and should be used only as guides to validate the documented business process associated to the proposed change. The solution delivered may differ in appearance, but the proposed business process will be addressed.

This CR authorizes ProLink to add the LURA/EUA duration periods in ProLinkHFA as follows:

1. Add Config Setting to turn Compliance Period (years/months) functionality on/off.
 - a. Config setting name "CompliancePeriodYearsMonthsEnabled"
 - b. Default set to False
 - c. When set to true Compliance Period (years) and Compliance Period (months) columns will display in the Set Asides grid after the End Date on the Edit Compliance Program Screen and the new fields will be displayed in the Edit Portfolio Set Aside Screen -- when Compliance Program Name is Additional Set-Asides.
2. Add Compliance Period (years) and Compliance Period (months) fields to Edit Portfolio Set-Aside Screen
 - a. Compliance Period (years) field will be numeric and allow user to enter 2-digit number. For example: 50.
 - b. Compliance Period (months) field will be numeric and allow user to enter 2-digit number. For example: 11.
 - c. Compliance Period (years) and Compliance Period (months) fields are not required
 - d. User will need the correct privileges to edit these fields (see #4 below)
3. Add Compliance Period (years) and Compliance Period (months) fields to Edit Compliance Program Screen – Set Asides grid
 - a. Fields will display after End Date
 - b. Fields will display the value entered on the Edit Portfolio Set-Aside screen
 - c. Grid values will be read only
4. Add a Security Privilege for this new field.
 - a. New Security Priv name "Property – Compliance Program Compliance Period Years/Months – Modify"
 - b. Admin – Modify priv will automatically inherit this priv
 - c. Only users with this security privilege will be able to edit the Compliance Period (years) and Compliance Period (months) fields

Development Change Request

- d. For all other users without this privilege, the field will be read only
5. Add Compliance Period (years) and Compliance Period (months) Fields to the following Dataviews:
 - a. Compliance Programs
 - b. Compliance Reviews Programs
 - c. Compliance Reviews Program BIN
 - d. Compliance Reviews
 - e. Compliance Reviews Exceptions
6. Add Config Setting to not require start and end dates when setting up a compliance period
 - a. Config setting name "ComplianceProgramStartEndDatesRequired"
 - b. Default set to True
 - c. When set to False, the Edit Compliance Program screen will not require Start and End Dates.
7. Add validation to Evaluate button that start and end dates are required on compliance programs
 - a. If user clicks evaluate and there are no start or end dates entered for a compliance program, then give an error that says, "Start and end dates are required on the compliance program to evaluate."
8. Migrate data from UDFs to the Layers.
 - a. See "UDF Migration Mapping" spreadsheet

Edit Compliance Program Screen:

This redacted section includes ProLink's design details and screenshots of specialized functionality that is considered ProLink's trade secrets as defined by Florida Statutes Section 812.081 . Pursuant to Section 815.045, disclosure of such trade secrets would damage the business interests of ProLink and are therefore not subject to public disclosure.

Development Change Request

Edit Portfolio Set-Aside Screen:

This redacted section includes ProLink's design details and screenshots of specialized functionality that is considered ProLink's trade secrets as defined by Florida Statutes Section 812.081 . Pursuant to Section 815.045, disclosure of such trade secrets would damage the business interests of ProLink and are therefore not subject to public disclosure.

Development Change Request

ADMINISTRATIVE INFORMATION

CR #:	FHFC-22-Dev CR-187888	Prepared By:	Andrea Beckley
CR Proposal Date:	10/6/2022	Proposal Valid For:	30 days from Proposal Date
Scope Reviewed By:	Kelly Encinias	Internal Approval By:	Cory Peters

CR Implementation Cost:	\$20,800 Less Design Cost Credit of \$1,237.50 for Total CR \$19,562.50
Design CR Credit:	Up to 50% of the total amount <u>invoiced</u> for design, not to exceed \$7,500.00, will be applied to the Dev CR cost. Associated Design CR #: FHFC-22-Design CR-187006 Design Cost Invoiced: \$2,475.00 The credit amount will be less than 50% of the estimated design cost when the total design cost is less than the estimated design cost, or 50% exceeds \$7,500.00.
Estimated Time to Implement:	1 Quarter
Payment Terms and Schedule:	100% Due upon delivery to client's Production environment
Recurring Maintenance Costs:	
Intentionally Omitted:	<ol style="list-style-type: none"> 1. Data migration not explicitly referenced herein. 2. Additional security privileges not explicitly referenced herein. 3. Additional data views not explicitly referenced herein. 4. Modifications to existing data views not explicitly referenced herein. 5. New functionality supporting data entry not explicitly referenced herein. 6. Additional reports not explicitly referenced herein. 7. Updates, maintenance, installation, or other activities requiring access to client networks, devices, or infrastructure not explicitly referenced herein.

Security Assessment:
 Security requirements reviewed

By selecting the above checkbox, ProLink Solutions indicates they have reviewed the proposed SOW to ensure it meets our security requirements.

Development Change Request

REQUESTOR ACTION:

This ProLink Solutions CR Proposal is hereby: Approved & Accepted Rejected

The above Solution and Statement of Work meet all of our requirements, and we agree to provide payment for ProLink's services as noted above.

Requestor Signature

Signature: [Handwritten Signature]
Name: Hugh R. Brown
Title: General Counsel
Date: 10-14-22

ProLink Solutions Acceptance Signature

Signature: [Handwritten Signature]
Name: Cory Peters
Title: CFO
Date: 10/17/2022



Design Services Change Request

For ProLink Use:		FHFC CR 187006	
Customer Name:	Florida Housing Finance Corporation		
Instrument Title:	FHFC-CR-187006 Add EUA/LURA Duration		
Requestor Name:	Ed Pilote	Request Date:	1/7/2022
Requestor Title:	Project Management Administrator	Date Required By:	
Requestor Email:	Ed.Pilote@floridahousing.org	Not to Exceed Amount:	\$3,150

CUSTOMER BUSINESS NEEDS:

Our Asset Management unit is struggling with the fact that the Compliance screens in ProLink do not have fields for LURA/EUA duration periods. At implementation, ProLink's solution was to create UDFs at the property level for LURA/EUA periods. We now find that it is not possible to associate these UDFs with Compliance information because they come from different schemas. Since Compliance screens do not have User Defined Fields, we cannot even create them ourselves. We have a lot of reporting needs based on this information. We imagine the following:

This redacted section includes ProLink's design details and screenshots of specialized functionality that is considered ProLink's trade secrets as defined by Florida Statutes Section 812.081. Pursuant to Section 815.045, disclosure of such trade secrets would damage the business interests of ProLink and are therefore not subject to public disclosure.

Ultimately, in circumstances where a property has more than one funding type, we would like to be able to see the start date, compliance period, and end date for each funding type. We need this because most of our programs have different restrictions and Compliance Periods and there are different reporting requirements for different programs. For instance, 1170 – Portofino in our ProLink database has:



Design Services Change Request

Funding Program	Start Date	Compliance Period	End Date	Restrictions
MMRB	5/2/2004	50	5/2/2054	85% @ 60% (230)
HC 4%	1/1/2004	50	12/31/2053	94% @ 60% (254)
SAIL	6/28/2005	50	6/27/2055	100% @ 60% (270)
ELI 1	6/17/2013	15	6/16/2028	5.5% @ 28% (15)
ELI 2	12/19/2013	15	12/18/2028	12% @ 28% (33)

At one point, we had discussed porting restriction date from the property to the Compliance Set-Aside Detail at creation of a compliance record. Is this still a possibility?

PROLINK SOLUTIONS PROPOSAL

ProLink Solutions staff have reviewed your request and provide the following Proposal and SOW for your consideration.

Prepared by:	Andrea Beckley	ProLink Proposal Date:	2/2/2022
Scope Reviewed By:	Kelly Encinias	Proposal Valid Through:	3/4/2022
		Internal Approval By:	Brian Kohn

STATEMENT OF WORK ("SOW")

This Design Change Request authorizes up to 14 hours toward the design, estimation, and proposal of a solution that meets the above-defined business needs. Design hours under this Change Request will be used for the following types of activities:

- Research
- Solution ideation
- Internal meetings
- User story/technical documentation creation
- Screen mockup creation
- User story review, refinement, and estimation with development and QA team
- Creation of design proposal
- Other relevant activities not specifically listed

ProLink Solutions may use the following factors in selecting solutions to be presented as a result of the design effort:

- Client discovery and review meetings
- Client project budget
- Current or expected regulatory information
- Industry best practices



Design Services Change Request

- ProLinkHFA product roadmap
- ProLink Solutions software standards
- Technical infrastructure considerations, such as security, reliability, and performance
- Fit with existing functionality
- Impact to other ProLinkHFA users
- Other relevant information not specifically listed

Upon completion of the design, ProLink will provide you with one or more Development Change Request proposals that include:

- A detailed Statement of Work
- Time required to implement, test, and deploy the solution
- Estimated cost for completion of solution
- Recurring annual maintenance cost (if applicable)
- Estimated timeline after Development CR approval

If the hours authorized in this Design CR are exceeded before the proposed design is complete, an additional design change request may be required.

RATE CARD AND ESTIMATED USE OF HOURS

ProLink anticipates that no more than 14 hours of work will be required to complete the deliverable above. Estimated breakdown of hours:

Job Title	Estimated Effort (hrs)	Rate	Total
Senior Development Engineer	2	\$260	\$ 520
Product Owner	8	\$225	\$1,800
Product Manager	2	\$225	\$ 450
Quality Assurance Analyst	2	\$190	\$ 380
TOTAL	14	Various	\$3,150

Note: hours breakdown provided above is an estimate only. Actual hours will be reported and billed as indicated in BILLING AND PAYMENT DETAILS, below.

Security Assessment:

Security requirements reviewed

By the selection of the above checkbox, ProLink Solutions indicates they have reviewed the proposed SOW to ensure it meets our security requirements.

Payment Schedule and Terms:	Work completed by ProLink under this SOW will be billed when delivered to UAT. A report of hours completed, by whom work was completed, and the work activity completed will be provided with the invoice.
Hourly Rate:	See Estimated Breakdown Above



Design Services Change Request

Not to Exceed Amount:	The total Services delivered under this SOW is not to exceed \$3,150
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Requestor Action:

This ProLink Solutions CR Proposal is hereby: Approved & Accepted, subject to the above payment terms
 Rejected

Requestor Signature

Signature: *Hugh Brown*
Name: Hugh Brown
Title: General Counsel
Date: Feb 8, 2022

ProLink Solutions Acceptance Signature

DocuSigned by:
Signature: *Brianna Kreuter*
Name: Brianna Kreuter
Title: Executive Vice President
Date: 2/8/2022





FHFC-CR-187006 Add EUA-LURA Duration

Final Audit Report

2022-02-08

Created:	2022-02-08
By:	Ed Pilote (ed.pilote@floridahousing.org)
Status:	Signed
Transaction ID:	CBJCHBCAABAAGUH1eN649T-9QwJFmUa0IVvCenh7RhjC

"FHFC-CR-187006 Add EUA-LURA Duration" History

-  Document created by Ed Pilote (ed.pilote@floridahousing.org)
2022-02-08 - 2:37:06 PM GMT- IP address: 164.51.195.222
-  Document emailed to Hugh Brown (hugh.brown@floridahousing.org) for signature
2022-02-08 - 2:37:55 PM GMT
-  Email viewed by Hugh Brown (hugh.brown@floridahousing.org)
2022-02-08 - 6:19:07 PM GMT- IP address: 94.139.56.30
-  Document e-signed by Hugh Brown (hugh.brown@floridahousing.org)
Signature Date: 2022-02-08 - 6:20:00 PM GMT - Time Source: server- IP address: 73.42.43.220
-  Agreement completed.
2022-02-08 - 6:20:00 PM GMT



Design Services Change Request

For ProLink Use:		FHFC CR 185694	
Customer Name:	Florida Housing Finance Corporation		
Instrument Title:	FHFC-CR-185694-Deactivate Population Sub Type System Values		
Requestor Name:	Ed Pilote	Request Date:	1/7/2022
Requestor Title:	Project Management Administrator	Date Required By:	
Requestor Email:	Ed.Pilote@floridahousing.org	Not to Exceed Amount:	\$2,840

CUSTOMER BUSINESS NEEDS:

We recently discovered that new "Population Served" fields have been added to ProLinkHFA. This was discovered when our ETL failed due to the following sub targets not being in the data warehouse.

- IndivWithChildren - Large Family
- IndivWithChildren - Single Parent Family
- PWD - HIV
- PWD - Mental
- PWD - Non Specific
- PWD - Physical
- PWD - Substance Abuse
- SpecHousingNeeds - Disabled
- SpecHousingNeeds - Displaced
- SpecHousingNeeds - Elderly
- SpecHousingNeeds - Handicapped
- SpecHousingNeeds - Homeless

This information can be seen at the Property Level under Population Data tab. We don't remember these additions being discussed or evaluated by the User Group for addition. We tried to disable them so that they would not be chosen by our staff and cause further issues with our database reporting. We do not have administrative ability to do so.

FHFC would like to have the ability to disable these system picklist values.

PROLINK SOLUTIONS PROPOSAL

ProLink Solutions staff have reviewed your request and provide the following Proposal and SOW for your consideration.

Prepared by:	Andrea Beckley	ProLink Proposal Date:	2/2/2022
Scope Reviewed By:	Kelly Encinias	Proposal Valid Through:	3/4/2022
		Internal Approval By:	Brian Kohn



Design Services Change Request

STATEMENT OF WORK ("SOW")

This Design Change Request authorizes up to 12 hours toward the design, estimation, and proposal of a solution that meets the above-defined business needs. Design hours under this Change Request will be used for the following types of activities:

- Research
- Solution ideation
- Internal meetings
- User story/technical documentation creation
- Screen mockup creation
- User story review, refinement, and estimation with development and QA team
- Creation of design proposal
- Other relevant activities not specifically listed

ProLink Solutions may use the following factors in selecting solutions to be presented as a result of the design effort:

- Client discovery and review meetings
- Client project budget
- Current or expected regulatory information
- Industry best practices
- ProLinkHFA product roadmap
- ProLink Solutions software standards
- Technical infrastructure considerations, such as security, reliability, and performance
- Fit with existing functionality
- Impact to other ProLinkHFA users
- Other relevant information not specifically listed

Upon completion of the design, ProLink will provide you with one or more Development Change Request proposals that include:

- A detailed Statement of Work
- Time required to implement, test, and deploy the solution
- Estimated cost for completion of solution
- Recurring annual maintenance cost (if applicable)
- Estimated timeline after Development CR approval

If the hours authorized in this Design CR are exceeded before the proposed design is complete, an additional design change request may be required.



Design Services Change Request

RATE CARD AND ESTIMATED USE OF HOURS

ProLink anticipates that no more than 12 hours of work will be required to complete the deliverable above. Estimated breakdown of hours:

Job Title	Estimated Effort (hrs)	Rate	Total
Senior Development Engineer	5	\$260	\$1,300
Product Owner	4	\$225	\$ 900
Product Manager	2	\$225	\$ 450
Quality Assurance Analyst	1	\$190	\$ 190
TOTAL	12	Various	\$2,840

Note: hours breakdown provided above is an estimate only. Actual hours will be reported and billed as indicated in BILLING AND PAYMENT DETAILS, below.

Security Assessment:

Security requirements reviewed

By the selection of the above checkbox, ProLink Solutions indicates they have reviewed the proposed SOW to ensure it meets our security requirements.

Payment Schedule and Terms:	Work completed by ProLink under this SOW will be billed when delivered to UAT. A report of hours completed, by whom work was completed, and the work activity completed will be provided with the invoice.
Hourly Rate:	See Estimated Breakdown Above
Not to Exceed Amount:	The total Services delivered under this SOW is not to exceed \$2,840

Requestor Action:

This ProLink Solutions CR Proposal is hereby: Approved & Accepted, subject to the above payment terms
 Rejected

Requestor Signature

Signature: Hugh Brown
 Name: Hugh Brown
 Title: General Counsel
 Date: Feb 8, 2022



Design Services Change Request

ProLink Solutions Acceptance Signature

DocuSigned by:
Signature: Brianna Kreuter
Name: Brianna Kreuter
Title: Executive Vice President
Date: 2/24/2022

FHFC-CR-185694-Modify Population Served Picklist

Final Audit Report

2022-02-08

Created:	2022-02-08
By:	Ed Pilote (ed.pilote@floridahousing.org)
Status:	Signed
Transaction ID:	CBJCHBCAABAAAdTC6FFxOATZgUd2wS9H7wcYymstm32v

"FHFC-CR-185694-Modify Population Served Picklist" History

-  Document created by Ed Pilote (ed.pilote@floridahousing.org)
2022-02-08 - 2:35:13 PM GMT- IP address: 164.51.195.222
-  Document emailed to Hugh Brown (hugh.brown@floridahousing.org) for signature
2022-02-08 - 2:36:32 PM GMT
-  Email viewed by Hugh Brown (hugh.brown@floridahousing.org)
2022-02-08 - 8:23:31 PM GMT- IP address: 93.180.235.187
-  Document e-signed by Hugh Brown (hugh.brown@floridahousing.org)
Signature Date: 2022-02-08 - 8:24:08 PM GMT - Time Source: server- IP address: 73.42.43.220
-  Agreement completed.
2022-02-08 - 8:24:08 PM GMT

Change Request ("CR")

CR Number:		FHFC-CR-21004	
Customer Name:	Florida Housing Finance Corporation		
CR Title:	Map Non-Competitive Application in SmartDox		
Requestor Name:	Ed Pilote	Request Date:	11/1/2021
Requestor Title:	Project Management Administrator	Date Required By:	2/28/2022
Requestor Email:	Ed.Pilote@floridahousing.org	Not to Exceed Amount:	\$9,600

This CR is subject to the terms and conditions of the CONTRACT FOR COMPREHENSIVE MULTIFAMILY LINE OF BUSINESS SOFTWARE BETWEEN FLORIDA HOUSING FINANCE CORPORATION AND PROLINK SOLUTIONS, INC. ("Contract") effective August 24, 2018, by and between ProLink Solutions, Inc. ("ProLink") and Florida Housing Finance Corporation ("FHFC").

CUSTOMER BUSINESS NEEDS

FHFC has an Excel template, the "FHFC Non-Competitive Application," that they would like to be mapped in SmartDox so they can transmit data from the template into ProLinkHFA.

STATEMENT OF WORK ("SOW")

This CR authorizes ProLink to perform research, discovery, design, and mapping tasks specifically related to mapping the "FHFC Non-Competitive Application" template.

The following are high-level details of the mapping to be completed:

- The template will be mapped to the TC Deal Schema
- All fields will be mapped as 'Send' only
- The following tabs will not have any fields mapped:
 - General Information
 - Features and Amenities
 - Resident Programs
 - Application Fee and Addenda
 - Development Cost Proforma

The CR shall be deemed complete when the fully mapped template has been delivered to and accepted by FHFC.

Security Assessment:

Security requirements reviewed

By the selection of the above checkbox, ProLink Solutions indicates they have reviewed the proposed SOW to ensure it meets our security requirements.

ADMINISTRATIVE INFORMATION

Prepared by:	JC	Proposal Date:	1/7/2022
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Change Request ("CR")

Scope Reviewed by:	CP	Proposal Valid Through:	2/7/2022
Internal Approval by:	CP		

Payment Schedule and Terms:	Work completed by ProLink under this SOW will be billed at the end of the month in which the work was completed, on terms indicated by the Contract. Work completed by ProLink under this SOW will be billed at the rates provided below. A report of hours completed, by whom work was completed, and the work activity completed will be provided with each invoice.
Not to Exceed Amount:	\$9,600.00
Intentionally Omitted:	<ul style="list-style-type: none"> • Data migration not explicitly referenced herein • Additional security privileges not explicitly referenced herein • Additional data views not explicitly referenced herein • Modifications to existing data views not explicitly referenced herein • New functionality supporting data entry not explicitly referenced herein • Additional reports not explicitly referenced herein

Rate Card and Estimated Hours Duration:

Title	Est. # of Hours	Hourly Rate	Est. Total
Principal Business Consultant	2	\$210	\$420
Customer Success Manager	3	\$210	\$630
Business Analyst	45	\$190	\$8,550
Total			\$9,600

Requestor Action:

This ProLink Solutions CR Proposal is hereby:

- Approved & Accepted, subject to the above payment terms
 Declined

Requestor Signature

Signature: 
 Name: Hugh R. Brown
 Title: General Counsel
 Date: Jan 28, 2022

ProLink Solutions Acceptance Signature

Signature: 
 Name: Brianna Kreuter



Change Request ("CR")

Title: Executive Vice President

Date: 2/8/2022

FHFC CR 21004 Non-Competitive App SmartDox Mapping

Final Audit Report

2022-01-28

Created:	2022-01-24
By:	Ed Pilote (ed.pilote@floridahousing.org)
Status:	Signed
Transaction ID:	CBJCHBCAABAAb-WjWlP_NUO0cuBS71P73wqmLE7BJ2

"FHFC CR 21004 Non-Competitive App SmartDox Mapping" History

-  Document created by Ed Pilote (ed.pilote@floridahousing.org)
2022-01-24 - 8:54:49 PM GMT- IP address: 98.230.75.27
-  Document emailed to Hugh Brown (hugh.brown@floridahousing.org) for signature
2022-01-24 - 8:56:34 PM GMT
-  Email viewed by Hugh Brown (hugh.brown@floridahousing.org)
2022-01-26 - 4:04:24 PM GMT- IP address: 73.42.43.220
-  Email viewed by Hugh Brown (hugh.brown@floridahousing.org)
2022-01-28 - 2:16:39 PM GMT- IP address: 73.42.43.220
-  Document e-signed by Hugh Brown (hugh.brown@floridahousing.org)
Signature Date: 2022-01-28 - 2:18:28 PM GMT - Time Source: server- IP address: 73.42.43.220
-  Agreement completed.
2022-01-28 - 2:18:28 PM GMT

Change Request ("CR")

CR Number:		FHFC-CR-21002	
Customer Name:	Florida Housing Finance Corporation		
CR Title:	Procorem Email Notifications by Role		
Requestor Name:	Ed Pilote	Request Date:	6/15/2021
Requestor Title:	Project Management Administrator	Date Required By:	TBD
Requestor Email:	Ed.Pilote@floridahousing.org	Amount:	\$14,997.00

This CR is subject to the terms and conditions of the CONTRACT FOR COMPREHENSIVE MULTIFAMILY LINE OF BUSINESS SOFTWARE BETWEEN FLORIDA HOUSING FINANCE CORPORATION AND PROLINK SOLUTIONS, INC. ("Contract") effective August 24, 2018, by and between ProLink Solutions, Inc. ("ProLink") and Florida Housing Finance Corporation ("FHFC").

CUSTOMER BUSINESS NEEDS

Procorem administrators would like to be able to configure which email messages are sent by WorkCenter role. This way, different types of users would receive different levels of notifications. For example, an external collaborator with a 'Property Manager' role could have all notifications about file activity turned off, while an internal collaborator with an 'Asset Manager' role could have all file activity notifications turned on.

STATEMENT OF WORK ("SOW")

This CR authorizes ProLink to accomplish this with the following modifications:

This design feature would allow Procorem administrators to configure which email messages are sent by WorkCenter role. This way, different types of users would receive different levels of notifications. For example, an external collaborator with a 'Property Manager' role could have all notifications about file activity turned off, while an internal collaborator with an 'Asset Manager' role could have all file activity notifications turned on.

ProLink proposes to accomplish this with the following modifications:

On the WorkCenter Role screen, a new tab will be added that allows an Account Administrator to select which email messages will be sent for the role being edited. The tab will contain the maximum set of email messages that a user with that role may receive, and will allow the administrator to select whether the role will receive those messages or not. Ultimately, whether these messages are delivered to the user and how/when they are delivered will be further controlled by the user's personal email settings (digest, etc.).

1. Add new "Email Notifications" tab to the WorkCenter Role screen.
 - a. New tab lists all email messages that are eligible for configuration
 - b. By default, all email messages will be selected for all roles on a new account.

Change Request ("CR")

- c. Data migration: Set all messages to be selected for all existing roles in all existing accounts.
- 2. Update Copy Role functionality to also copy all selected email messages when copying a WorkCenter Role
- 3. When any Procorem Actions that could generate an email occur:
 - a. If emails for that action are selected (checked) for the WorkCenter role, send an email depending on the user's individual email options as detailed below.
 - b. If a user has a role that is eligible to receive an email, respect the user's individual email preferences as set on their Your Profile screen for the WorkCenter.
 - i. If Immediate Email? is unchecked, do not send an immediate email message.
 - ii. If Include in Digest? is unchecked, do not send this action in a digest email message.

Home / CBA Prod Test Account / WorkCenter Roles / Accounting

WorkCenter Role - Accounting

Name
Accounting

Permissions
 Email Messages
 Members (21)

-- Copy from Role --

File Email Messages

- File Uploaded
- File Deleted
- File Version Restored
- File Comment Added
- Files/Folders Copied/Moved
- Folder Renamed
- Folder Deleted

Post Email Messages

- Post Created
- Post Updated
- Post Deleted

WorkCenter Email Messages

- Collaborator Removed from WorkCenter
- WorkCenter Deleted

Change Request ("CR")

NOTE: The screenshot(s) provided are mockups representing how the solution may appear on screen(s). Any included screenshots are meant as guides to validate the documented business process associated to the proposed change. The solution delivered may differ from the screens, but the business process will be addressed.

Security Assessment:

Security requirements reviewed

By the selection of the above checkbox, ProLink Solutions indicates they have reviewed the proposed SOW to ensure it meets our security requirements.

ADMINISTRATIVE INFORMATION

Prepared by:	Joe Collyar	Proposal Date:	7/16/2021
Scope Reviewed by:	BK	Proposal Valid Through:	8/15/2021
Internal Approval by:	CP		

Payment Schedule and Terms:	50% Due upon delivery to Procorem UAT environment. 50% Due upon delivery to Procorem PROD environment.
Fixed Price:	\$14,997.00
Intentionally Omitted:	<ul style="list-style-type: none"> • Data migration not explicitly referenced herein • Additional security privileges not explicitly referenced herein • Additional data views not explicitly referenced herein • Modifications to existing data views not explicitly referenced herein • New functionality supporting data entry not explicitly referenced herein • Additional reports not explicitly referenced herein • Updates, maintenance, installation, or other activities requiring access to client networks, devices, or infrastructure not explicitly referenced herein
Cost Sharing:	The total cost to implement this change (\$59,644.00) will be shared between Virginia Housing Development Authority ("Virginia Housing"), Florida Housing Finance Corporation ("FHFC"), and Prolink Solutions, Inc. If Virginia Housing does not elect to proceed with their Change Request, VHDA-CR-21026, the functionality described herein will not be implemented and FHFC will not be obligated to pay for this CR.

Requestor Action:

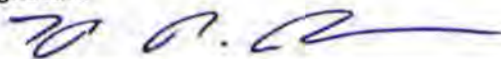
This ProLink Solutions CR Proposal is hereby:

Approved & Accepted, subject to the above payment terms

Declined

Requestor Signature

Signature: _____





Change Request ("CR")

Name: Hugh R. Brown
Title: General Counsel
Date: 7-20-21

ProLink Solutions Acceptance Signature

Signature: *Brianna Kreuter*
Name: Brianna Kreuter
Title: Executive Vice President
Date: 8/25/2021

Change Request ("CR")

CR Number:		FHFC-CR-21001	
Customer Name:	Florida Housing Finance Corporation		
CR Title:	Add TC Assigned User to TCA Checklists Data View		
Requestor Name:	Ed Pilote	Request Date:	6/8/2021
Requestor Title:	Project Management Administrator	Date Required By:	TBD
Requestor Email:	Ed.Pilote@floridahousing.org	Fixed Amount:	\$2,600.00

This CR is subject to the terms and conditions of the CONTRACT FOR COMPREHENSIVE MULTIFAMILY LINE OF BUSINESS SOFTWARE BETWEEN FLORIDA HOUSING FINANCE CORPORATION AND PROLINK SOLUTIONS, INC. ("Contract") effective August 24, 2018, by and between ProLink Solutions, Inc. ("ProLink") and Florida Housing Finance Corporation ("FHFC").

CUSTOMER BUSINESS NEEDS

Currently, the option to add 'TC Assigned User' as a selected column from View Manager for the TCA > Checklist Items dataview is not available. FHFC would like to have the option to add 'TC Assigned User' from the Available Column to the Selected Column in the View Manger screen for TCA > Checklist Items dataview.

STATEMENT OF WORK ("SOW")

This CR authorizes ProLink to make the following modifications to ProLinkHFA:

- Add 'TC Assigned User' as an available column to the TCA Checklist Items Data View
- Display users in the 'TC Assigned User' column with the following logic:
 - Assigned user of the deal with the following criteria:
 - "Tax Credit" Activity Role
 - "Is Lead" = Yes
 - Last Name, First Name, Middle Initial

NOTE: The screenshot(s) provided are mockups representing how the solution may appear on screen(s). Any included screenshots are meant as guides to validate the documented business process associated to the proposed change. The solution delivered may differ from the screens, but the business process will be addressed.

Security Assessment:

Security requirements reviewed

By the selection of the above checkbox, ProLink Solutions indicates they have reviewed the proposed SOW to ensure it meets our security requirements.

ADMINISTRATIVE INFORMATION

Prepared by:	Joe Collyar	Proposal Date:	6/16/2021
Scope Reviewed by:	KP	Proposal Valid Through:	7/15/2021
Internal Approval by:	JC		



Change Request ("CR")

Payment Schedule and Terms:	100% Due upon delivery to PROD environment.
Fixed Price:	\$2,600.00
Intentionally Omitted:	<ul style="list-style-type: none"> • Data migration not explicitly referenced herein • Additional security privileges not explicitly referenced herein • Additional data views not explicitly referenced herein • Modifications to existing data views not explicitly referenced herein • New functionality supporting data entry not explicitly referenced herein • Additional reports not explicitly referenced herein • Updates, maintenance, installation, or other activities requiring access to client networks, devices, or infrastructure not explicitly referenced herein

Requestor Action:

This ProLink Solutions CR Proposal is hereby:

- Approved & Accepted, subject to the above payment terms
 Declined

Requestor Signature

Signature: Hugh Brown

Name: Hugh Brown

Title: Legal Counsel

Date: Jun 30, 2021

ProLink Solutions Acceptance Signature

Signature: Brianna Kreuter

Name: Brianna Kreuter

Title: Executive Vice President

Date: 6/30/2021


FHFC CR 21001 Add TC Assigned User to TCA Checklists Data View

Final Audit Report

2021-06-30

Created:	2021-06-25
By:	Ed Pilote (ed.pilote@floridahousing.org)
Status:	Signed
Transaction ID:	CBJCHBCAABAA0rSKrABF8XrogU1KsK3E3A_kf7Uga5Kp

"FHFC CR 21001 Add TC Assigned User to TCA Checklists Data View" History

-  Document created by Ed Pilote (ed.pilote@floridahousing.org)
2021-06-25 - 9:27:58 PM GMT- IP address: 98.230.75.27
-  Document emailed to Hugh Brown (hugh.brown@floridahousing.org) for signature
2021-06-25 - 9:28:26 PM GMT
-  Email viewed by Hugh Brown (hugh.brown@floridahousing.org)
2021-06-30 - 2:18:43 PM GMT- IP address: 164.51.195.222
-  Document e-signed by Hugh Brown (hugh.brown@floridahousing.org)
Signature Date: 2021-06-30 - 2:30:49 PM GMT - Time Source: server- IP address: 164.51.195.222
-  Agreement completed.
2021-06-30 - 2:30:49 PM GMT



Change Request ("CR")

Requesting Entity:	FHFC		
CR ID and Title:	FHFC-CR-0010		
<input type="checkbox"/> Time and Materials Request <input checked="" type="checkbox"/> New/Enhanced Functionality <input type="checkbox"/> Administrative/Training			
Requestor Name:	Ed Pilote	CR Request Date:	8/18/2020
Requestor Title:	Project Management Administrator	Date Required By:	2020

FHFC BUSINESS NEEDS:

The agreement governing FHFC's implementation of the ProLink software suite, "CONTRACT FOR COMPREHENSIVE MULTIFAMILY LINE OF BUSINESS SOFTWARE BETWEEN FLORIDA HOUSING FINANCE CORPORATION AND PROLINK SOLUTIONS, INC." (hereinafter "Contract") dated and effective August 24, 2018, provides as follows:

ProLink Solutions will work with FHFC to provide improved occupancy reporting functionality to meet this requirement. ProLink Solutions is confident that we currently track the bulk of information required to meet this requirement and will add the remaining fields required during implementation to support FHFC's business process requirements.

ProLink Solutions CR Proposal

Change Request Number:	FHFC-CR-0010	Proposal Date:	8/18/2020
Amendment Number:	N/A	Proposal Valid For:	30 days from above date
Prepared by:	JCo	Internal Approval By:	Procorem task 8/21/2020

ProLink Solutions staff have reviewed your CR and provide the following Proposal for your consideration.

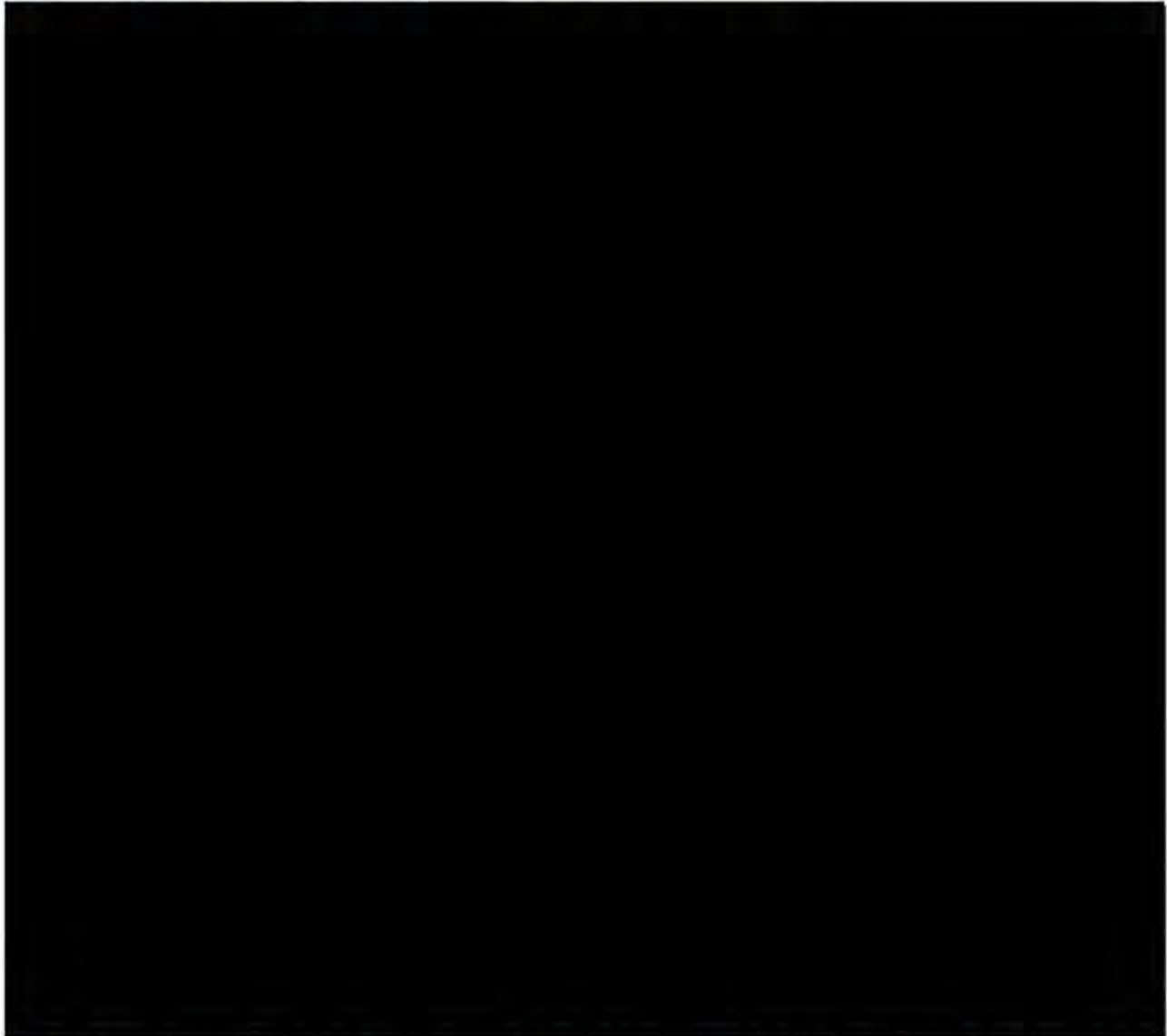


This redacted section includes ProLink's design details and screenshots of specialized functionality that is considered ProLink's trade secrets as defined by Florida Statutes Section 812.081. Pursuant to Section 815.045, disclosure of such trade secrets would damage the business interests of ProLink and are therefore not subject to public disclosure.

This redacted section includes ProLink's design details and screenshots of specialized functionality that is considered ProLink's trade secrets as defined by Florida Statutes Section 812.081. Pursuant to Section 815.045, disclosure of such trade secrets would damage the business interests of ProLink and are therefore not subject to public disclosure.



Change Request ("CR")



NOTE: Any screenshots represent prototypes of how the system could look. Screenshots are intended as guides to validate the documented business process associated with the proposed change. The finalized product may differ from the screenshots herein, but the business process will be addressed.

Change Request Implementation Cost:	N/A
Estimated Time to Implement Change:	2-4 sprints
Recurring Maintenance Costs:	No increase to maintenance
Payment Rate and Schedule:	N/A
Additional Requirements:	None
Intentionally Omitted:	<ul style="list-style-type: none">• Data migration not explicitly referenced herein• Additional security privileges not explicitly referenced herein



Change Request ("CR")

	<ul style="list-style-type: none"> • Additional data views • Modifications to existing data views not explicitly referenced herein • New functionality supporting data entry • Additional reports not explicitly referenced herein
--	--

Security Assessment: _____ Security requirements reviewed
 By the selection of the above checkbox, ProLink Solutions indicates they have reviewed the proposed change request to ensure it meets our security requirements.

Requestor Action:

This ProLink Solutions CR Proposal is hereby: Approved & Accepted Rejected
 We agree to provide payment as required above.

Requestor Signatures

Reviewer

Signature: *David Hearn*
 Name: David Hearn
 Title: Chief Information Officer
 Date: Sep 9, 2020

Approver

Signature: *Hugh Brown*
 Name: Hugh Brown
 Title: General Counsel
 Date: Sep 9, 2020

ProLink Solutions Acceptance Signature

Signature: ^{DocuSigned by:} *Brianna Kreuter*
E92BD7A036BA4EB... Kreuter
 Name: _____
 Title: _____ Executive Vice President
 Date: 9/22/2020









FHFC-CR-0010 DRAFT - SOW Occupancy Reporting Scope_9.3.20

Final Audit Report

2020-09-09

Created:	2020-09-09
By:	Ed Pilote (ed.pilote@floridahousing.org)
Status:	Signed
Transaction ID:	CBJCHBCAABAArZwQtb7Z-ZpO4bCfmvxvFtBa0NWqNazP

"FHFC-CR-0010 DRAFT - SOW Occupancy Reporting Scope_9.3.20" History

-  Document created by Ed Pilote (ed.pilote@floridahousing.org)
2020-09-09 - 12:16:08 PM GMT- IP address: 98.230.75.27
-  Document emailed to David Hearn (david.hearn@floridahousing.org) for signature
2020-09-09 - 12:17:08 PM GMT
-  Email viewed by David Hearn (david.hearn@floridahousing.org)
2020-09-09 - 12:17:41 PM GMT- IP address: 216.19.221.206
-  Document e-signed by David Hearn (david.hearn@floridahousing.org)
Signature Date: 2020-09-09 - 12:17:57 PM GMT - Time Source: server- IP address: 164.51.195.222
-  Document emailed to Hugh Brown (hugh.brown@floridahousing.org) for signature
2020-09-09 - 12:17:59 PM GMT
-  Email viewed by Hugh Brown (hugh.brown@floridahousing.org)
2020-09-09 - 12:29:48 PM GMT- IP address: 73.42.43.220
-  Document e-signed by Hugh Brown (hugh.brown@floridahousing.org)
Signature Date: 2020-09-09 - 12:35:54 PM GMT - Time Source: server- IP address: 73.42.43.220
-  Signed document emailed to Ed Pilote (ed.pilote@floridahousing.org), Hugh Brown (hugh.brown@floridahousing.org) and David Hearn (david.hearn@floridahousing.org)
2020-09-09 - 12:35:54 PM GMT



Modified Change Request ("CR")

Requesting Entity:	FHFC		
CR ID and Title:	FHFC-CR-0009 – SOW Risk Enhancement Scope		
<input type="checkbox"/> Time and Materials Request <input checked="" type="checkbox"/> New/Enhanced Functionality <input type="checkbox"/> Administrative/Training			
Requestor Name:	Ed Pilote	CR Request Date:	7/30/2020
Requestor Title:	Project Manager	Date Required By:	N/A

Reason for Modification:

Addition of signature block to allow for signature of Hugh Brown, General Counsel for FHFC.

FHFC BUSINESS NEEDS:

The agreement governing FHFC's implementation of the ProLink software suite, "CONTRACT FOR COMPREHENSIVE MULTIFAMILY LINE OF BUSINESS SOFTWARE BETWEEN FLORIDA HOUSING FINANCE CORPORATION AND PROLINK SOLUTIONS, INC." (hereinafter "Contract") dated and effective August 24, 2018, provides as follows:

ProLink Solutions will expand the current risk engine to track up to 10 additional automated risk criteria to meet FHFC's current risk analysis requirements. The 10 additional risk criteria will be identified during the business process review. These items will be added to the overall risk engine by ProLink Solutions. This feature enhancement will enable FHFC the ability to evaluate the custom risk metrics, set agency thresholds, and assign a point value for each risk category.

After completing discovery with FHFC, it has been determined that FHFC would like the ability to evaluate the following risk elements in ProLinkHFA:

- D1 - Construction delays - Over 3 months behind schedule
- D2 - Construction cost overruns - Exceeds 15% of original contract, Contingency reserves spent
- D4 - Leasing delays All units - Over 4 months behind schedule (If a development has 100% set-aside units use D3)
- D5 - Mechanics liens - Filed lien not covered by indemnity and not cured within 3 months
- D7 - Change in qualifying units - Any change
- D8 - Other litigation - Any action
- O4 - Unpaid taxes - Property taxes more than 3 months past due (indicate whether there is a tax escrow held by first mortgage)
- O8 - Deferred Maintenance, Extraordinary Repairs - Any repairs not budgeted in excess of 3% of EGI or \$25,000, whichever is less or any deferred maintenance in excess of \$5,000/unit or \$100,000, whichever is less
- C2 - Sponsor Reporting - Monthly report more than 30 days delinquent, Fees outstanding for delinquent reports
- C8 - Unit Non-Compliance - Any qualified units in a development out of compliance for more than 60 days



Modified Change Request ("CR")

ProLink Solutions CR Proposal

Change Request Number:	FHFC-CR-0009	Proposal Date:	7/31/2020
Amendment Number:	N/A	Proposal Valid For:	30 days from above date
Prepared by:	JCo/RH	Internal Approval By:	CR Panel on 7/30/2020

ProLink Solutions staff have reviewed your CR and provide the following Proposal for your consideration.

To fulfill the FHFC Contractual requirements, ProLink proposes the following modifications to ProLinkHFA:



This redacted section includes ProLink's design details and screenshots of specialized functionality that is considered ProLink's trade secrets as defined by Florida Statutes Section 812.081. Pursuant to Section 815.045, disclosure of such trade secrets would damage the business interests of ProLink and are therefore not subject to public disclosure.

This redacted section includes ProLink's design details and screenshots of specialized functionality that is considered ProLink's trade secrets as defined by Florida Statutes Section 812.081. Pursuant to Section 815.045, disclosure of such trade secrets would damage the business interests of ProLink and are therefore not subject to public disclosure.



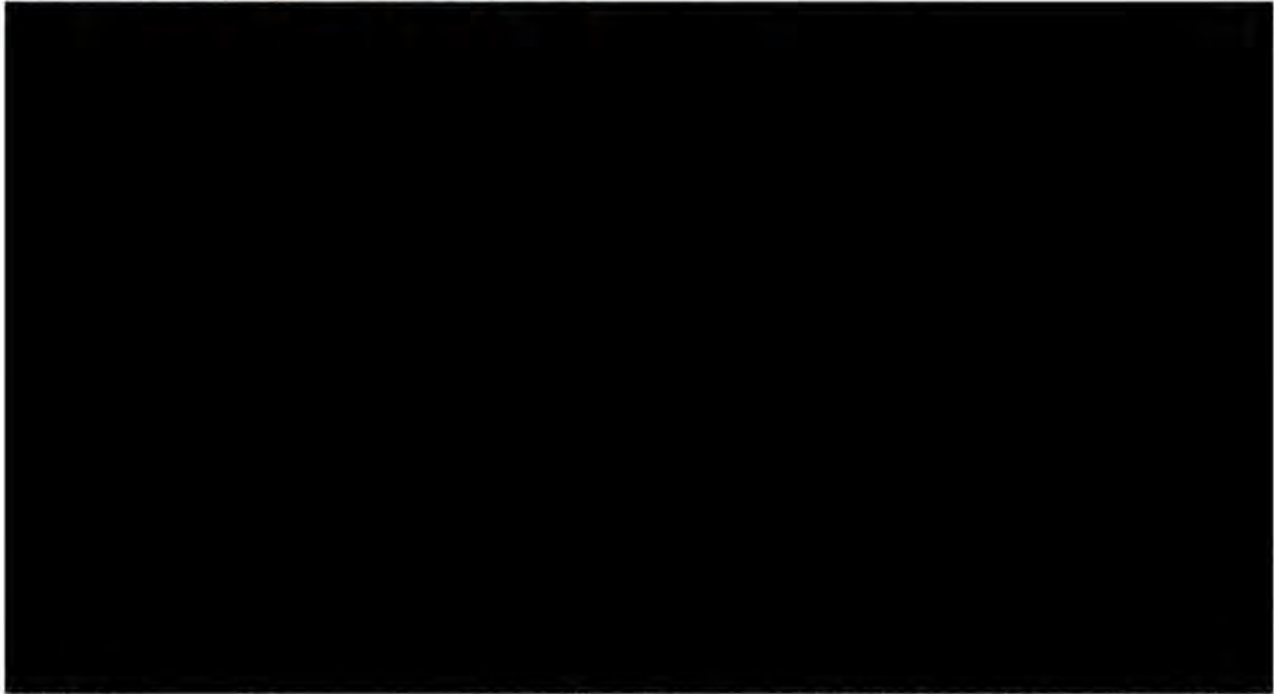
Modified Change Request ("CR")



This redacted section includes ProLink's design details and screenshots of specialized functionality that is considered ProLink's trade secrets as defined by Florida Statutes Section 812.081. Pursuant to Section 815.045, disclosure of such trade secrets would damage the business interests of ProLink and are therefore not subject to public disclosure.



Modified Change Request ("CR")



NOTE: Any screenshots represent prototypes of how the system could look. Screenshots are intended as guides to validate the documented business process associated with the proposed change. The finalized product may differ from the screenshots herein, but the business process will be addressed.

Change Request Implementation Cost:	N/A
Estimated Time to Implement Change:	2-4 sprints
Recurring Maintenance Costs:	No increase to maintenance
Payment Rate and Schedule:	N/A
Additional Requirements:	None
Intentionally Omitted:	<ul style="list-style-type: none"> • Data migration not explicitly referenced herein • Additional security privileges not explicitly referenced herein • Modifications to existing data views not explicitly referenced herein • New functionality supporting data entry • Additional reports not explicitly referenced herein

Security Assessment: Security requirements reviewed
By the selection of the above checkbox, ProLink Solutions indicates they have reviewed the proposed change request to ensure it meets our security requirements.



Modified Change Request ("CR")

Requestor Action:

This ProLink Solutions CR Proposal is hereby: Approved & Accepted Rejected
We agree to provide payment as required above.

Requestor Signatures

Reviewer

Signature: *David Hearn*

Name: David Hearn

Title: Chief Information Officer

Date: Sep 11, 2020

Approver

Signature: *Hugh Brown*

Name: Hugh Brown

Title: General Counsel

Date: 9-11-20

ProLink Solutions Acceptance Signature

Signature: *Brianna Kreuter*
DocuSigned by: EB2BD7A030BA4EB...

Name: Brianna Kreuter

Title: Executive Vice President

Date: 9/24/2020



Change Request Form

Change Request for FHFC ProLinkHFA Implementation

In-Production Data Migration Updates

General Information:

Requestor Name: Susan Parks
Estimate: No Charge

Requested Date: 12/3/2019
Submitted Date: 1/30/2020

Business Need:

Updates to data related issues in FHFC Production environment.

Proposed Changes:

The following data updates are included:

1. TC Stage/Status updates
2. Number of Buildings on PP Locations
3. Rendering of Number of Buildings PP Locations and Portfolio Properties Data Views
4. Update to TC Property City value
5. Update PL_Target Type on TC Property
6. Update Population Data on Portfolio Property
7. Move Entity Associations to Related Entities grid and retain Contact Associations

Assessment of Security for Proposed Changes:

By the selection of the following checkbox ProLink Solutions indicates they have reviewed the proposed change for security requirements.

Security requirements reviewed

Administrative Information:

Fee / Estimates*: No Charge
Maintenance Cost Updates*: No Charge
Payment Schedule*: n/a
Duration*: 1 Quarter

**Administrative information is only valid for 30 days from the Submitted Date*



Change Request Form

Request Action:

This request must be reviewed and approved or rejected by the requestor or requestor agency. Upon completion of review, please indicate the desired course of action and submit a signed copy to ProLink Solutions.

Approved

Rejected

[Handwritten Signature]

1/31/20

FHFC Signature

Date

Name: *David Hearn*

Title: *Chief Information Officer*

DocuSigned by:

Brianna Kreuter

01/31/2020

ProLink Solutions Signature

Brianna Kreuter

Executive Vice President Date

Shawn McKenna, CEO or Authorized Signor

Change Request ("CR")

Requesting Entity:	ProLink		
CR ID # and Title:	FHFC-CR-0002: Scope of ProLink SmartDox mapping		
<input type="checkbox"/> Time and Materials Request <input type="checkbox"/> New/Enhanced Functionality <input checked="" type="checkbox"/> Administrative/Training			
Requestor Name:	Rich Hohenbrink	CR Request Date:	10/31/19, 4/14/20
Requestor Title:	Director of Project Management	Date Required By:	4/30/20

BUSINESS NEED:

The agreement governing FHFC's implementation of the ProLink software suite, "CONTRACT FOR COMPREHENSIVE MULTIFAMILY LINE OF BUSINESS SOFTWARE BETWEEN FLORIDA HOUSING FINANCE CORPORATION AND PROLINK SOLUTIONS, INC." (hereinafter "Contract") dated and effective August 24, 2018, provides as follows:

FHFC's license includes support for mapping of existing organizational templates and spreadsheets required for Go-Live as well as SmartDox mapping training for FHFC users. These templates will be scoped out and agreed upon after the onsite business process review.

FHFC and ProLink wish to formalize the scope of ProLink's mapping of existing organizational templates as referenced in the Contract.

PROPOSED CHANGE REQUEST:

ProLink completed an initial evaluation of FHFC organizational templates in early 2019 and provided that evaluation to FHFC via a shared Procorem WorkCenter. In response, FHFC proposed a set of documents to be mapped by ProLink, namely:

- SR-1 financials template
- Final Cost Certification template
- Carryover Agreement template
- Credit Underwriting Report template

After an additional round of document evaluation, FHFC provided three additional documents to be mapped by ProLink, namely:

- Principal Disclosure Form
- Utility Allowance Certification
- Management Review

Mapping of any and all fields in any of the templates referenced herein is subject to each document's feasibility for SmartDox mapping, as adjudged by ProLink.

ProLink shall not commence mapping on any individual document until FHFC has confirmed that an individual document is in a ready-to-map state, namely that it will not undergo a file format change or any significant updates to format, layout, or content.



Change Request ("CR")

ProLink Solutions CR Proposal

Change Request Number:	0002	Proposal Date:	4/16/2020
Amendment Number:	1	Proposal Valid For:	30 days from above date
Prepared by:	rh	Internal Approval By:	CR Panel on 4/16/2020

ProLink Solutions staff have reviewed your CR and provide the following Proposal for your consideration.

Change Request Implementation Cost:	n/a
Estimated Time to Implement Change:	30-90 days
Recurring Maintenance Costs:	None
Payment Rate and Schedule:	n/a
Additional Requirements:	n/a

Security Assessment:

Security requirements reviewed

By the selection of the above checkbox, ProLink Solutions indicates they have reviewed the proposed change request to ensure it meets our security requirements.

Client Action:

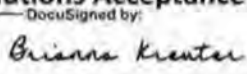
This ProLink Solutions CR Proposal is hereby: Approved & Accepted Rejected

We agree to provide payment as required above.

Client Signature

Signature: 
 Name: Hugh R. Brown
 Title: General Counsel
 Date: 4-28-20

ProLink Solutions Acceptance Signature

Signature: 
 Name: Brianna Kreuter
 Title: Vice President
 Date: 5/1/2020



Change Request Form

AMENDED Change Request for FHFC ProLinkHFA Implementation

October 2019 Schedule Change

General Information:

Requestor Name: Rich Hohenbrink
Estimate: No charge

Requested Date: 10/17/19
Submitted Date: 10/25/19

Business Need:

The operations calendar for ProLink Solutions will allow a delivery of standard product functionality with the 19.3 release of ProLinkHFA (released to UAT environments on October 9, 2019) and contract enhancements with the 19.4 release of ProLinkHFA (releasing to UAT environments on or around January 8, 2020).

Proposed Changes:

The milestones calendar has been revised to account for the above-referenced constraints, specifically as it pertains to those milestones not yet marked as complete. Note that those items in outline numbers 4, 4.x, 5, and 5.x are at the highest risk of further change. All omitted milestones are assumed to be intentionally omitted. See the revised calendar proposal below:

Outline #	Task Name	Start	Finish
2	Project Implementation - ProLinkHFA Base Product	10/30/2018	1/9/2020
2.3	Data Migration into ProLinkHFA, Base Product	1/3/2019	10/25/2019
2.3.6	Formal Approval of Data Migration	10/25/2019	10/25/2019
2.4	Update Production Environment with Data	10/28/2019	11/8/2019
2.4.1	Provide refreshed data sources	10/28/2019	11/1/2019
2.4.2	Update Production environment with approved data	11/4/2019	11/8/2019
2.5	Create SmartDox Templates, Base Functionality	11/9/2018	1/9/2020
2.5.6	Map desired templates required for Go-Live	7/2/2019	12/11/2019
2.5.6.2	Carryover Agreement	8/27/2019	11/22/2019
2.5.6.2.2	Provide rollup document	9/30/2019	11/1/2019
2.5.6.2.3	Remap new version	11/4/2019	11/22/2019
2.5.6.3	Credit Underwriting Report	11/12/2019	12/11/2019
2.5.7	Review and approval of mapped templates	10/10/2019	1/9/2020
2.5.7.1	Final Cost Cert	10/10/2019	11/1/2019
2.5.7.2	Carryover Agreement	11/25/2019	12/19/2019



Change Request Form

Outline #	Task Name	Start	Finish
2.5.7.3	Credit Underwriting Report	12/12/2019	1/9/2020
2.8	Support and Track Client User Acceptance Testing	10/10/2019	11/8/2019
2.9	Formal Base Product Implementation Signoff	11/8/2019	11/8/2019
2.10	Go-live - Base Product (or earlier with approval)	11/12/2019	11/12/2019
3	Project implementation - Enhancements	2/28/2019	3/4/2020
3.8	Other Enhancement Development, second delivery	10/17/2019	1/8/2020
3.8.1	Code Development and Testing	10/17/2019	1/8/2020
3.8.2	Enhancement UAT Release - Pegged to Quarterly Release Schedule	1/8/2020	1/8/2020
3.9	Review Other Enhancements in UAT with Client	1/9/2020	1/9/2020
3.10	Create SmartDox Template: SR-1	5/29/2019	11/1/2019
3.10.3	Review and approval of mapped templates	10/24/2019	11/1/2019
3.11	Data Migration into ProLinkHFA, Enhanced Financials	12/2/2019	2/4/2020
3.11.1	Provide desired data for data migration in suitable format	12/2/2019	12/9/2019
3.11.2	Create mapping for the data provided from the client	12/12/2019	1/3/2020
3.11.3	Data mapping review meeting with the client to verify mapping	12/12/2019	1/3/2020
3.11.4	Data Migration Planning based on data provided	12/19/2019	1/7/2020
3.11.5	Iterative Data Migration process	12/30/2019	1/28/2020
3.11.6	Iterative Client review of data provided	1/15/2020	2/4/2020
3.11.7	Formal Approval of Data Migration	2/4/2020	2/4/2020
3.12	Data Migration into ProLinkHFA, Special Assets	12/30/2019	3/4/2020
3.12.1	Provide desired data for data migration in suitable format	12/30/2019	1/8/2020
3.12.2	Create mapping for the data provided from the client	1/9/2020	1/29/2020
3.12.3	Data mapping review meeting with the client to verify mapping	1/9/2020	2/5/2020
3.12.4	Data Migration Planning based on data provided	1/16/2020	1/29/2020
3.12.5	Iterative Data Migration process	1/30/2020	2/26/2020
3.12.6	Iterative Client review of data provided	2/13/2020	3/4/2020
3.12.7	Formal Approval of Data Migration	3/4/2020	3/4/2020
3.13	Data Migration into ProLinkHFA, Tenant Data for Occupancy Reporting	12/30/2019	3/4/2020
3.13.1	Provide desired data for data migration in suitable format	12/30/2019	1/8/2020
3.13.2	Create mapping for the data provided from the client	1/9/2020	1/29/2020
3.13.3	Data mapping review meeting with the client to verify mapping	1/9/2020	2/5/2020
3.13.4	Data Migration Planning based on data provided	1/16/2020	1/29/2020



Change Request Form

Outline #	Task Name	Start	Finish
3.13.5	Iterative Data Migration process	1/30/2020	2/26/2020
3.13.6	Iterative Client review of data provided	2/13/2020	3/4/2020
3.13.7	Formal Approval of Data Migration	3/4/2020	3/4/2020
3.14	User Training - Customizations	10/31/2019	11/13/2019
3.14.1	Enhancement Overview and Training (if necessary)	10/31/2019	11/13/2019
3.15	User Training - Customizations (2nd delivery)	2/11/2020	2/12/2020
3.15.1	Enhancement Overview and Onsite Training	2/11/2020	2/12/2020
3.16	Support and Track Client User Acceptance Testing	2/13/2020	3/11/2020
3.17	Formal Customizations Implementation Signoff	3/11/2020	3/11/2020
3.18	Go-live - Enhancements - Pegged to Quarterly Release Schedule	3/12/2020	3/12/2020
4	Project Closeout	3/13/2020	3/16/2020
4.1	Formal Project Signoff	3/13/2020	3/13/2020
4.2	Project Close Meeting	3/16/2020	3/16/2020
5	Post Production	11/13/2019	4/9/2020
5.1	Heightened support - Base Product Release	11/13/2019	12/16/2019
5.2	Heightened support - Customizations	3/13/2020	4/9/2020

Assessment of Security for Proposed Changes:

By the selection of the following checkbox ProLink Solutions indicates they have reviewed the proposed change for security requirements.

Security requirements reviewed

Administrative Information:

Fee / Estimates*: No charge

Maintenance Cost Updates*: No increase to Maintenance

Payment Schedule*: n/a

Duration*: See *Proposed Changes*, above

**Administrative information is only valid for 30 days from the Submitted Date*



Change Request Form

Request Action:

This request must be reviewed and approved or rejected by the requestor or requestor agency. Upon completion of review, please indicate the desired course of action and submit a signed copy to ProLink Solutions.

Approved

Rejected

10/28/14

FHFC Signature

Date

DocuSigned by:

0BFA18CC3F14463...

10/29/2019

ProLink Solutions Signature

Shawn McKenna, CEO or Tim Neumann, CFO

Date

**CONTRACT FOR
COMPREHENSIVE MULTIFAMILY LINE OF BUSINESS SOFTWARE BETWEEN
FLORIDA HOUSING FINANCE CORPORATION
AND
PROLINK SOLUTIONS, INC.**

This Contract for Comprehensive Multifamily Line of Business Software, 016-2018 (Contract) is entered into by and between the FLORIDA HOUSING FINANCE CORPORATION (Florida Housing), a public corporation and a public body corporate and politic, with headquarters located at 227 North Bronough Street, Suite 5000, Tallahassee, FL 32301, and PROLINK SOLUTIONS, INC. (Contractor), located at 98 Inverness Drive East, Suite 250, Englewood, CO 80112 Upon execution by both parties, this Contract shall become effective as of the date the last party signs (Effective Date).

RECITALS

- A. The Contractor represents that it is fully qualified and possesses the requisite skills, knowledge, qualifications and experience to provide the services identified herein and offers to perform those services as described in Exhibits A through D.
- B. Florida Housing has a need for such services and does hereby accept the offer of the Contractor upon the terms and conditions outlined in this Contract.
- C. Florida Housing has the authority pursuant to Florida law to direct disbursement of funds for compensation to the Contractor under the terms and provisions of this Contract.

AGREEMENT

NOW, THEREFORE, for valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the parties agree as follows:

A. ATTACHMENTS

This Contract has the following attachments, which are incorporated herein:

Exhibit A, ITN 2017-04

Exhibit B, ProLink Solutions' Best and Final Offer (BAFO).

Exhibit C, Description of Services, Ancillary Services, Fees and Payment Terms

Exhibit D, SLA

B. ENGAGEMENT OF THE CONTRACTOR

The Contractor agrees to provide Comprehensive Multifamily Line of Business Software in accordance with the terms and conditions hereinafter set forth. The Contractor agrees to perform the services set forth in Exhibits A, through D, and as otherwise stated in this Contract. The Contractor understands and agrees that all services under this Contract are to be performed solely by the Contractor, and may not be subcontracted or assigned without the prior written approval and consent of Florida Housing.

C. TERM OF CONTRACT

The initial term of this Contract shall be for five years from the Effective Date. If the parties mutually agree in writing, the Contract may be renewed once for an additional three-year period. Renewals are at the discretion of Florida Housing, and shall be contingent upon satisfactory performance evaluations by Florida Housing.

D. MODIFICATION OF CONTRACT

Either party may request a modification of the provisions of this Contract. Modifications that are mutually agreed upon shall be valid only when reduced to writing and signed by the parties.

E. INVOICES

The Contractor shall submit invoices to the program contact person in Section J, Administration of Contract, and pursuant to Exhibit C attached hereto. Each invoice for fees shall be in a format that is clearly itemized so that the invoice states the specific services performed and when and where the services were performed. Payment of an undisputed invoice shall be made within a reasonable period of time not to exceed 30 days after receipt of the invoice. If the Contractor is found to be in non-compliance with Florida laws, federal laws, Florida Housing rules or Florida Housing policies governing its duties hereunder, or fails to perform its duties hereunder, Florida Housing may withhold all future payments until such non-compliance is cured pursuant to Section H.3 herein.

F. FEES/COSTS

The Contractor shall be compensated as described in Exhibit C.

G. LIABILITY: INDEPENDENT CONTRACTOR; COMPLIANCE WITH LAWS

1. Florida Housing shall not be deemed to have assumed any liability for the acts, omissions, or negligence of the Contractor, its agents, its servants, or employees, and the Contractor specifically accepts responsibility for its acts, omissions or negligence and for the acts, omissions or negligence of its agents, servants or employees, and shall defend and hold Florida Housing harmless from and against the claims of any third party arising out of or claimed to arise out of any such acts, omissions, or negligence.

2. This Contract is executed on behalf of Florida Housing by the signatory only in his or her designated capacity as representative and on behalf of Florida Housing. Such individual shall neither have nor incur any individual or personal responsibility or liability under this Contract as a result of such execution.

3. Nothing herein shall be construed as a waiver of sovereign immunity by Florida Housing; it being the intent to reserve all such rights and immunities to the fullest extent of the law.

4. The Contractor, together with its agents, suppliers, subcontractors, officers, and employees, shall have and always retain under this Contract the legal status of an independent contractor, and in no manner shall they be deemed employees of Florida Housing or deemed to be entitled to any benefits associated with such employment. During the term of this

Contract, the Contractor shall maintain at its sole expense those benefits to which its employees would otherwise be entitled to by law. The Contractor remains responsible for all applicable federal, state, and local taxes, and all FICA contributions.

5. The Contractor shall comply with all laws, rules, codes, ordinances, and licensing requirements that are applicable to the conduct of its business, including those of federal, state and local agencies having jurisdiction and authority. In addition, and by way of non-exhaustive example, the Contractor shall comply with Florida Housing policies while on Florida Housing premises and in the conduct of its business with Florida Housing personnel.

6. The Contractor specifically accepts responsibility for payment of all taxes based on Contractor's net or gross income or gross receipts.

7. The Contractor shall not be relieved of liability to Florida Housing for damages sustained by Florida Housing by virtue and to the extent of any termination or breach of this Contract by the Contractor arising prior to such termination, if applicable.

8. Except in connection with any grossly negligent or willful, intentional or unlawful misconduct, OR any breach of Confidentiality by a party, neither party will be liable to the other party for any indirect, incidental, consequential or punitive damages.

H. DEFAULT AND REMEDIES

1. If any of the events listed in subparagraph 2. of this section occur, all obligations on the part of Florida Housing to continue doing business with the Contractor or assign any future transaction to the Contractor shall, if Florida Housing so elects, terminate and Florida Housing may, at its option, exercise any of its remedies set forth herein, or as otherwise provided by law. However, Florida Housing may continue doing business with the Contractor as a participant after the happening of any event listed in subparagraph 2. of this section without waiving the right to exercise such remedies, without constituting a course of dealing, and without becoming liable to include the Contractor in the transaction or any future transaction.

2. The Events of Default shall include, but not be limited to, the following:

a. If any report, information or representation provided by the Contractor in this Contract is inaccurate, false or misleading in any respect;

b. If any warranty or representation made by the Contractor in this Contract is deemed by Florida Housing to be knowingly inaccurate, false or misleading in any respect;

c. If the Contractor fails to keep, observe, or perform any of the terms or covenants contained in this Contract, or is unable or unwilling to meet its obligations as defined in this Contract;

d. If, in the sole discretion of Florida Housing, the Contractor has failed to perform or complete any of the services identified in the attachments;

e. If the Contractor has not complied with all Florida laws, federal laws, Florida Housing rules or Florida Housing policies applicable to the work;

f. If the Contractor has discriminated on the grounds of race, color, religion, sex, national origin, or disability in performing any service identified in the attachments;

g. If the Contractor does not comply with the terms and conditions set forth in Section 420.512(5), Fla. Stat.;

h. If the Contractor commits fraud in the performance of its obligations under this Contract; or

i. If the Contractor refuses to permit public access to any document, paper, letter, computer files, or other material subject to disclosure under Florida's Public Records Law.

Upon the occurrence of any Event of Default listed in subparagraph 2. above, Florida Housing will provide written notice of the Default detailing the grounds that constitute the Event of Default (Notice of Default), delivered by courier service or electronic mail to the address set forth in Section J, Administration of Contract, herein.

3. Upon the occurrence of any Event of Default listed in subparagraph 2. above, Florida Housing shall provide the Contractor a reasonable period of time to cure the Event of Default (Cure Period) following receipt of written notice as provided in Section H.2. above, in no case shall the Cure Period be less than 30 days, unless such Event of Default may not be cured within 30 days, then for as long as reasonably necessary, not to exceed 90 days.

4. At the end of the Cure Period, if such Event of Default remains uncured, the pursuit of any one of the following remedies shall not preclude Florida Housing from pursuing any other remedies contained herein or otherwise provided at law or in equity. The remedies include, but are not limited to the following:

a. Florida Housing may commence an appropriate legal or equitable action to enforce performance of the terms and conditions of this Contract;

b. Florida Housing may exercise any corrective or remedial actions including, but not limited to, requesting additional information from the Contractor to determine the reasons for or the extent of non-compliance or lack of performance, issuing a written warning to advise that more serious measures may be taken if the situation is not corrected, advising the Contractor to suspend, discontinue or refrain from incurring fees or costs for any activities in question or requiring the Contractor to reimburse Florida Housing for the amount of costs incurred; or

c. Florida Housing may exercise any other rights or remedies that may be otherwise available under law.

I. TERMINATION

1. Florida Housing may terminate the contract, with cause, at any time upon 10 days written notice delivered by courier service or electronic mail to the Contractor at the address set forth in Section J, Administration of Contract, herein. Cause for this action shall include any breach not cured under Section H herein, or immediately in the event Contractor engages in any activities or conduct injurious to the reputation, including without limitation, engaging in immoral acts that become public information, committing an act of dishonesty, or act of

moral turpitude.

2. The Contractor may terminate this Contract, with cause, at any time upon 90 days written notice delivered by courier service or electronic mail to Florida Housing at the physical or electronic address, as applicable, set forth in Section J, Administration of Contract, herein if Florida Housing breaches any material obligation hereunder and fails to cure such breach within the 90-day cure period following notice of such termination.

J. ADMINISTRATION OF CONTRACT

1. The Florida Housing contract administrator for this Contract is:

Contract Administrator
Florida Housing Finance Corporation
227 North Bronough St., Suite 5000
Tallahassee, Florida 32301-1329
Phone: 850.488.4197
E-mail: Contract.Admin@floridahousing.org

2. The Florida Housing contract managers for this Contract are:

Technical Point of Contact:
David Hearn
Chief Information Officer
Florida Housing Finance Corporation
227 North Bronough St., Suite 5000
Tallahassee, Florida 32301-1329
Phone: 850.488.4197
E-mail: David.Hearn@floridahousing.org
or the designated successor.

Project Manager:
Cicely Mason
Project Management Administrator
Florida Housing Finance Corporation
227 North Bronough St., Suite 5000
Tallahassee, Florida 32301-1329
Phone: 850.488.4197
E-mail: Cicely.Mason@floridahousing.org
or the designated successor.

3. The Contractor contract administrator for this Contract is:

Shawn McKenna
President
ProLink Solutions, Inc.
98 Inverness Drive East
Englewood, Colorado 80112
Office: 303.663.5900
E-mail: smckenna@prolinksolutions.com
or the designated successor.

4. All written approvals referenced in this Contract shall be obtained from the parties' contract manager or their respective designees.

5. All notices shall be given to the parties' contract administrator.

K. PUBLIC RECORDS; CONFIDENTIALITY; COPYRIGHT, PATENT, TRADEMARK; FILES

1. Public Records

Files Subject to Florida's Public Records Law: Any file, report, record, document, paper, letter, or other material received, generated, maintained or sent by the Contractor in connection with this Contract is subject to the provisions of Section 119.01-.15, Fla. Stat., as may be amended from time to time (Florida's Public Records Law). The Contractor represents and acknowledges that it has read and understands Florida's Public Records Law and agrees to comply with Florida's Public Records Law.

Pursuant to Section 119.0701(2)(b), Fla. Stat., the Contractor will be required to comply with public records laws, specifically to:

a. Keep and maintain public records required by the public agency to perform the service.

b. Upon request from the public agency's custodian of public records, provide the public agency with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in this chapter or as otherwise provided by law.

c. Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the contract term and following completion of the contract if the contractor does not transfer the records to the public agency.

d. Upon completion of the contract, transfer, at no cost, to the public agency all public records in possession of the contractor upon termination of the contract or keep and maintain public records required by the public agency to perform the service. If the contractor transfers all public records to the public agency upon completion of the contract, the contractor shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the public agency, upon request from the public agency's custodian of public records, in a format that is compatible with the information technology systems of the public agency.

Notwithstanding anything contained herein to the contrary, the provisions and requirements of this paragraph shall only apply if and when the Contractor is acting on behalf of Florida Housing.

If the Contractor has questions regarding the application of Chapter 119, Florida Statutes, to the Contractor's duty to provide public records relating to this contract, contact the Corporation Clerk at:

Corporation Clerk
227 N. Bronough Street, Suite 5000
Tallahassee, Florida 32301-1329
Phone: 850.488.4197
E-mail: Corporation.Clerk@floridahousing.org

2. Confidentiality

a. If the Contractor asserts that any information or materials intended to be delivered or provided under this Contract constitute a trade secret, or are otherwise confidential or exempt from the public records disclosure requirements of Florida's Public Records Law, such assertion must be made in writing to Florida Housing's Contract Administrator upon submitting them to Florida Housing.

b. It is the Contractor's obligation and responsibility to maintain the secrecy of trade secrets and the confidentiality of other confidential information by adequately marking such materials as confidential or exempt before forwarding such information or materials to Florida Housing.

c. In the case of work product furnished to Florida Housing pursuant to this Contract that is confidential, the Contractor will treat such materials as confidential and will not reveal or discuss such materials or any other information learned as a result of this Contract with any other person or entity, except as authorized or directed by Florida Housing.

d. Working papers, copies, internal documents, procedures, methods and related materials considered confidential and/or proprietary shall be treated as confidential and/or proprietary and shall not be revealed or discussed with any other person or entity, except as authorized or directed by Florida Housing. All such records and materials will remain the property of Florida Housing.

e. If the Contractor is required to disclose or publish the existence or terms of transactions under this Contract pursuant to Florida's Public Records Law, then the Contractor shall notify Florida Housing in writing of such disclosure within two (2) days after receipt of the Public Records request.

3. Copyright, Patent and Trademark

a. With respect to all computer software provided by Contractor, or its licensors required for the use of services ordered by Florida Housing hereunder ("Licensed Software"), Contractor shall grant or obtain for Florida Housing a nonexclusive, nontransferable, limited license to use such Licensed Software, in object code format only, and solely to the extent required to use the service(s). Florida Housing shall in no event be entitled to claim title to or any ownership interest in any Licensed Software (or any derivations or improvements thereto), and Florida Housing shall execute any documentation reasonably required to memorialize the licensor's existing and continued ownership of Licensed Software.

b. Contractor alone (and its licensors, where applicable) shall own all right, title and interest, including all related intellectual property rights, in and to the Contractor Licensed

Software, services, deliverables, programs and software, all documentation, materials and information furnished by Contractor, including all subsequent modifications, changes, corrections or enhancements, whether or not authorized by Contractor, all suggestions, ideas, enhancement requests, feedback, recommendations or other information provided by Contractor or any other party relating to any Contractor Licensed Software, services or deliverables licensed under this Contract, and all of such information shall be considered Contractor's confidential information. Seller reserves the right to incorporate any of such information into the creation of new releases, upgrades, updates or enhancements to the services or deliverables, or the development of entirely new products. This Contract is not a sale and does not convey to Florida Housing any rights of ownership in or related to the Licensed Software or, other than the Florida Housing data.

4. Files

a. Contents of the Files: The Contractor shall maintain files containing documentation to verify all compensation to the Contractor in connection with this Contract, as well as reports, records, documents, papers, letters, computer files, or other material received, generated, maintained or filed by the Contractor in connection with this Contract. The Contractor shall also keep files, records, computer files, and reports that reflect any compensation it receives or will receive in connection with this Contract.

b. Retaining the Files: The Contractor shall maintain these files for five years after the fiscal year in which the files become inactive, except that, if any litigation, claim or audit is commenced with respect to the transactions documented by such files before the end of the aforementioned five-year period and extends beyond the expiration of the five-year period, these files will be retained until all litigation, claims, or audit findings involving the files have been resolved.

c. Access to the Files: Upon reasonable prior written notice, not less than 3 business days, the Contractor and its employees shall allow Florida Housing or its agent(s) access to its files during normal business hours, 9:00 a.m. to 5:00 p.m., Monday through Friday, provided such day is not a holiday.

d. Return of the Files: In the event this Contract is terminated, all finished or unfinished documents, data, studies, computer files, correspondence, and other products prepared by or for the Contractor under this Contract shall be submitted to Florida Housing within 15 days of such termination at the expense of the Contractor excluding the Licensed Software.

L. PERSONALLY IDENTIFIABLE INFORMATION (PII); SECURITY

1. If the Contractor or any of its subcontractors may or will create, receive, store or transmit PII under the terms of this Contract, the Contractor shall provide for the security of such PII, in a form acceptable to Florida Housing, without limitation, non-disclosure, use of appropriate technology, security practices, computer access security, data access security, data storage encryption, data transmission encryption, security inspections and audits. The Contractor shall take full responsibility for the security of all data in its possession or in the possession of its subcontractors, and shall hold Florida Housing harmless for any damages or liabilities resulting from the unauthorized disclosure of loss thereof.

2. If the Contractor or any of its subcontractors may or will create, receive, store or transmit PII under the terms of this Contract, the Contractor shall provide Florida Housing with insurance information for stand-alone cyber liability coverage, including the limits available and retention levels. If the Contractor does not carry stand-alone cyber liability coverage, the Contractor agrees to indemnify costs related to notification, legal fees, judgments, settlements, forensic experts, public relations efforts, and loss of any business income related to this Contract.

3. The Contractor agrees to maintain written policies and procedures for PII and/or data classification. This plan must include disciplinary processes for employees that violate these guidelines.

4. The Contractor agrees at all times to maintain reasonable network security that, at a minimum, includes a network firewall.

5. The Contractor agrees to protect and maintain the security of data with protection security measures that include maintaining secure environments that are patched and up-to-date with all appropriate security updates as designated by a relevant authority (e.g. Microsoft notifications, Common Vulnerabilities and Exposures (CVE) database, etc.) The Contractor agrees that PII shall be appropriately destroyed based on the format stored upon the expiration of any applicable retention schedules.

6. The Contractor agrees that any and all transmission or exchange of system application data with Florida Housing and/or any other parties shall take place via secure Advanced Encryption Standards (AES), e.g. HTTPS, FTPS, SFTP or equivalent means. All data stored as a part of backup and recovery processes shall be encrypted, using AES.

7. If the Contractor reasonably suspects that a cybersecurity event or breach of security has occurred, they must notify Florida Housing's Contract Administrator within 48 hours.

8. In the event of a breach of PII or other sensitive data, the Contractor must abide by provisions set forth in section 501.171, Fla. Stat. Additionally, the Contractor must immediately notify Florida Housing in writing of the breach and any actions taken in response to such a breach. As the information becomes available the statement must include, at a minimum, the date(s) and number of records affected by unauthorized access, distribution, use, modification or disclosure of PII; the Contractor's corrective action plan; and the timelines associated with the corrective action plan.

M. OTHER PROVISIONS

1. This Contract shall be construed under the laws of the State of Florida, and venue for any actions arising out of this Contract shall lie in Leon County.

2. No waiver by either party of any right or remedy granted hereunder or failure to insist on strict performance shall affect or extend or act as a waiver of any other right or remedy hereunder, or affect the subsequent exercise of the same right or remedy for any further or subsequent default. A waiver or release with reference to any one event shall not be construed as continuing or as constituting a course of dealing.

3. The Contract may be executed in any number of counterparts, any one of which may be taken as an original.

4. The Contractor understands and agrees to cooperate with any audits conducted in accordance with the provisions set forth in Section 20.055(5), Fla. Stat.

N. LOBBYING PROHIBITION

No funds compensation or other resources received in connection with this Contract may be used directly or indirectly to influence legislation or any other official action by the Florida or Federal Legislature or any state or Federal agency. The Contractor further acknowledges that it has not retained the services of any lobbyist or consultant to assist in the procurement and negotiation of this Contract.

O. LEGAL AUTHORIZATION

The Contractor certifies with respect to this Contract that it possesses the legal authority to enter into this Contract and that, if applicable, its governing body has authorized, by resolution or otherwise, the execution and acceptance of this Contract with all covenants and assurances contained herein. The Contractor also certifies that the undersigned possesses the authority to legally execute and bind the Contractor to the terms of this Contract.

P. PUBLIC ENTITY CRIME

Pursuant to Section 287.133(2)(a), Fla. Stat.: “A person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a bid, proposal, or reply on a contract to provide any goods or services to a public entity; may not submit a bid, proposal, or reply on a contract with a public entity for the construction or repair of a public building or public work; may not submit bids, proposals, or replies on leases of real property to a public entity; may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity; and may not transact business with any public entity in excess of the threshold amount provided in s. 287.017 for CATEGORY TWO for a period of 36 months following the date of being placed on the convicted vendor list.”

Any contract in violation of this provision shall be null and void.

Q. CONFLICTS OF INTEREST

1. Section 420.503(32), Fla. Stat., states:

Prohibited business solicitation communication’ means a private written or verbal communication between a member, officer, or covered employee of the corporation and a service provider regarding the merits of the service provider and whether the corporation should retain the services of the service provider. The term does not include:

- (a) A verbal communication made on the record during a public meeting;
- (b) A written communication provided to each member and officer of the corporation and made part of the record at a public meeting;

(c) A written proposal or statement of qualifications submitted to the corporation in response to a corporation advertisement seeking proposals or statements of qualifications as part of a competitive selection process.

(d) A verbal or written communication related to the contractual responsibilities of a service provider who was selected to provide services or who was included in a pool of service providers eligible to provide services as a result of a competitive selection process, so long as the communication does not relate to solicitation of business.

(e) A verbal or written communication related to a proposed method of financing or proposed projects, so long as the communication does not relate to solicitation of business.

2. By executing this contract, the Contractor certifies that it shall comply with, and is currently in compliance with, Section 420.512(5), Fla. Stat., as amended.

3. In addition to the conflict of interest rules imposed by the Florida Statutes, should the Contractor become aware of any actual, apparent, or potential conflict of interest or should any such actual, apparent, or potential conflict of interest come into being subsequent to the effective date of this Contract and prior to the conclusion of the Contract, the Contractor will provide notification to Florida Housing, through first class certified mail, return receipt requested (Notice of Conflict of Interest), to the address and individual set forth in Section J, Administration of Contract herein, within ten (10) working days. If Florida Housing, in its sole discretion, finds the Contractor to be in non-compliance with this provision, without prior written consent from Florida Housing's Executive Director, any compensation received in connection with this Contract shall be subject to forfeiture to Florida Housing and all obligations on the part of Florida Housing to continue doing business with the Contractor or assign any future transaction to the Contractor shall, if Florida Housing so elects, terminate.

R. ENTIRE AGREEMENT

This Contract, including any and all attachments, embodies the entire agreement of the parties. There are no other provisions, terms, conditions or obligations between the parties. This Contract supersedes all previous oral or written communications, representations or agreements on this subject.

S. SEVERABILITY

If any provision of this Contract is in conflict with any applicable statute or rule, or is otherwise unenforceable, then such provision shall be deemed null and void to the extent of such conflict or unenforceability, and shall be deemed severable, but shall not invalidate any other provision of this Contract.

IN WITNESS WHEREOF, the parties have executed this Contract Number 016-2018 each through a duly authorized representative, effective on the Effective Date.

PROLINK SOLUTIONS, INC.

By: 

Name/Title: Timothy W. Neumann, CFO

Date: 8/24/18

FEIN: 84-1520465

FLORIDA HOUSING FINANCE CORPORATION

By: 

Name/Title: Hugh R. Brown / General Counsel

Date: 8-24-18

EXHIBIT A

INVITATION TO NEGOTIATE (ITN) 2017-04

COMPREHENSIVE MULTIFAMILY LINE OF BUSINESS SOFTWARE

for

FLORIDA HOUSING FINANCE CORPORATION

November 17, 2017

SECTION ONE INTRODUCTION

Florida Housing Finance Corporation (“Florida Housing”) is soliciting competitive, sealed responses from qualified firms to provide Comprehensive Multifamily Line of Business Software in accordance with the terms and conditions set forth in this Invitation to Negotiate (ITN), and any other term and condition in any contract subsequently awarded. Respondents will be selected and determined through Florida Housing’s review of each response, considering the factors identified in this ITN. Florida Housing expects to select one Respondent that proposes to provide all of the services specified in this ITN.

SECTION TWO DEFINITIONS

For purposes of this document, the following terms will be defined as follows:

“BAFO”	Best and Final Offer.
“Board”	The Board of Directors of Florida Housing Finance Corporation.
“Committee”	The review committee composed only of employees of Florida Housing that is established pursuant to Rule 67-49.007, Fla. Admin. Code.
“Contractor”	A person or entity providing the professional services described in Section Four of this ITN.
“Days”	Calendar days, unless otherwise specified.
“Effective Date”	The date the last party signs the contract that is awarded as a result of this ITN.
“Florida Housing”	Florida Housing Finance Corporation, a public corporation and public body corporate and politic created by Section 420.504, Fla. Stat.
“ITN”	This ITN, including all exhibits referenced in this document and all other documents incorporated by reference.
“Respondent”	Any person or entity who has the capability in all respects to perform fully the requirements contained in this ITN, and submits a response to this ITN.
“Response”	The written submission by a Respondent to this ITN, including both the SQSO and BAFO.
“SQSO”	Statement of Qualifications and Services Offered.
“Website”	The Florida Housing Finance Corporation website, the URL of which is www.floridahousing.org .

**SECTION THREE
PROCEDURES AND PROVISIONS**

A. This ITN includes a multi-stage process of Contractor selection. In the first stage, Respondents will submit an initial Response called a Statement of Qualifications and Services Offered (SQSO). These Responses will be scored and the review committee will select one or more Respondents to enter into a negotiation phase. Following the negotiation process, each Respondent will submit firm, final written offers (Best and Final Offer or BAFO). For both types of Responses, the Respondent must submit an original and five copies of the Response to the Contract Administrator in a sealed envelope marked "ITN 2017-04." Each envelope or package containing Responses must clearly state the name of the Respondent. The Response that is the original must be clearly indicated on that Response. An electronic copy of the Response must also be submitted on a CD or flash drive. Florida Housing will not accept a faxed or e-mailed Response. Florida Housing must receive any Responses on or before 2:00 p.m., Eastern Time, on the date due. Responses will be opened at those times.

Contract Administrator
Florida Housing Finance Corporation
227 North Bronough Street, Suite 5000
Tallahassee, FL 32301-1329
(850) 488-4197
Email: Contract.Admin@floridahousing.org

B. This ITN does not commit Florida Housing to award a contract to any Respondent or to pay any costs incurred in the preparation or mailing of a Response.

C. All services under the contract awarded are to be performed solely by the Contractor, unless subcontracted or assigned with the prior written approval and consent of Florida Housing.

D. Florida Housing reserves the right to:

1. Waive minor deficiencies and informalities;
2. Accept or reject any or all Responses received as a result of this ITN;
3. Obtain information concerning any or all Respondents from any source;
4. Request an oral interview before the Board from any or all Respondents;
5. Select for contract negotiation or for award a Response other than (or in addition to) that with the highest score in order to serve the best interests of Florida Housing and the public; and
6. Negotiate with the successful Respondent with respect to any additional terms or conditions of the contract.

E. Any interested party may submit any question regarding this ITN in writing via mail or e-mail to the Contract Administrator at the address given in Section Three, Item A. All questions must be submitted no later than 2:00 p.m., Eastern Time, on December 6, 2017. Phone calls will not be accepted. Florida Housing expects to respond to all questions in writing by 5:00 p.m., Eastern Time, on December 13, 2017. Florida Housing will post a copy of all questions received and the corresponding answers on Florida Housing's website at:

<http://www.floridahousing.org/BusinessAndLegal/Solicitations/RequestForProposals/>.

Only written responses or statements from the Contract Administrator that are posted on our website will bind Florida Housing. No other means of communication, whether oral or written, may be construed as an official response or statement from Florida Housing.

F. The SQSO must be submitted no later than 2:00 p.m., Eastern Time, on January 10, 2018. **NOTE:** SQSOs are not public records subject to the provisions of section 119.07(1), Fla. Stat., until such time as the Corporation provides notice of a decision pursuant to section 120.57(3)(a), Fla. Stat., or as provided in Section 119.071(1), Fla Stat.

G. Demonstrations and Negotiations with selected Respondents will occur between February 26 and March 9, 2018.

H. The BAFO from Respondents selected for negotiations must be submitted no later than 2:00 p.m., Eastern Time, on March 21, 2018. Between the release of the solicitation and the end of the 72-hour period following the posting of the notice of intended award, respondents to this solicitation or persons acting on their behalf may not contact any member of Florida Housing's Board of Directors or any Florida Housing employee concerning any aspect of this solicitation, except in writing to the Contract Administrator. Violation of this provision may be grounds for rejecting a response.

I. Any person who wishes to protest the specifications of this ITN must file a protest in compliance with Section 120.57(3), Fla. Stat., and Rule Chapter 28-110, Fla. Admin. Code. Failure to file a protest within the time prescribed in Section 120.57(3), Fla. Stat., will constitute a waiver of proceedings under Chapter 120, Fla. Stat.

J. The initial term of the contract will be for five years, subject to satisfactory performance at the sole discretion of Florida Housing. If the parties mutually agree in writing, the contract may be renewed for a period of time not to exceed three years.

K. Florida Housing is not required to use the services of any selected Contractor or to assign any work to such provider, and may terminate the contract with any selected Contractor without cause and without penalty.

L. Pursuant to Fla. Admin. Code R. 67-49.004, Florida Housing may modify the terms of the ITN at any point prior to the due date for Responses. A notice of such modification will be posted on Florida Housing's Website and will be provided to potential Respondents who requested copies of the ITN. Any Respondent will have at least seven days from the date of the posting of the notice of the modification to submit or modify its Response.

M. The terms of this ITN, and any modifications thereto, will be incorporated into any contract offered as a result of this ITN. Failure of a successful Respondent to accept these obligations in the final contract may result in cancellation of the award.

SECTION FOUR SCOPE OF SERVICES

I. Overview

Florida Housing seeks to work in partnership with a vendor experienced in business process automation, case management, or the state housing finance industry to design and implement a software system that will result in a comprehensive platform for the operation, automation, and analysis of both the multifamily housing development and asset management-related processes and data at Florida Housing.

The Contractor will propose if, and to what extent, existing software, systems, and components will be used in the final system architecture e.g., using Microsoft (MS) SharePoint as a workflow engine or an already existing housing vertical market software package.

Final deliverables and system specifications will be analyzed, negotiated, developed and finalized in partnership with the selected vendor, but the core concepts and goals are outlined in the following sections.

II. System Core Components

Core components of the developed system will include:

A. A database and data functionality to track the following:

1. Multifamily property portfolio – a comprehensive and flexible database that stores all data associated with multifamily portfolio properties and their business processes. A listing of minimum data requirements is included as Table A.

2. Process state and status – documentation of the stage of each development as it is underwritten, closed, and constructed until the development starts serving low income households.

3. Funding details – Funding sources, including but not limited to loans, bonds, tax credits, grants and associated data. Sources should include those administered by Florida Housing, those monitored by Florida Housing such as Interest Reduction Payments (IRP) and Federal Deposit Insurance Corporation (FDIC) and other local or federal funding associated with a development.

4. Participating development entities, and their relationship to each other, e.g. a “Person” is associated with a “Company” is associated with a “Property” etc. Specifically, parent/child relationship between complex “Company” entities, the developments they are associated with, and the people who form the “Company”. These relationships are many to many and can propagate beyond simple parent/child relationships to several tiers. A goal of this type of relationship tracking capability is to report on the status of all properties with which “John Smith” is, or has been, associated. It is critical to Florida Housing to identify who has what roles in relation to a development and the entities associated with it. This means we require the capability to clearly track unique people (referred to as “Natural Persons”) and their association with those entities associated with the development and management of properties. Florida Housing requires the ability to identify poorly performing development owners and property managers.

5. The core operational database should be capable of exposing data to external entities via the Open Data Protocol (OData), based on applicable security.

B. A workflow or business process automation platform to facilitate and automate all Florida Housing multifamily processes that relate to property development and management. The workflow capabilities will be generalized and not specific to current Florida Housing processes. The ITN deliverables associated with Florida Housing process automation will include the analysis of current processes and goals, along with mapping how to best achieve those goals with the proposed workflow engine capabilities and implementation of existing workflows.

A list of tasks and processes to be mapped to workflows as part of this ITN is attached as Table B. The workflow engine capabilities are described below. This task list is provided as a minimum requirements list. It is anticipated that additional tasks/workflows may be identified as part of process mapping.

C. A web portal for all Florida Housing internal and external process roles. Florida Housing desires a single web-browser accessible portal to access all capabilities and roles associated with the developed system. This portal will be accessed via browser and will include role specific and appropriate dashboards and presented information. A list of dashboards is included as Table C. These dashboards will be user-configurable and allow users with multiple roles and responsibilities to customize presentation. This web portal and its associated databases will be:

1. Hosted external to the Florida Housing network and infrastructure;
2. Highly available via server clustering or load balancing;
3. Secured via https or industry standard encryption; and
4. Able to utilize industry standard internal or external directories such as MS Active Directory, Facebook, Google or Microsoft Services accounts, or an internal directory as needed.

A list of minimum role requirements is attached as Table D.

D. Comprehensive discovery, reporting and analysis capabilities. All data and process status information must be available for standardized and ad-hoc reporting and business intelligence analysis. This capability must be made available via the above-mentioned web portal.

1. All database elements, process documents, and email communications collected by the developed system must be indexed and available for comprehensive search, reporting, and collection.
2. If data will be stored externally from Florida Housing infrastructure, a replicated copy of all production data must be available to Florida Housing analysts internal to the Florida Housing network.
3. A comprehensive database schema and data dictionary and associated support and change management processes will be a core deliverable of the proposed system.

E. The ability to interact with and integrate with existing Florida Housing enterprise systems and possible cloud utilization.

1. Florida Housing currently uses Hyland Software's OnBase as its document management "System of Record." At a minimum, the workflow engine must be able to store and retrieve documents from this repository.

2. In general, the workflow engine should be able to extensively interact with current Microsoft Technologies, including MS SQL, Office 365, MS Azure, MS SharePoint, MS file systems, etc.

3. Florida Housing currently uses Benedict Group, Inc.'s (BGI) loan servicing software. All fund tracking and allocation functionality should be able to interact with this system's databases.

4. These interactions should, at a minimum, be provided via a developed product Application Programming Interface (API), but ideally defined via workflow engine plugin.

5. The implementation will require comprehensive and flexible data import and export capabilities to populate the system with data, documents, and communications from existing systems.

III. Contractor Requirements

A. The Contractor will be required to complete the following tasks:

1. Collect detailed project requirements and design the technical implementation of the provided or developed systems to meet those agreed upon requirements in conjunction with identified stakeholders, both Florida Housing personnel, and third party process participants.

2. Collaborate with Florida Housing on the development of an implementation schedule and steps to minimize impact to existing processes. This can mean a staged implementation of the system if it makes sense to improve implementation times or mitigate implementation risks.

3. Provide resources for all aspects of project management, design, development, and implementation of all system elements.

4. Maximize knowledge transfer to, and support skills training for, Florida Housing personnel during implementation.

B. All current data and existing in-process pipeline development processes will be migrated to and validated within the newly developed platform as part of the implementation process.

C. Florida Housing is currently in the design phase of a framework to track the performance of entities (and the people associated with them) who are involved in the development and management of affordable housing within Florida Housing's portfolio. We intend to track how effective and responsive these entities are and will use this data to weigh future applications appropriately. High performing entities and people will be prioritized for future funding. Currently, Request for Application (RFA) responses require the submission of an entity "Principals" spreadsheet which defines the entities and people associated with the entities who will be part of the development and management team. This information is being extracted to a custom SQL database as part of application processing. Any proposed implementation must be capable of importing and, tracking or facilitating the tracking and aggregation of this data.

D. Business Process Flexibility. The system must be able to accommodate new process development and implementation within Florida Housing business units as well as adapt to changes in existing business processes. Process implementation or change must be a relatively simple exercise, as long as these changes and new processes use existing workflow capabilities.

IV. Required Database features and capabilities

A. Data validation, verification, and anomaly analysis.

1. The accuracy of data within our current portfolio systems has become a priority due to increased reporting and analysis needs over the last decade. It is mandatory that any proposed system include capabilities for data validation and anomaly detection.

2. All data that is manually entered during workflow steps must have the capability for validation via ruleset (i.e. no chars in a numeric field), verification via a second checker, and anomaly analysis (i.e. entered value is usually 1-100, but user entered 10000, etc.). These validations should be highly adaptable and configurable based on not only data types, but on user definable rule sets.

B. The database must maintain a comprehensive history and audit trail for all data and process steps.

C. The proposed solution should facilitate and enable the clear definition and documentation of each data element in the Florida Housing multifamily portfolio lifecycle. This documentation should be available to end-users via routinely used user interfaces such as the web portal (i.e. “tool tips” at a field level). A minimum list of data definitions is included as Table E.

D. The proposed solution must be highly extensible and agile. Florida Housing would like to use master data management principals and/or services as part of this implementation where possible.

V. Minimum Requirements for Workflow Engine

A. The following list should be considered a minimum set of capabilities for any proposed solution.

1. Document Collaboration - System will allow users and groups to create, collaborate, edit, comment, and delete documents within the proposed system.

2. Data Collection from Documents - System will be able to process and retrieve pre-defined fields from documents in the workflow process.

3. Document Retention – The system will allow administrators to set retention rules on all documents captured.

4. Event and Deadline Tracking - Allow users to define and track events included in the workflow. This includes events with deadlines and the ability to remind users and update status based on those deadlines.

5. Automated Communication Tracking Capability - System will communicate via email (send and receive) and track all process communications and ad-hoc communications between system roles.

6. Ticklers - Automated Notifications - System will notify via email (at a minimum, other possible notifications desirable).

7. Task Assignment - System will assign tasks as defined in the process workflows to appropriate users and roles. These assignments will be notified and tracked. Completion date of tasks will be defined and tracked.

8. Data Base Updates - System will update central database as defined in workflow steps and definitions.

9. External Database C.R.U.D. operations - System will be able to create, read, update, and delete from external SQL databases given appropriate permissions.

10. Third Party Registration - System will allow participation in workflows by non-Florida Housing personnel. Depending on workflow, these users will be able to self-enroll to a workflow role, or by invitation from a process administrator.

11. Third Party Role-Based Dashboards - System will provide role-specific web dashboards for all third-party roles defined as part of the workflow processes. (for example: Applicant, Property Manager, Credit Underwriter, Loan Servicer, Counsel, Trustee, Compliance Monitor, Property Developer.

12. Third Party Data Entry - System will allow third-party participants to directly enter data via web form as defined in workflow processes.

13. Third Party Document Handling - System will allow third Party participants in workflows to download templates, create new versions of documents, edit, and "submit" documents.

14. Florida Housing Role-Based Dashboards – System will provide role-specific web-based dashboards for all Florida Housing roles defined as part of workflow processes (for example: Executive Manager, Process Administrator, Application Scorer, Compliance Manager, Annual Owner Certification Reviewer, Special Assets, Manager, etc.

15. OnBase Interaction - System can import and export documents and/or metadata from OnBase document management system when required by workflow steps.

16. Document Signing - Capability via workflow to electronically sign official documents. This can be done via a third-party interaction (i.e. DocuSign) if the capability is integrated via standard interaction in the workflow engine and add-on cost is not prohibitive.

17. Step Review and Approval - All workflow task steps associated with workflows must have an option to notify a supervisor role or route to a supervisor role for second check or documented approval.

B. Workflow design ease. The desired goal of the modularization of workflow capabilities is to facilitate change to existing processes and to develop new processes that use the standard capabilities of the workflow engine. Business users should be able to design and test new or altered processes with ease.

1. Ideally, a graphic representation of the current process should be available to aide in design and analysis. For instance, MS SharePoint can use MS Visio or Designer to design and implement workflow steps in MS SharePoint. The proposed solution will be evaluated on ease of development and provided development tools.

2. Alteration of existing processes and the design and implementation of new processes should be able to be completed without support needs and consultation from the solution provider. A certification or a limit to authorized and properly credentialed Florida Housing developers is acceptable.

3. All workflow steps and status must be reportable and auditable to ensure accountability and accuracy and accountability of steps, status, and reports.

VI. Required Web Portal Features and Capabilities

The proposed solution should include a login and portal for every user, who may be assigned one-or-more of the roles described in Table D, with information and capabilities tailored for their defined role(s). This initial list of roles is for illustration purposes only. The comprehensive list will be determined during the requirements gathering for this ITN. The solution should be flexible and allow for the creation and modification of new business processes, and the roles and workflows associated with those processes.

VII. Required Reporting, Discovery, and Analysis Capabilities

A. Background

1. Florida Housing uses multifamily portfolio property, funding, and process data for complex policy and budgeting decisions and direction. This data and the analysis capabilities associated with it must be extensive and available to all Florida Housing staff and approved external partners.

2. Florida Housing currently uses MS SQL technologies to transfer data via extraction, transformation and loading (ETL) to an internally developed data warehouse for analysis and aggregation purposes. This database sources data from multiple third party and internally developed application databases.

B. Requirements

The proposed solution will:

1. Provide pre-developed reports and the capability for users to generate custom reports based on roles.
2. Provide integration with business intelligence services and tools, such as Power BI Desktop
3. Provide full fidelity synchronization to internal Florida Housing databases.
4. At a minimum, allow for the ETL of all production data into Florida Housing data warehouse infrastructure. Any data warehouse, or solution-provided business intelligence features will be considered in the ITN evaluation process. These capabilities must be well documented, modifiable, and extensible as needed.
5. Provide connection and query to external entities via OData standards.

VIII. Fund Tracking and Management Requirements

Florida Housing uses a variety of funding sources to fund multifamily affordable housing developments. These include Federal Low-Income Housing Tax Credits (LIHTC), Federal HOME, loans, grants, and bonds.

At a minimum, the proposed system must note and display all funding sources provided by Florida Housing for the development and operation of the portfolio property. Florida Housing currently uses

Benedict Group software for fund management, but will entertain using other fund tracking modules or capabilities existing within a proposed system.

IX. Current Business Process Related Requirements

This section describes some of the current lifecycle major process steps and considerations around them.

NOTE: The descriptions below describe the current process and possibly unique aspects, which are included for context and for informational purposes. Please assume that these processes and elements may change as part of legislative requirements, continuing operations, or policy decisions.

A. Application Funding Process Requirements

1. Application Promulgation and Submission - Florida Housing issues Requests for Applications (RFAs) targeted toward specific demographic or policy needs which are published multiple times per year (12-18), and describe the requirements and process for developers to submit applications to be considered for funding. Each application consists of several template files (Word and Excel) and multiple supporting document types as addendums. (Word, Excel, PDF)

Developers are required to submit completed applications by a specific cut-off date and time. Currently, this is completed via an internally developed custom upload application, access to which is removed after the application deadline. Developers are also required to send comprehensive paper copies of all application materials to the Florida Housing office in Tallahassee. These paper copies are reconciled and associated to the electronic versions.

At a minimum, the proposed solution must:

- a. Have the capability for application submitting entities to create an account and register prior to the application deadline, and be able to submit any required pre-application information, such as the Principals list.
 - b. Allow for data entry, upload and alteration of all required application documents by the Applicant prior to the application deadline. All steps will be tracked and positively noted by communicated receipts and status notifications.
 - c. Remove the capability to submit or alter submitted documents once the application deadline is reached.
 - d. Automate the collection and validation of all data elements required in the submitted application information.
2. Application Scoring - Florida Housing's Executive Director selects staff to serve as members of the scoring committee. Each staff member is responsible for scoring different sections of the application and is responsible for reviewing their section of each submitted application and making recommendations based on the requirements of the RFA. The committee meets to report scores for each application and make recommendations as to which applications should receive funding. Those recommendations are taken to the board for approval.

The proposed solution must be able to use standard workflow engine capabilities to replace or enhance the current scoring process. The design and proposal of this replacement process will be

used to evaluate the flexibility and the capability of the proposed solution.

B. Housing Development Process Requirements

1. Credit Underwriting - Once an application has been approved and awarded funding, the Development phase of the multifamily portfolio pipeline begins. When an application has been approved for funding, the developer is invited into Credit Underwriting. In this phase, there are continuous communications between developer entities, Florida Housing personnel, and assigned third party contributors such as credit underwriters etc. This communication is event, milestone and deadline driven and includes numerous required document and data submissions.

At a minimum, the proposed solution must:

- a. Automate, to the maximum extent possible, the tracking of key development events, deadlines, tasks and associated notifications and status changes as defined by Florida Housing's existing business processes and rules. Deadlines and process events can be different for each RFA so the proposed solution must be able to support this flexibility.
- b. Assign pre-defined tasks to Florida Housing staff and external partners.
- c. Capture all electronic communications between roles during the development phase.
- d. Facilitate and track the submission and storage of all required documentation and automate the extraction of data elements from that documentation when mandated by the business process.
- e. Track all event milestones and status during the Development phase.
- f. Support "one click" generation of standardized forms and letters from templates using collected data. The resulting document may then be customized by the user in MS-Word, and then re-uploaded to the database for document storage.
- g. Support workflow approval mechanism for approving documents and processes.

2. Closing – Once the credit underwriting report has been reviewed or approved by the Board, staff initiates the closing process. Standard closing documents are prepared by attorneys and reviewed and approved by staff and the applicant. Any waivers necessary are approved or rejected by staff and/or the Board. For some types of funding, the Board must also approve the closing. The closing is scheduled, documents are signed and funds are drawn and disbursed.

3. Post-Closing – Once construction has begun on the project, there is a need to periodically review construction progress and/or conditions at the property, and produce and save records of the review. Monitoring Agents review construction progress, Fair Labor Standards (Davis Bacon Monitoring), Section 3 Reporting; and Minority and Women Owned Business Reporting; and provide Florida Housing with site inspections, and progress reports.

4. Construction Completion – Once construction is completed and certificates of occupancy have been obtained, restrictive agreements are finalized and the Final Cost Certification is produced by staff based on documents received from the developer. Staff review the file to ensure that all documents are provided and completed and that the compliance fee has been paid. Final documents collected include IRS 8821's; photos of the completed development, Green Building Certification and Americans

with Disabilities Act (ADA) compliance forms. At the completion of these processes, a final allocation and IRS 8609's are produced and submitted to the development owner.

C. Multifamily Asset Management Phase Process Requirements

1. Compliance - Once a property in the Florida Housing multifamily portfolio has completed development or rehabilitation and begins to lease to tenants, or is already occupied and begins rehabilitation, the compliance phase of the multifamily portfolio pipeline begins. For properties approved and awarded for rehabilitation or redevelopment, there are frequent communications between developer entities, Florida Housing personnel and assigned third party contributors such as compliance monitors, etc. This communication is event, milestone, and deadline driven and includes numerous required documents and data submissions. These processes include compliance, asset management, loan servicing, and special assets workouts; loan modifications; and foreclosures. Asset Management performs recurring tasks which occur monthly, quarterly, annually or on an as-needed basis. Additionally, Florida Housing uses third party service providers for loan servicing, property inspections and compliance monitoring.

At a minimum, the proposed solution must:

- a. Automate to the maximum extent possible, the tracking of key compliance events, deadlines, associated notifications and status changes as defined by Florida Housing's established business processes and rules. The deadlines and process events can be different for each development and funding source based upon the applicable rules, regulations and documents.
- b. Assign pre-defined tasks to Florida Housing staff and external partners.
- c. Capture all electronic communications between roles during the compliance and special assets phase.
- d. Track all event milestones and status during the compliance or special assets phase.
- e. Support "one click" generation of standardized forms and letters from templates using collected data. The resulting document may then be customized by the user in MS-Word, and then re-uploaded to the database for document storage.
- f. Allow Compliance users and Groups to collaborate, collect data from, and retain regulatory documents relevant to the compliance phase [e.g. Land Use Regulatory Agreements (LURA) and Extended Use Agreements (EUA)]. The system will allow third party participants to track events and view "final" documents through a collaborative site.
- g. Calculate regulatory/compliance period end dates based on business rules established by the funding programs. The system will allow for verification and approval of end dates by Compliance staff, when required by the funding source.
- h. Provide a web form, data collection from documents, document collaboration, document retention, event tracking, task assignment, automated notification, third party registration, third party data entry, and electronic document signing for reports required of property owners, managers and monitoring agents.

Additionally, the proposed system must also be capable of handling the following:

2. Physical Inspection and Management Review - Third party compliance monitors provide on-site physical inspections and management reviews of most developments in Florida Housing's portfolio. These management reviews occur annually or triennially and include communication back and forth between the monitoring agent and the property manager. Any identified noncompliance must be resolved. Compliance monitors access a portal to upload management review forms. Data is extracted from the forms and used for reporting and analysis.

3. Annual Owner Certification - Developments funded with Housing Credits that are in the year 1 – 15 compliance period are required to submit Annual Owner Certifications (AOC) each year certifying that the development is in compliance and who the owning entity is. AOCs are submitted to an assigned email address and are reviewed for accuracy to identify any noncompliance issues. If noncompliance is found, the property changes ownership or the owner fails to submit an AOC, an IRS Form 8823 must be filed.

4. Program Report Submission - Property managers submit monthly or annual program reports aggregating tenant information for the preceding period. Program reports are submitted electronically and data is extracted from the form for analysis. The program report is reviewed for accuracy by third party compliance monitors who notify Florida Housing of noncompliance.

5. Financial Reporting - Each year, property owners are required to submit a SAIL Reporting Form 1 (SR-1) and Audited Financial Statements. SR-1s are submitted to an assigned email address and evaluated by Loan Servicing to determine if any interest should be paid on SAIL loans. The SR-1s are uploaded and data is extracted for analysis.

6. Affirmatively Furthering Fair Housing Marketing Plans – Developments are required to submit marketing plans identifying how they intend to market units to minority or underserved communities. These plans are reviewed by Compliance staff.

7. On an as-needed basis, property owners or managers submit requests for exempt units, utility allowance reviews or proposed management companies. These submittals are reviewed and approved or rejected by Compliance staff. Additionally, changes in ownership or development name changes are submitted to Florida Housing for review and approval.

8. If any of the above result in identifying noncompliance, the development and property owner are placed on the noncompliance tracking list. If the property is financed with LIHTC, noncompliance may result in the submission of an IRS Form 8823 to the Internal Revenue Service.

9. Owner's selection of management company – Management companies are required to submit a variety of information that is reviewed by Compliance staff prior to providing approval to an owner for a change in management company.

D. Special Assets Phase Process Requirements

Special Assets manages regulatory document amendment requests, development change of ownership, qualified contracts, troubled property workouts and maturing loan refinancing, renegotiation, and resolution.

At a minimum, the proposed solution must:

1. Automate to the maximum extent possible, the tracking of key compliance events,

deadlines, associated notifications and status changes as defined by Florida Housing's established business processes and rules.

2. Assign pre-defined tasks to Florida Housing staff and external partners.
3. Capture all electronic communications between roles during the special assets phase.
4. Track all event milestones and status during the special assets phase.
5. Provide workflow processes for each of the special assets reporting transaction/request types, that tracks closing dates, document preparation, collections, fees, and noncompliance or past-due tracking.
6. Serve as a document repository for all pertinent documents and correspondence as it relates to a particular development.
7. Provides special assets users the ability to make notes on each development file, transaction, or request.
8. Include checkboxes for Florida Housing staff to designate whether a particular development is in non-compliance or past-due, and if checked, a comment box for notes. These fields will also need to show on generated reports.
9. Support "one click" generation of standardized forms and letters from templates using collected data. The resulting document may then be customized by the user in MS-Word, and then re-uploaded to the database for document storage.
10. Allow users to collaborate, collect data from, and retain regulatory documents relevant to the special assets phase (e.g. loan documents, LURAs and EUAs). The system will allow third party participants to track events and view "final" documents through a collaborative site.
11. Calculate regulatory/compliance period end dates based on business rules established by the funding agencies. The system will allow for verification and approval of end dates by Special Assets staff, when required by the funding source.
12. Provide a Web form, data collection from documents, document collaboration, document retention, event tracking, task assignment, automated notification, third party registration, third party data entry, and electronic document signing for reports required of property owners, managers and monitoring agents.
13. Provide a comprehensive reporting tool which allows the ability to track all developments within the special assets pipeline, both current and completed. Additionally, Special Assets requires the ability to:
 - a. Filter by type of request, i.e. Refinancing, Renegotiation, Transfer, Extension, Qualified Contract, Farmworker Release or other.
 - b. Filter or sort by date of request, date of completion, staff assigned to request, owner, developer, funding source, development county, attorney assigned to request and/or credit underwriter or servicer assigned to request.

c. Filter or sort by the results of a Special Asset request, i.e. Change of Terms, Affordability Extensions, or Units Lost or Preserved.

14. A comprehensive reporting tool which allows the ability to track the following items for all developments within Florida Housing's portfolio:

- a. All loans by funding type maturing date sorted by year.
- b. LURA, Housing Credit Compliance Period or EUA end date.
- c. Troubled Properties Tracking report including going concerns, foreclosures, short sales with a special assets term sheet.

The proposed system must also be capable of handling the following:

15. Regulatory Document Amendment Requests – Requests are made by owner/borrowers to modify their loan documents with refinancing, etc. Credit underwriting, Board approval and documents modifications are required. New loan terms and information are added to HDS and loan documents are scanned into OnBase.

16. Development Change of Ownership – A change in ownership interest through the sale of the development or GP interest, requires the credit underwriter assesses the financial capacity and affordable housing experience of the new owning entity, principals, and guarantors. Upon receipt of a positive recommendation from the credit underwriter, the request is presented to FHFC's Board of Directors for approval. After Board approval is received, the request is forwarded to Special Counsel for document modification. New loan information is added to HDS and loan documents are scanned into OnBase.

17. Qualified Contract Process – Per Section 42 of the IRS Code, after year fourteen (14) of the initial compliance period, an Owner of a housing credit (HC) funded development can request to sell the development. Florida Housing has one year to find a buyer. If a buyer is not found then the HC restrictive agreement is terminated and the development units are no longer restricted. If a buyer is found the development remains affordable. New information is added to HDS and documents are scanned into OnBase.

18. Maturing Loan Workout Process – Before the loan matures, Special Assets staff works with the Borrower to renegotiate the loan terms if they are unable to repay the principal, interest, and all other fees and sums due at the maturity date. The Borrower usually requests a loan renegotiation/extension to extend the loan term and change the repayment terms of the loan. Credit underwriting and Board approval are required. Loan document modifications are then prepared by legal counsel. New loan terms and information are added to HDS and loan documents are scanned into OnBase.

19. Troubled Property Resolution - When a troubled loan has been identified, Special Assets staff work with the Borrower/Owner to renegotiate the loan terms in an effort to keep the development financially viable and keep the units affordable. Credit underwriting and Board approval are required. Loan document modifications are then prepared by legal counsel. New loan terms and information are added to HDS and loan documents are scanned into OnBase.

X. Required IT and System integration capabilities

A. Background

Florida Housing currently uses the following:

1. Microsoft Technologies as its IT operational infrastructure.
2. Hyland OnBase as an enterprise document management system. This architecture principal is not extensively integrated into current supporting applications and future initiatives and efforts will be directed to integrate with this application if possible.
3. Office 365 for its messaging system.
4. An on-site SharePoint infrastructure for internal intranet and file storage.
5. Windows 2012 file services for group shared storage.
6. Benedict Group, Inc. Loans for loan tracking.
7. MS Great Plains for general ledger, accounts receivable, and accounts payable accounting services.

B. Requirements

The proposed solution must:

1. Utilize Microsoft technologies and skill sets.
2. Utilize MS Active Directory for internal user directory and authentication and single sign-on to internal users.
3. Provide a method by which any and all documents stored be indexed and searchable based on role security.
4. Have the capability to integrate with the OnBase document management system.
5. Be able to support unlimited applications, unlimited users, and unlimited data.
6. Be optimized for Windows desktop\browser utilization but accessible to mobile devices to the maximum extent possible.
7. Be highly available via redundant or load-balanced systems and scalable, with associated Service Level Agreements, monitoring, and disaster recovery planning in place.
8. Be hosted and capable of operating independently of the availability of the Florida Housing network and internal resources.
 - a. All required licensing and fees shall be included in the proposed solution.

b. Support procedures for all operations, upgrades, and security measures must be provided as part of the proposed solution.

c. A copy or replica of the portfolio data shall be maintained on Florida Housing servers to provide for ad-hoc reporting and/or custom development.

d. Documents of record submitted to the hosted system shall be transferred to Florida Housing systems. Method of transfer and input to Florida Housing's OnBase document storage system to be proposed as part of this ITN response.

9. Proposed solution shall include Helpdesk Support via email or phone.

XI. Support Requirements

The outcome of this ITN will result in significant changes to existing core business infrastructure and processes. Florida Housing will act in partnership with the Contractor to effect these changes.

A. Requirements

1. The initial support contract will be for a five-year term to be negotiated prior to executing a contract.

2. The support service will include a comprehensive and detailed support infrastructure with documented service level agreements and fully documented processes.

3. The support service will include a comprehensive change management process that covers both minor and major modifications to existing processes and capabilities.

4. The support plan will clearly define what kind of issues and requests are covered and those that are considered beyond normal support needs scope.

5. Base rates associated with changes beyond normal support needs will be mutually agreed upon and agreed to on a per engagement basis by contracted Statement of Work.

6. User, Administration, and developer training will be provided as part of the yearly support contract. It is expected that basic training for each of these roles will be available via on-demand webinar, on-line resources or on-site for all users. The development of these training materials will be part of the initial contract. Advanced, or instructor-led training should be included as a contracted number of hours each year, with additional training delivered at an additional pre-contracted cost, as outlined in Tables H and I.

7. Complete and comprehensive development and test environments will be provided and maintained as part of the delivered infrastructure. Code promotion between environments and data refresh/migration from and to environments should be well documented and relatively simple exercises.

SECTION FIVE CERTIFICATION

Do not reproduce the language of Section Five in the Response. By inclusion and execution of the statement provided in Section Six, subsection I, of this ITN, each Respondent certifies that:

A. The Respondent submits this Response without prior understanding, agreement, or connection with any person or entity submitting a separate Response for the same services. However, any agreement with a person or entity with whom the Response is jointly filed and such joint filing is made clear on the face of the Response will be an exception so long as the Response is in all respects fair and without collusion or fraud.

B. Any material submitted in response to this ITN is a public record pursuant to Chapter 119, Fla. Stat., and subject to examination upon request, but only after Florida Housing provides a notice of decision pursuant to Section 120.57(3), Fla. Stat., or within 30 days after the Response is opened, whichever is earlier.

C. The Respondent, if awarded a contract under this ITN, will comply with Section 420.512(5), Fla. Stat. For the purpose of Section 420.512(5), Fla. Stat., “Prohibited Business Solicitation Communications” is defined by Section 420.503(32), Fla. Stat.

D. The Respondent is in compliance with Section 287.133(2)(a), Fla. Stat.

E. The Respondent understands and agrees to cooperate with any audits conducted in accordance with the provisions set forth in Section 20.055(5), Fla. Stat.

F. Pursuant to Section 119.0701(2)(b), Fla. Stat., the Respondent, if awarded a contract under this RFQ, will be required “to comply with public records laws, specifically to:

a. Keep and maintain public records required by the public agency to perform the service.

b. Upon request from the public agency’s custodian of public records, provide the public agency with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in this chapter or as otherwise provided by law.

c. Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the contract term and following completion of the contract. If the contractor does not transfer the records to the public agency.

d. Upon completion of the contract, transfer, at no cost, to the public agency all public records in possession of the contractor upon termination of the contract or keep and maintain public records required by the public agency to perform the service. If the contractor transfers all public records to the public agency upon completion of the contract, the contractor shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the public agency, upon request from the public agency’s custodian of public records, in a format that is compatible with the information technology systems of the public agency.”

Notwithstanding anything contained herein to the contrary, the provisions and requirements of this paragraph will only apply if and when the Contractor is acting on behalf of Florida Housing.

G. The Respondent acknowledges that if awarded a contract it will be prohibited from engaging in activities in connection with services related to Florida Housing transactions that produce direct or indirect financial gain for the Respondent other than for the compensation agreed upon in the contract that results

from this ITN, unless that Respondent has Florida Housing’s written consent after Florida Housing has been fully informed of such activities in writing.

H. The Respondent acknowledges that if awarded a contract it will be prohibited from engaging in any actual, apparent, or potential conflict of interest. Should any such actual, apparent, or potential conflict of interest come into being subsequent to the effective date of the contract and prior to the conclusion of the contract, the Respondent will provide notification (Notice of Conflict of Interest) to Florida Housing, through first class certified mail, return receipt requested, within 10 working days, seeking consent from Florida Housing’s Executive Director. If the Respondent is found to be in non-compliance with this provision, without written consent from Florida Housing’s Executive Director, any compensation received in connection with the contract will be subject to forfeiture to Florida Housing.

I. The Respondent, in submitting this Response, acknowledges and agrees that the terms and conditions of this ITN, as well as any modifications thereto, will be incorporated into any contract offered as a result of this ITN.

J. CERTIFICATION STATEMENT:

THE FOLLOWING WILL BE REPEATED IN THE RESPONDENT’S RESPONSE AND SIGNED BY AN INDIVIDUAL AUTHORIZED TO BIND THE RESPONDENT. THIS IS A THRESHOLD ITEM AND FAILURE TO INCLUDE THE CERTIFICATION STATEMENT BEARING AN ORIGINAL SIGNATURE WILL RESULT IN REJECTION OF THE RESPONSE.

“I agree to abide by all conditions of ITN 2017-04 and certify that all information provided in this Response is true and correct, that I am authorized to sign this Response as the Respondent and that I am in compliance with all requirements of the ITN, including but not limited to, the certification requirements stated in Section Five of this ITN.”

Authorized Signature (Original)

Print Name and Title

**SECTION SIX
INFORMATION TO BE PROVIDED IN SQSO**

In providing the following information, restate each item and sub-item (with its letter and number), limit your Response to one bound volume. Responses to the items must be included immediately after the restated items without any reference to any appendix.

A. COVER LETTER

Each proposal must be accompanied by a cover letter that contains a general statement of the purpose of submission and includes the name, job title, address, office and cellular telephone numbers, and e-mail address of a primary contact person who will be responsible for day-to-day contact with Florida Housing, and any backup personnel who would be accessible if the primary contact cannot be reached.

B. REGISTRATION WITH THE FLORIDA DEPARTMENT OF STATE

Provide evidence that the Respondent is qualified to do business in the State of Florida.

C. RESPONSE QUESTIONNAIRE

Respondents shall complete a copy of the Response Questionnaire for this ITN, located on Florida Housing’s website at: <http://www.floridahousing.org/legal/procurements/invitations-to-negotiate>. A detailed response on how the Respondent intends to meet each requirement should be given for each item listed.

D. PROJECT ORGANIZATION AND PLAN

1. Provide an organizational chart for the project. The chart shall identify all project team members by name and their responsibilities. This section shall also include a résumé, not to exceed one page in length, of all professional staff assigned to the project. Résumés should include name, education, programming experience, information technology experience, and related experience.

2. Submit a detailed and specific work plan for this project. Define phases, milestones, activities, tasks, task duration, deliverables, and task dependencies. Any requirements for implementation for Florida Housing staff shall be clearly stated in the project plan.

E. CUSTOMER REFERENCES

Provide at a minimum three separate, verifiable references for which the Respondent has provided services similar to those requested in Section Four of this RFP. Respondents may not use Florida Housing, any confidential clients, nor any subcontractors as a reference. The same client may not be listed for more than one reference. Include the company name, street address, contact name, and phone numbers for these references.

Florida Housing will attempt to call each of the three references to complete the questionnaire below. References should be available for contact between 9:00 a.m. and 5:00 p.m., Eastern Time. Florida Housing will attempt to call each reference three times. In the event that the contact person cannot be reached following three attempts, the Respondent will receive a score of zero for that reference evaluation. Florida Housing will not attempt to correct any of the supplied contact information. Final scores for this section will be averaged.

The following questions will be asked:

TABLE G REFERENCE QUESTIONNAIRE	
Question	Score
1. Briefly describe the services the vendor performed for your organization.	N/A
1. How would you rate the contract implementation with this vendor? Excellent = 5; Good = 4; Acceptable = 3; Fair = 2; Poor = 1	

2. Did the vendor consistently meet all of its performance milestones/deadlines? Yes = 3; No = 0	
3. How would you rate the vendor's key staff and their ability to work with your organization? Excellent = 5; Good = 4; Acceptable = 3; Fair = 2; Poor = 1	
4. Did the vendor's staff maintain open lines of communication with your organization? Yes = 3; No = 0	
5. Did the vendor's project/contract manager effectively manage the contract? Yes = 3; No = 0	
6. Was the vendor's staff responsive to technical direction from your organization? Yes = 3; No = 0	
7. Would you contract with this vendor again? Yes = 3; No = 0	
TOTAL SCORE:	

F. PRICE PROPOSAL

1. Provide the proposed fee to be charged in connection with the services described in Section Four of this ITN in Table H below.

TABLE H – Price Proposal	
Business Process Mapping	\$
Development and Implementation	\$
Licensing	\$
Installation and Configuration	\$
Training	\$
Annual Licensing and Maintenance – Year Two	\$
Annual Licensing and Maintenance – Year Three	\$
Annual Licensing and Maintenance – Year Four	\$
Annual Licensing and Maintenance – Year Five	\$
Annual Licensing and Maintenance – Optional Renewal Year One	\$
Annual Licensing and Maintenance – Optional Renewal Year Two	\$
Annual Licensing and Maintenance – Optional Renewal Year Three	\$
TOTAL PROPOSED COST FOR CONTRACT	\$

2. Respondents may include optional pricing for added features not listed above for consideration; however, those fees will not be scored in accordance with Section Nine below. Florida

Housing is interested in pricing for additional training sessions to be completed in addition to the requirements set forth in Section Four, Item XI.A.6.

3. Fees proposed must include all charges relating to the services required under the contract and all out-of-pocket expenses, such as telephone, postage and shipping, printing and/or copy costs, and travel, if any. No costs will be reimbursed under the contract.

FINAL FEE SCHEDULE WILL BE SUBJECT TO NEGOTIATION.

G. CERTIFICATION (Mandatory Item)

FAILURE TO INCLUDE THE CERTIFICATION STATEMENT LOCATED IN SECTION FIVE OF THIS ITN BEARING AN ORIGINAL SIGNATURE WILL RESULT IN REJECTION OF THE RESPONSE.

SECTION SEVEN INFORMATION TO BE PROVIDED DURING DEMONSTRATIONS AND NEGOTIATIONS

Respondents selected for negotiations must be prepared to discuss the ITN and their SQSO responses, and provide a demonstration of their solution. The negotiation session will not be open to the public; however, they are recorded for public records purposes in accordance with s. 119.071, Fla. Stat. Discussions which are considered confidential or trade secret must be clearly denoted by the Respondent during their presentations.

SECTION EIGHT INFORMATION TO BE PROVIDED IN BAFO

In providing the following information, restate each item and sub-item (with its letter and number), limit your Response to one bound volume. Responses to the items must be included immediately after the restated items without any reference to any appendix. Respondents should use the 'track changes' feature of Word and Excel to show changes made from the SQSO.

A. RESPONSE QUESTIONNAIRE

Respondents shall complete a copy of the Response Questionnaire for this ITN, located on Florida Housing's website at: <http://www.floridahousing.org/legal/procurements/invitations-to-negotiate>. A detailed response on how the Respondent intends to meet each requirement must be given for each item listed.

B. PROJECT ORGANIZATION AND PLAN

1. Provide an organizational chart for the project. The chart shall identify all project team members by name and their responsibilities. This section shall also include a résumé, not to exceed one page in length, of all professional staff assigned to the project. Résumés should include name, education, programming experience, information technology experience, and related experience.

2. Submit a detailed and specific work plan for this project. Define phases, milestones, activities, tasks, task duration, deliverables, and task dependencies. Any requirements for implementation for Florida Housing staff shall be clearly stated in the project plan.

C. PRICE PROPOSAL

1. Provide your best and final offer to be charged in connection with the services described in Section Four of this ITN in Table I below.

TABLE I – Price Proposal	
Business Process Mapping	\$
Development and Implementation	\$
Licensing	\$
Installation and Configuration	\$
Training	\$
Annual Licensing and Maintenance – Year Two	\$
Annual Licensing and Maintenance – Year Three	\$
Annual Licensing and Maintenance – Year Four	\$
Annual Licensing and Maintenance – Year Five	\$
Annual Licensing and Maintenance – Optional Renewal Year One	\$
Annual Licensing and Maintenance – Optional Renewal Year Two	\$
Annual Licensing and Maintenance – Optional Renewal Year Three	\$
TOTAL PROPOSED COST FOR CONTRACT	\$

2. Respondents may include optional pricing for added features not listed above for consideration; however, those fees will not be scored in accordance with Section Nine below.

3. Fees proposed must include all charges relating to the services required under the contract and all out-of-pocket expenses, such as telephone, postage and shipping, printing and/or copy costs, and travel, if any. No costs will be reimbursed under the contract.

FINAL FEE SCHEDULE WILL BE SUBJECT TO NEGOTIATION.

D. DRUG-FREE WORKPLACE

If the Respondent has implemented a drug-free workplace program, the Respondent must submit the following certification indicating that it meets all of the requirements of Section 287.087, Fla. Stat.:

I hereby certify on behalf of the Respondent, under the terms of ITN 2017-04, that the Respondent has implemented a drug-free workplace program pursuant to Section 287.087, Fla. Stat.

Authorized Signature: _____

Print Name: _____

Print Title: _____

E. MINORITY BUSINESS ENTERPRISE

If the Respondent is a minority business enterprise as defined in Section 288.703, Fla. Stat., the

Respondent must submit the following certification:

I hereby certify on behalf of the Respondent, under the terms of ITN 2017-04, that the Respondent is a “minority business enterprise” as defined in Section 288.703(3), Fla. Stat.

Authorized Signature: _____

Print Name: _____

Print Title: _____

F. CERTIFICATION (Mandatory Item)

FAILURE TO INCLUDE THE CERTIFICATION STATEMENT LOCATED IN SECTION FIVE OF THIS ITN BEARING AN ORIGINAL SIGNATURE WILL RESULT IN REJECTION OF THE RESPONSE.

**SECTION NINE
EVALUATION PROCESS**

The individual Committee members will independently evaluate each of the Responses by reviewing the answers to each of the items identified in Sections Six and Eight of this ITN and assigning points up to the maximum points allowed for each item. The points available for items in Section Six are to be evaluated are as follows:

STATEMENT OF QUALIFICATIONS AND SERVICES OFFERED (SQSO)

<u>Item Reference</u>	<u>Maximum Points</u>
C. Response Questionnaire, Section II	40
C. Response Questionnaire, Section III	40
C. Response Questionnaire, Section IV	20
C. Response Questionnaire, Section V	40
C. Response Questionnaire, Section VI	40
C. Response Questionnaire, Section VII.....	20
C. Response Questionnaire, Section VIII	20
C. Response Questionnaire, Section IX	40
C. Response Questionnaire, Section X	20
C. Response Questionnaire, Section XI.....	20
D.1. Project Organizational Chart and Resumes	15
D.2. Project Organization Plan	60
E. Customer References.....	25
F. Price Proposal	100
Total Points Available.....	500

For the SQSO Price Proposals, the Respondent with the lowest proposed total cost will receive the maximum allowable points (100 points). The remaining respondents will receive a percentage of the maximum points, rounded to the nearest whole number, based on the following formula:

$\frac{\text{Lowest Proposed Total Cost}}{\text{Current Respondent's Proposed Total Cost}}$	=	%	x	100	=	Total Points Awarded for that "Total Cost" (Rounded to the nearest whole number)
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Following the receipt of SQSOs, the Committee will conduct one or more public meetings during which members will discuss their evaluations and develop a recommendation or series of recommendations of which Respondents will move forward to negotiations. The Committee's recommendation will be based on the cumulative scoring and information gathered from the non-scored items.

BEST AND FINAL OFFER (BAFO)

<u>Item Reference</u>	<u>Maximum Points</u>
A. Response Questionnaire, Section II	40
A. Response Questionnaire, Section III	40
A. Response Questionnaire, Section IV	20
A. Response Questionnaire, Section V	40
A. Response Questionnaire, Section VI	40
A. Response Questionnaire, Section VII.....	20
A. Response Questionnaire, Section VIII	20
A. Response Questionnaire, Section IX	40
A. Response Questionnaire, Section X	20
A. Response Questionnaire, Section XI	20
B.1. Project Organizational Chart and Resumes	15
B.2. Project Organization Plan	60
C. Price Proposal	125
Total Points Available.....	500

For the BAFO Price Proposals, the Respondent with the lowest proposed total cost will receive the maximum allowable points (125 points). The remaining respondents will receive a percentage of the maximum points, rounded to the nearest whole number, based on the following formula:

$\frac{\text{Lowest Proposed Total Cost}}{\text{Current Respondent's Proposed Total Cost}}$	=	%	x	125	=	Total Points Awarded for that "Total Cost" (Rounded to the nearest whole number)
---	---	---	---	-----	---	--

Following the receipt of the BAFOs, the Committee will conduct one or more public meetings during which members will discuss their evaluations and develop a recommendation or series of recommendations to the Board. The Committee's recommendation will be based on the cumulative scoring and information gathered from the non-scored items. The Board may use the Responses, the Committee's scoring, the non-scored items in the Responses, any other information or recommendation provided by the Committee or staff, and any other information the Board deems relevant in its selection of Respondents to whom to award a contract.

In the event of a tie, Florida Housing will give preference in the award process to the Response certifying a drug-free workplace has been implemented in accordance with Section 287.087, Fla. Stat. If a tie continues to exist, Florida Housing will give preference to minority business enterprises as defined in Section 288.703, Fla. Stat.

SECTION TEN AWARD PROCESS

Florida Housing will provide notice of its decision, or intended decision, for this ITN on Florida Housing's Website the next business day after the applicable Board vote. After posting, an unsuccessful applicant may file a notice of protest and a formal written protest in accordance with Section 120.57(3), Fla. Stat. Failure to file a protest within the time prescribed in Section 120.57(3), Fla. Stat. or failure to post the bond or other security required by law within the time allowed for filing a bond will constitute a waiver of proceedings under Chapter 120, Fla. Stat.

EXHIBIT B
PROLINK SOLUTIONS' BEST AND FINAL OFFER



Florida Housing Finance Corporation

Best and Final Offer (BAFO)
Invitation to Negotiate (ITN), Comprehensive
Multifamily Line of Business Software

March 21, 2018

Prepared By:

Shawn McKenna

President

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PROLINK SOLUTIONS

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Prepared For:

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Contracts Manager

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FLORIDA HOUSING FINANCE CORPORATION

227 N. Bronough Street, Suite 5000

Tallahassee, Florida 32301



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A. Cover Letter

March 21, 2018

Dear Ms. Marshall,

ProLink Solutions is pleased to submit this Statement of Qualifications and Services Offered to the “Initiation to Negotiate (ITN) 20017-04, Comprehensive Multifamily Line of Business Software” issued by the Florida Housing Finance Corporation (Florida Housing). We are confident you will find our software suite comprehensive, and fully aligned with the scope of interest outlined in the ITN.

Founded in 1998, ProLink Solutions is a software company that enables the real estate finance industry to efficiently allocate capital, manage assets, and maintain compliance. We apply industry-leading technology and expertise to automate business processes and improve data accessibility. Our team is experienced in providing solutions for enterprise investment management in a wide range of real estate finance industries, including Housing Finance Agencies, developers, brokers, owner/operators, syndicators, and financial institutions.

In recent years, the National Council of State Housing Agencies (NCSHA) has recognized ProLink’s clients for excellence and innovation, successfully leveraging the ProLinkHFA Software Suite in their agencies.

ProLink is proud to state a 100% success rate in our software product implementations. All of ProLink’s clients are available as references and will attest to industry-leading services and support. With an average tenure of more than six years at ProLink, the software implementation team has built a reputation for on-time and on-budget delivery.

ProLink Solutions is prepared to demonstrate, in production-ready applications, the support of all of Florida Housing’s system requirements, and primary outcomes, outlined in this ITN. Flexibility in licensing models and pricing alternatives arm ProLink with confidence in ultimately structuring an agreement that aligns with Florida Housing’s procurement and budgetary requirements.

In conjunction with delivery of the ProLinkHFA Software Suite, ProLink provides all hosting services, performance monitoring and reporting, ongoing regulatory and technical maintenance, as well as a full service customer help desk and support team. In addition, ProLink provides Program Support for business related questions, additional training, and system best practices. 30% of all maintenance fees are reinvested into the product in the form of new features voted upon by ProLinkHFA User Group.

ProLink Solutions is a Microsoft Gold Certified Partner, and currently supports the HFAs in Virginia, Michigan, Alabama, Kansas, Colorado, Wyoming, New Jersey, New York, Oregon, Idaho, District of Columbia, and West Virginia. We are proud to present the following response for the review of the Florida Housing Finance Corporation.

Very sincerely yours,

Shawn McKenna
President
ProLink Solutions

B. Registration with the Florida Department of State

For Florida Housing's review, ProLink has included Certificates of Good Standing in the State of Colorado as well as proof of our submission to register to do business in the State of Florida.



FLORIDA DEPARTMENT OF STATE DIVISION OF CORPORATIONS

Attached are the forms and instructions to register a foreign profit corporation to transact business in Florida. The requirements are as follows:

- Pursuant to section 607.1503(1), Florida Statutes, the attached application must be completed in its entirety.
- The corporation must submit an original certificate of existence, no more than 90 days old, duly authenticated by the Secretary of State or the proper official having custody of corporate records in the state or country under the law of which it is incorporated. A photocopy is not acceptable. If the certificate is in a foreign language, a translation of the certificate under oath of the translator must be submitted.
- There is a \$70.00 registration fee and a letter of acknowledgment will be issued free of charge upon registration.
- Certification fees are optional. Please submit an additional \$8.75 if a certificate of status is needed. The fee for a certified copy of the application is \$8.75 (plus \$1 per page for each page over 8, not to exceed a maximum of \$52.50). Please check the appropriate box on the COVER letter and send one check for the total amount made payable to the Florida Department of State.
- The COVER letter included in this packet should be completed and submitted along with the certificate, application and check. Both the mailing address and courier address are noted in the COVER letter.
- **Important Information About the Requirement to File an Annual Report**
All Profit Corporations must file an Annual Report yearly to maintain "active" status. The first report is due in the year following formation. The report must be filed electronically online between January 1st and May 1st. The fee for the annual report is \$150. After May 1st a \$400 late fee is added to the annual report filing fee. "Annual Report Reminder Notices" are sent to the e-mail address you provide us when you submit this document for filing. To file any time after January 1st, go to our website at www.sunbiz.org. There is no provision to waive the late fee. Be sure to file before May 1st.

Any further inquiries concerning this matter should be directed to the Registration Section by calling (850) 245-6051 or writing the Registration Section, Division of Corporations, P.O. Box 6327, Tallahassee, FL 32314.

CR2E007 (6/15)

COVER LETTER

TO: Registration Section
Division of Corporations

SUBJECT: ProLink Solutions, Inc.
Name of corporation - must include suffix

Dear Sir or Madam:

The enclosed "Application by Foreign Corporation for Authorization to Transact Business in Florida," "Certificate of Existence," or "Certificate of Good Standing" and check are submitted to register the above referenced foreign corporation to transact business in Florida.

Please return all correspondence concerning this matter to the following:

Brianna Kreuter
Name of Person

ProLink Solutions, Inc.
Firm/Company

98 Inverness Drive East, Suite 250
Address

Englewood, CO 80112
City/State and Zip code

bkreuter@prolinksolutions.com
E-mail address: (to be used for future annual report notification)

For further information concerning this matter, please call:

Brianna Kreuter at (720) 746-2425
Name of Person Area Code Daytime Telephone Number

STREET/COURIER ADDRESS:
Registration Section
Division of Corporations
Clifton Building
2661 Executive Center Circle
Tallahassee, FL 32301

MAILING ADDRESS:
Registration Section
Division of Corporations
P.O. Box 6327
Tallahassee, FL 32314

Enclosed is a check for the following amount:

- \$70.00 Filing Fee
- \$78.75 Filing Fee & Certificate of Status
- \$78.75 Filing Fee & Certified Copy
- \$87.50 Filing Fee, Certificate of Status & Certified Copy

**APPLICATION BY FOREIGN CORPORATION FOR AUTHORIZATION TO TRANSACT
BUSINESS IN FLORIDA**

IN COMPLIANCE WITH SECTION 607.1503, FLORIDA STATUTES, THE FOLLOWING IS SUBMITTED TO REGISTER A FOREIGN CORPORATION TO TRANSACT BUSINESS IN THE STATE OF FLORIDA.

1. ProLink Solutions, Inc.
(Enter name of corporation; must include "INCORPORATED," "COMPANY," "CORPORATION," "Inc.," "Co.," "Corp.," "Inc.," "Co.," or "Corp.")

(If name unavailable in Florida, enter alternate corporate name adopted for the purpose of transacting business in Florida)

2. Colorado, USA 3. 84-1520465
(State or country under the law of which it is incorporated) (FEI number, if applicable)

4. 07-20-1999 5. _____
(Date of incorporation) (Date of duration, if other than perpetual)

6. N/A- Future business only.
(Date first transacted business in Florida, if prior to registration)
(SEE SECTIONS 607.1501 & 607.1502, F.S., to determine penalty liability)

7. 98 Inverness Drive East, Suite 250, Englewood, CO 80112
(Principal office address)

(Current mailing address, if different)

8. Name and street address of Florida registered agent: (P.O. Box NOT acceptable)


Name: Northwest Registered Agent, LLC.

Office Address: 3030 N. Rocky Point Dr. STE 150A

Tampa, Florida 33607
(City) (Zip code)

9. Registered agent's acceptance:

Having been named as registered agent and to accept service of process for the above stated corporation at the place designated in this application, I hereby accept the appointment as registered agent and agree to act in this capacity. I further agree to comply with the provisions of all statutes relative to the proper and complete performance of my duties, and I am familiar with and accept the obligations of my position as registered agent.



(Registered agent's signature)

Northwest Registered Agent, LLC.
Tom Glover - Assistant Secretary

10. Attached is a certificate of existence duly authenticated, not more than 90 days prior to delivery of this application to the Department of State, by the Secretary of State or other official having custody of corporate records in the jurisdiction under the law of which it is incorporated.

11. Names and business addresses of officers and/or directors:

A. DIRECTORS

Chairman: Philip Harrington

Address: P.O. Box 4425, Jackson, WY 83001

Vice Chairman: Timothy Neumann

Address: 98 Inverness Drive East, Suite 250, Englewood, CO 80112

Director: Shawn McKenna

Address: 98 Inverness Drive East, Suite 250, Englewood, CO 80112

Director: Sanjai Baghat; 98 Inverness Drive East, Suite 250, Englewood, CO 80112

Director: Joerg Adams

Address: 550 Jersey Street, San Francisco, CA 94114

Director: Jim Cope; 20975 Swenson Drive, Suite 325, Waukesha, WI 53186

B. OFFICERS

President: Shawn McKenna, Chief Executive Officer

Address: 98 Inverness Drive East, Suite 250, Englewood, CO 80112

Vice President: Timothy Neumann, Chief Financial Officer

Address: 98 Inverness Drive East, Suite 250, Englewood, CO 80112

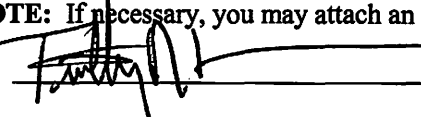
Secretary: Brian Kohn, Chief Technology Officer

Address: 98 Inverness Drive East, Suite 250, Englewood, CO 80112

Treasurer: _____

Address: _____

NOTE: If necessary, you may attach an addendum to the application listing additional officers and/or directors.

12.  _____
Signature of Director or Officer

The officer or director signing this document (and who is listed in number 11 above) affirms that the facts stated herein are true and that he or she is aware that false information submitted in a document to the Department of State constitutes a third degree felony as provided for in s.817.155, F.S.

13. Timothy Neumann, CFO
(Typed or printed name and capacity of person signing application)

OFFICE OF THE SECRETARY OF STATE
OF THE STATE OF COLORADO

CERTIFICATE OF FACT OF GOOD STANDING

I, Wayne W. Williams, as the Secretary of State of the State of Colorado, hereby certify that, according to the records of this office,

ProLink Solutions, Inc.

is a

Corporation

formed or registered on 07/20/1999 under the law of Colorado, has complied with all applicable requirements of this office, and is in good standing with this office. This entity has been assigned entity identification number 19991136476 .

This certificate reflects facts established or disclosed by documents delivered to this office on paper through 12/29/2017 that have been posted, and by documents delivered to this office electronically through 01/03/2018 @ 16:31:08 .

I have affixed hereto the Great Seal of the State of Colorado and duly generated, executed, and issued this official certificate at Denver, Colorado on 01/03/2018 @ 16:31:08 in accordance with applicable law. This certificate is assigned Confirmation Number 10635928 .



A handwritten signature in cursive script that reads 'Wayne W. Williams'.

Secretary of State of the State of Colorado

*****End of Certificate*****

Notice: A certificate issued electronically from the Colorado Secretary of State's Web site is fully and immediately valid and effective. However, as an option, the issuance and validity of a certificate obtained electronically may be established by visiting the Validate a Certificate page of the Secretary of State's Web site, <http://www.sos.state.co.us/biz/CertificateSearchCriteria.do> entering the certificate's confirmation number displayed on the certificate, and following the instructions displayed. Confirming the issuance of a certificate is merely optional and is not necessary to the valid and effective issuance of a certificate. For more information, visit our Web site, <http://www.sos.state.co.us/> click "Businesses, trademarks, trade names" and select "Frequently Asked Questions."

Mall to: Secretary of State
001

For office use only

Please include a typed
self-addressed envelope

Corporations Section
1560 Broadway, Suite 200
Denver, CO 80202
(303) 894-2251
Fax (303) 894-2242

MUST BE TYPED
FILING FEE: \$50.00
MUST SUBMIT TWO COPIES

FILED
DONETTA DAVIDSON
COLORADO SECRETARY OF STATE

ARTICLES OF INCORPORATION

\$ 50.00
SECRETARY OF STATE
07-20-1999 16:36:09

Corporation Name: Analytic Solutions.Com Inc.

Principal Business Address: 8084 S. Bannock Drive, Larkspur, CO 80118
(Include City, State, Zip)

Cumulative voting shares of stock is authorized. Yes X No

If duration is less than perpetual enter number of years _____

Preemptive rights are granted to shareholders. Yes X No

Stock Information: (If additional space is needed, continue on a separate sheet of paper.)

Stock Class Common Authorized Shares 1,000,000 Par Value .01

Stock Class _____ Authorized Shares _____ Par Value _____

The name of the initial registered agent and the address of the registered office is:(If another corporation, use last name space)

Last Name McKenna First & Middle Name Shawn Patrick

Street Address 8084 S. Bannock Dr. Larkspur, CO 80118
(Include City, State, Zip)

The undersigned consents to the appointment as the initial registered agent.

Signature of Registered Agent [Signature] 07-17-1999

These articles are to have a delayed effective date of: _____

Incorporators: Names and addresses: (If more than two, continue on a separate sheet of paper.)

NAME	ADDRESS
<u>Shawn P. McKenna</u>	<u>8084 S. Bannock Dr. Larkspur, CO 80118</u>

Incorporators who are natural persons must be 18 years or more. The undersigned, acting as incorporator(s) of a corporation under the Colorado Business Corporation Act, adopt the above Articles of Incorporation.

Signature [Signature] Signature _____

Revised 7/95

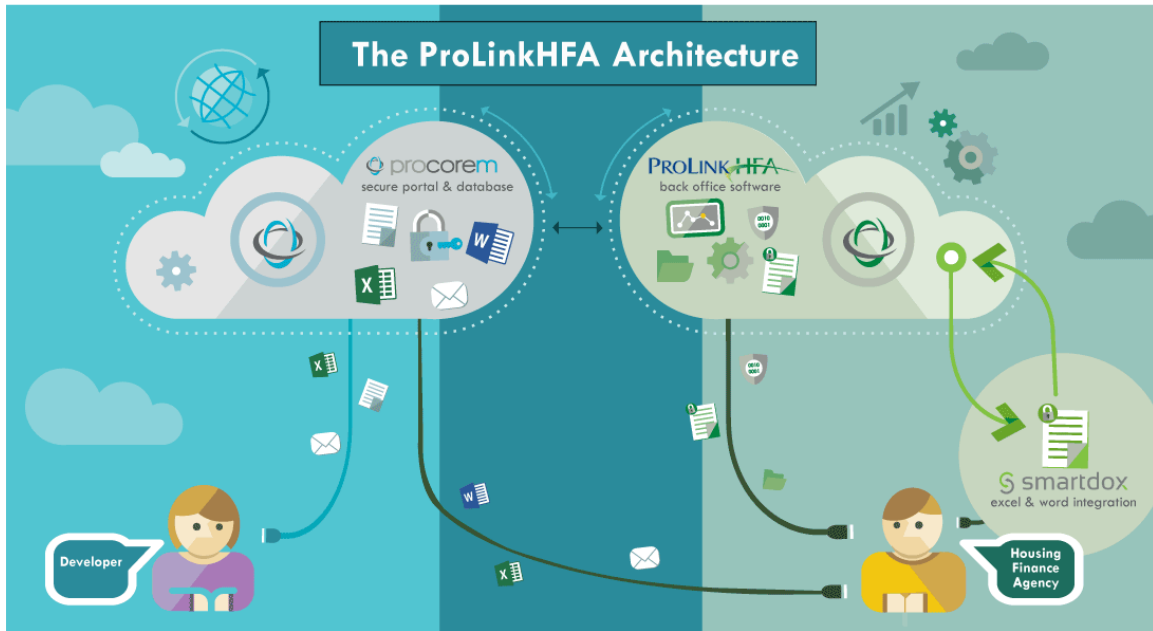
DW

C. Response Questionnaire

I. Overview

ProLinkHFA Software Suite

ProLink Solutions recommends the implementation of the ProLinkHFA Software Suite to meet all of Florida Housing's Current Business Process Related Requirements.



The ProLinkHFA Software Suite includes the following integrated components: ProLinkHFA, Procorem, and SmartDox.

ProLinkHFA

ProLinkHFA is a single, back-office database designed to improve data accuracy and program management to support Housing Finance Agency missions. Delivered as a web-based application, ProLinkHFA can be configured to suit Florida Housing's needs. ProLinkHFA provides comprehensive support for tax credit allocation, multifamily lending, loan origination, asset management, finance and accounting, construction budgeting, inspection management, property compliance, real time reporting, configurable portfolio risk management, business process automation and workflow, powerful document repository, and complete auditability of all data throughout the HFA lifecycle.

Procorem

Procorem is a secure, electronic portal technology that facilitates collaboration for all involved parties. Procorem immediately benefits HFAs as internal and external parties can share, collaborate, and approve critical business documents in any format. As a core component of the ProLinkHFA Software Suite, the Procorem portal facilitates Florida Housing's goals around business workflow, document

management, task management, physical inspection monitoring, mass mail functionality, notifications, document management, and external party communication.

SmartDox

SmartDox is a Microsoft Excel and Word integration tool that directly integrates with ProLinkHFA. With SmartDox, Florida Housing does not have to abandon specialized Excel and Word templates. SmartDox allows users to integrate these existing templates directly into the ProLinkHFA database with the push of a button. Business users can both push data into ProLinkHFA directly from Microsoft Excel or Word, as well as pull data out of ProLinkHFA to populate critical business templates and spreadsheets.

II. System Core Components

A. Database and Data Functionality

The ProLinkHFA Software Suite is delivered as a “single database of record”. By storing all information in a single database, ProLinkHFA streamlines the handoff between the different agency teams, ensuring all groups are working off the same set of information. Through this process, accuracy and transparency are easily achieved throughout the agency.

1. Multifamily Portfolio Database

The ProLinkHFA Application utilizes Microsoft SQL Server for data persistence, transactional queries, and failover. Depending on storage requirements, the database is split into separate files by logical area (e.g., document storage, audit history, logs, business data) in order to assist with performance and ease of data restoration or population down to lower test environments.

ProLink has reviewed Table A in full and is confident that the ProLinkHFA Software Suite will meet all minimum data requirements without additional customizations. The modular structure of ProLinkHFA provides deal tracking through all the core stages outlined in Table A: Application, Credit Underwriting Report, Carryover Agreement, Closing Documents, Final Cost Certification, Initial Program Report, Initial Annual Review, and LURA/EUA Amendment Worksheet. The ProLinkHFA modules are discussed in further detail below.

2. Process State and Status

Due to the fact that the ProLinkHFA database is delivered as a single database of record, all stages, and stage statuses, are fully tracked within the system. The ProLinkHFA modules are designed to fully communicate between the different functional HFA groups through the use of workflow, notifications, and alerts. As deals progress from stage to stage, configurable triggers will ensure the right teams are involved at the right time. All stage and status changes are auditable and searchable within the ProLinkHFA database.

After reviewing the requirements of the ITN, and the funding sources supported by Florida Housing, ProLink recommends the adoption of the following integrated ProLinkHFA modules:

Tax Credit Allocation (TCA Module) – The Tax Credit Allocation module includes: tax credit and allocation cycle management, linkage of qualified property-level award and allocation cycles, allocation events calendar, application intake scoring and approval, allocation information snapshot within each stage of the yearly cycle, and rank of potential project allocations.

ProLink Solutions created a [10 minute video overview](#) on how the ProLinkHFA Software Suite supports the HFA Tax Credit Allocation processes.

Loan Origination & Multifamily Lending (DEV Module) – The ProLinkHFA Development module streamlines HFA Origination and Construction by providing an end-to-end system that facilitates the intake of applications, deal underwriting, fund allocation, construction monitoring, and hands it off to your Asset Management team when the time is right.

ProLink Solutions created a [10 minute video overview](#) on how the ProLinkHFA Software Suite supports the HFA Loan Origination & Multifamily Lending processes.

Asset Management (AM) Module – The ProLinkHFA Asset Management module provides a framework for HFAs to proactively coordinate all agency asset management activities across their entire portfolio. The Asset Management module includes: real-time financial statement tracking, operating budget management, portfolio level analysis, automated and configurable risk criteria, property insurance tracking, resident feedback tracking, and reporting for financial and organizational analysis.

ProLink Solutions created a [10 minute video overview](#) on how the ProLinkHFA Software Suite supports the HFA Asset Management processes.

Program Compliance (AM) Module – The ProLinkHFA Compliance module provides comprehensive compliance management for tax credits, grants, and additional set-asides. The Compliance module includes: the ability to track building and unit level compliance data, a web based portal to support the electronic submission of tenant event data from property managers, automated compliance audits, physical inspections, and property reviews.

ProLink Solutions created a [10 minute video overview](#) on how the ProLinkHFA Software Suite supports the HFA Compliance processes.

Diversity Compliance Module (Optional) – The Diversity Compliance module tracks Minority and Women-Owned Business Enterprise (M/WBE) and Service Disabled Veteran Owned Business (SDVOB) processes. Manage cost analysis, utilization requirements, affirmation payment reporting, and much more. This module includes a General Contractor and Owner Portal for 3rd party compliance and reporting.

At no additional cost, Procorem out-of-the-box supports MWBE / SDVOB compliance by creating a secure environment for the transmission of document between Florida Housing and external users, and task management to keep track of MWBE / SDVOB compliance.

For additional detail on how ProLinkHFA supports Florida Housing’s process state and status requirements, please review the [Business Process Requirements section](#) of this BAFO response.

3. Funding Details

The ProLinkHFA Software Suite will fully support all of Florida Housing existing, and future, funding programs directly within the same database. With complete support for all bond types, direct agency loans, grant funding such as HOME and NSP, 9% & 4% tax credit allocation, Interest Reduction Payments (IRP), Federal Deposit Insurance Corporation (FDIC), and agency specific funding sources, ProLink is confident Florida Housing will find the configurable funding sources available within the ProLinkHFA database comprehensive.

ProLinkHFA will allow for the capture of program specific data throughout the property lifecycle. The ability to track multiple funding sources associated with a single deal, pools of funds across all deals, as well as specific compliance requirements tailored to each funding source, are all native capabilities within the ProLinkHFA system. Regardless of the funding source, the bulk of data will be input into the ProLinkHFA system via existing Florida Housing spreadsheets and templates by leveraging ProLink’s SmartDox technology.

With the data in the system, configurable Data Views, Microsoft Excel exports, and SmartDox exports will allow for users to quickly report on and analyze the data. For more information on ProLinkHFA reporting capabilities, please review [Section VII – Reporting Requirements](#) of this BAFO.

4. Contact Flexibility and Depth

ProLinkHFA Entity Overview

Within ProLinkHFA, Entities provide a quick reference to all the external players associated with a particular deal or property. Entities will appear on the left hand navigation menu in order to provide information about the entity, their role on the project, contact information, any partnerships and associations, and additional notes.

List DEV Deal Entities							Server Time: 08/08/2017 02:56:58 PM (MST)
HFA #	5617	Deal Fiscal Year	2016				
Deal #	2610	Deal Type	Acquisition & Construction Financing				
Deal Name	Garden Court Apartments I ...						
Deal Entities Ownership Structure							
Deal Entities							
Drag a column header and drop it here to group by that column							
Deal Entity Member	Deal Entity Role	Contact	Direct Contact Phone	Main Entity Phone	Email	Associated Entity	
<input type="checkbox"/> Colorado Real Investments, Inc.	Developer	--Select--		(312) 555-1234	test@prolinksolutions.com	--Select--	
<input type="checkbox"/> Golden Arches Management	Management Agent	Simmons, Debbie		(281) 997-7696	dsimmons@goldenarches.net	--Select--	
<input type="checkbox"/> Garden Court Genesis LLC	Owner	Bishop, Edward K		(303) 883-7878	ebishop@gcg.com	--Select--	
<input type="checkbox"/> Adams Limited Partnership	Developer	--Select--		(757) 874-6767	gmirmelstein@bconconst.com	--Select--	
<input type="checkbox"/> Colorado Springs Architects	Architect	--Select--		(719) 252-6355		--Select--	
<input type="checkbox"/> Denver Real Estate Law, LLC	Law Firm	--Select--		(303) 213-9823	denverreallawoffices@verizo	--Select--	
<input type="checkbox"/> Jackson Construction LLC	General Contractor	Jackson, Dennis	(303) 888-5551	(303) 663-5900	djackson@jacksonconstructi	Garden Court Genesis LLC	

Entities can be connected to identify partnerships or business relationships, and all associated contacts, with contact information, is referencable and searchable from within the application.

By selecting a particular entity, Florida Housing staff can quickly view related banking accounts, associated deals segmented by funding sources, and files can be tied to the entity record at any time. In addition, individual contacts can be selected to view all associated relationships, projects, deals, and financing involvement with Florida Housing.

As deals are first formulated, the deal team is often specific to that phase or stage of the deal. Early stage deals may include the Developer, Lender, Legal Counsel, and Construction parties. As the deal progresses and players change, entities can be added and removed from the deal as appropriate. All changes in entity involvement and ownerships structure are fully auditable and searchable from within ProLinkHFA.

Entity Ownership Structure

HFA users can quickly view the ownership structure on both the deal and property records within ProLinkHFA. If an entity is added as an Owner, that same entity will also display on the Ownership Structure tab. The Ownership Structure tab displays the owners, their relationships, and the percentage of ownership that they hold.

List Property Entities								
Property Name		Garden Court Apartments						
HFA #		5617						
Property Entities		Ownership Structure						
Ownership Structure Add Owner Remove Selected Owner(s) Export								
Drag a column header and drop it here to group by that column								
Owner Entity	Owner Role	Ownership %	Contact	Direct Contact Phone	Main Entity Phone	Email	Associated Entity	
<input type="checkbox"/> Colorado Real Investments, Inc.	Parent Owner	100.00000 %	--Select--		(312) 555-1234	test@prolinksoluti	--Select--	
<input type="checkbox"/> Jackson Construction LLC	Limited Partner	99.99000 %	Jackson, Dennis	(303) 888-5551	(303) 663-5900	djackson@jackson	Colorado Real Investments, Inc.	
<input type="checkbox"/> Garden Court Genesis LLC	Parent Owner	100.00000 %	--Select--		(303) 883-7878		--Select--	
<input type="checkbox"/> CAPREIT Residential Management, LLC	Managing Member	0.01000 %	Coggins, Dawn		(301) 231-8700	dcoggins@capreit.	Colorado Real Investments, Inc.	

Florida Housing staff can quickly view the Owner Entity, Owner Role in the project, Ownership %, Primary Contact – including phone, and email, as well as any Associated Entities, and Notes. A hierarchical view of the Ownership Structure, is also available to show the tiered ownership structure associated with each property and deal.

Poorly Performing Property Players

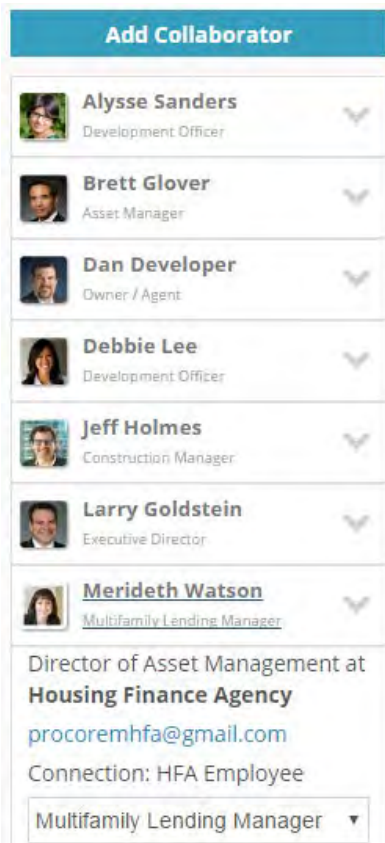
ProLink has added a column associated with Entities in the system called ‘Primary Player’. The Primary Player checkbox is used to indicate when a particular owner or entity is poorly performing or should be treated with caution due to outstanding legal or compliance issues.

Procorem Portal Contact Management

On top of the ability to manage deal entities, primary contacts, and ownership structure within the ProLinkHFA database, the ProLinkHFA Software Suite also provides the ability to manage contact information and project responsibility of all contacts associated with each property.

The Procorem portal is an externally facing portal, which provides secure access for all project participants to upload and download documents, assign and complete core project tasks, manage and audit communications, and maintain a comprehensive record of all parties involved in the project.

With Procorem, secure project work spaces, known as WorkCenters, are created for each property. Invite only access ensures only the people Florida Housing invites have access to sensitive project information. At any time, Florida Housing staff can see the contact information and project role of all project participants on the project level.



Additionally, the People & Permissions section of the application will provide contact information to all external parties coordinating with Florida Housing. Florida Housing staff can quickly click in to the contact record to determine which properties they are associated with, insight into contact information and project role, and a comprehensive record of all communications a certain individual has had with the agency.

5. Data Connectivity

The ProLinkHFA and Procorem databases support RESTful API integration, which allows developers to retrieve data from the systems without circumventing the application's business rules. The open RESTful Query/Update API allows for advanced queries, record modifications, bulk creation/updates, and more. An API Help Website defines each endpoint and JSON object structure.

ProLink can provide support, as well as empower Florida Housing staff, to connect to the ProLinkHFA API structure as required. ProLink has rich experience integrating with accounting, loan servicing, document management, and homegrown systems through the API structure. Most recently integrating the ProLinkHFA database with the SAP ERP system during the implementation with the State of New York.

B. Workflow / Process Automation Engine

Included with the ProLinkHFA database is the ability to send automated emails and alerts, with attachments, to both internal and external parties. Any data contained within the ProLink system can be quickly reported against, and incorporated into, an automated workflow process for sharing with users outside the system.

The reporting can be based upon a specific date, an activity or stage change on a property, and a wide variety of configurable events in the system. Workflow can be managed on a one-time or a recurring basis.

This functionality enhances the monitoring ability of the application by reporting when key days are either approaching or past due. Examples of this include approaching insurance expirations or overdue tax forms. The ProLink workflow functionality can attach reports and SmartDox Templates to the system generated emails.

All workflows within the ProLink system are completely configurable and can be adjusted to mirror Florida Housing's current and future business processes. ProLink has reviewed "Table B – Tasks/Processes to be Mapped to Workflows" and is confident the ProLinkHFA workflow engine as is will be able to support all identified tasks and processes in the table.

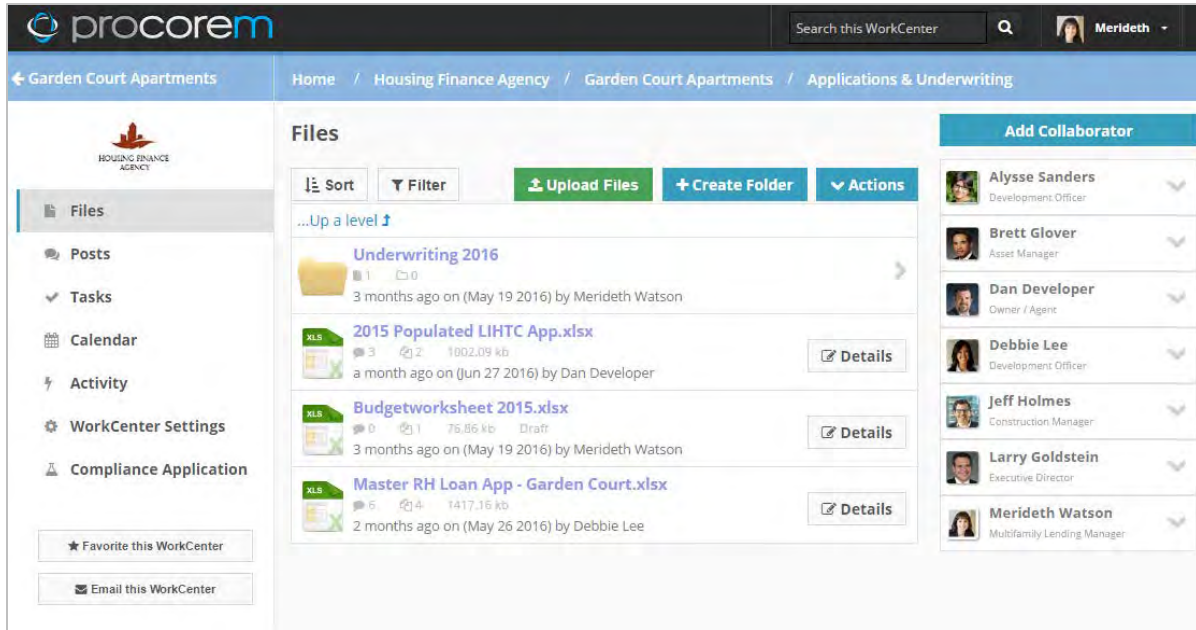
During the Business Process Review and Documentation component of the implementation, ProLink staff will additionally coordinate with Florida Housing to document and support configuration of all current and desired workflows.

For more information on how the ProLinkHFA Software Suite can support Florida Housing's workflow requirements, please see [Section V – Workflow Engine](#) of this BAFO. For more information on the ProLink Solutions implementation process, please review [Section D.2 – Implementation Work Plan](#).

C. Web Portal

As a core component of the ProLinkHFA Software Suite, the Procorem portal facilitates Florida Housing's goals around external partner workflow, document collaboration, task management, mass mail functionality, notifications, and reporting.

Procorem is a secure portal technology that facilitates collaboration for all involved parties. Procorem immediately benefits HFAs as internal and external parties can share, collaborate, and approve critical business documents in any format. Procorem integrates with ProLinkHFA and is often used as a secure portal to accept tax credit and funding applications, manage compliance and tenant based activity submissions, support core asset management milestones, and more.



Procorem fully supports the following functionality:

- Private, invite-only WorkCenters to centralize and store project information
- File sharing, versioning and collaboration
- Configurable security roles and permissions
- Encrypted file and folder infrastructure
- Enterprise task and project management
- Editable project and portfolio calendars
- Time-stamping and complete audit history of all user activity
- Commenting on files, tasks, and WorkCenters
- Configurable email integration and notifications
- Mobile enabled, responsive design
- Posting and sharing of agency dashboards
- Custom Industry Apps (e.g. Tenant Event Entry, Physical Inspection Management, Construction Budget Management)
- Secure API

ProLink has reviewed “Table C – Dashboards” and is confident that all described dashboards can quickly be created with the ProLinkHFA Data View and SmartDox technologies. By allowing the creation of configurable reports within the ProLinkHFA database, Florida Housing users can quickly create and post the dashboards to the Procorem web portal to share with external parties such as Developers, Property Owners, Credit Underwriters, etc. For more information on ProLink’s reporting capabilities, please review [Section VII – Reporting Requirements](#).

1. Hosting

All ProLink Solutions Production sites and data are hosted via Amazon Web Services (AWS) utilizing various services within the AWS family of products including Elastic Compute Cloud (EC2), Elastic Block Store (EBS), Simple Storage Service (S3), Elastic Load Balancing (ELB), Simple Email Service (SES), as well as several backend AWS services for management and reporting.

2. Load Balancing

Server performance is monitored 24/7 and in the event excessive load is being experienced, ProLink has the ability to size the application server instance appropriately without any downtime, due to the use of the load balancer. CPU cores, memory, and disk types (with guaranteed IOPS) are available within all levels of current technology.

3. HTTPS and Data Encryption

The ProLinkHFA Software Suite maintains rigorous protection of Personally Identifiable Information (PII). A core step to our data security process is encrypting all of the data stored in ProLinkHFA in multiple layers. PII data is encrypted within the database while data in transit is encrypted with HTTPS.

Additional data encryption standards include:

- All systems are located within Amazon datacenters that are FISMA, PCI DSS, ISO 27001, SOC 1/SSAE 16/ISAE 3402 (formerly SAS 70 Type II), SOC 2, and HIPAA compliant
- Unique identification numbers for all files in data warehouse
- All files are individually encrypted within the database
- File identifiers and project reference are removed within the database
- ProLink Solutions expects a formal audit associated with SOC 2 Type 2 Compliance at ProLink facilities to be available for customers in Q2 2018.

4. Standard Internal or External Directory Integration

The ProLink Software supports single sign on for user authentication for the ProLinkHFA database and SmartDox. The single sign on process respects all business rules and configurable security roles for each application. For these systems, Florida Housing staff will only require one email address and password and can log into those two systems simultaneously. Security and preferences will be determined by Florida Housing during the implementation period of this project.

Due to the fact that Procorem serves as a front end web portal for both internal Florida Housing staff and external development partners, Procorem is not typically delivered as an integrated solution with Active Directory or other Microsoft Services accounts. Florida Housing users will have a unique login password for the Procorem web portal.

Should Florida Housing require additional integration for Procorem with internal directories, ProLink is able to provide a fixed bid proposal for this integration requirement.

Procorem and ProLinkHFA Role Requirements

Within both the Procorem portal and ProLinkHFA database, Configurable Security Roles will allow Florida Housing staff to manage role based system rights for both staff and external users. With Configurable Security Roles, Florida Housing can control access to files, folders, posts, tasks, WorkCenters, workflow, notifications / alerts / reminders, and pages, fields, much more.

ProLink has reviewed “Table D – Minimum Role Requirements” and can fully meet all role requirements both within the Procorem web portal as well as the ProLinkHFA back office database. The SmartDox Microsoft Word and Excel integration tool respects all designated roles and business rules identified within the database.

D. Reporting and Analysis

One of the primary benefits of the ProLinkHFA Software Suite is the system’s robust reporting capabilities. ProLink provides agency staff with a number of tools to analyze data directly within the application as well as options for processing core agency data right within Microsoft Excel. If Florida Housing requires a specific in-application report that is not there today, ProLink can always create custom reports, or deploy Florida Housing created SQL Server Reporting Services (SSRS) reports, which can be deployed right within the ProLinkHFA application.

The ProLinkHFA Software Suite employs the following reporting options:

- **Data Views (Ad-Hoc Reporting)** –Data Views provide quick access to all data within the ProLinkHFA database. With over 70 Data Views already in the system, agency staff can quickly analyze and report on any information within the ProLinkHFA database.
- **SmartDox** – By leveraging the ProLinkHFA Microsoft Excel and Word integration tool SmartDox, Florida Housing staff can analyze data in spreadsheets as required. SmartDox will allow for the quick population of data into existing spreadsheets, which can feed charts, graphs, financial metrics, and much more.
- **Canned Reports** – Standard with every installation of ProLinkHFA is a set of canned reports, which provide operational insight into core areas such as asset management activity, risk status, market comparisons, and more.
- **Screen Level Reporting** – Most pages within ProLinkHFA have print screen functionality, which allows Florida Housing staff to print the screen without navigation elements. Printed reports can be saved as PDFs or physically printed to be shared throughout the organization.
- **Custom Reports** – Should there be a canned report that Florida Housing would like to incorporate into the application, ProLink is fully able to develop the report in SQL Server Reporting Services (SSRS), which can be quickly deployed for access directly within the ProLinkHFA application.

All reports outlined above can quickly be exported from the database and shared via the Procorem web portal as required. For more information on how the ProLinkHFA Software Suite can support Florida Housing’s reporting requirements, please see [Section VII – Reporting Requirements](#) of this BAFO.

1. Searchability and Access

The ProLinkHFA system search functionality provides the quick ability for Florida Housing staff to search deals, properties, and loans. Results are returned which provide matching properties, loans, development deals, and tax credit details. Asterisks can be used as a wildcard character to help locate hard to find property information. Should the property change names during its life, the system search will include all historical names in the search.

In addition to searchability of the system, all data elements within the ProLinkHFA system can quickly be reported on with the Data View functionality outlined above. All database elements, processes documents, and email communications collected by the system are available for search, reporting, and collection.

2. Data Synchronization

All ProLink Solutions Production sites and data are hosted via Amazon Web Services (AWS) utilizing various services within the AWS family of products including Elastic Compute Cloud (EC2), Elastic Block Store (EBS), Simple Storage Service (S3), Elastic Load Balancing (ELB), Simple Email Service (SES), as well as several backend AWS services for management and reporting.

Data Backup and Restore Policy

Every evening, ProLink provides a complete database snapshot of our client’s data directly to them via a secure FTP server. Our HFA clients can use this data to run additional business intelligence reports, maintain fresh copies of all existing system data, and provide integration into 3rd party applications.

The database backup is delivered as a SQL Server database backup file, which automatically overwrites the previous backup file, to ensure our HFA clients always have the most up to date version of their existing database.

3. Database Documentation

Upon request, ProLink can provide a comprehensive data dictionary for the ProLinkHFA database. The ProLink database schema and data dictionary are core components to the mapping of client spreadsheets and integration requirements outlined in the ITN.

For Florida Housing’s review, below is an example of the ProLinkHFA database schema:



E. System Integration Capabilities

The ProLinkHFA Software Suite provides a variety of options for integration with 3rd party applications such as Benedict Group Loan Servicing, Microsoft Products, and OnBase. Below are a variety of integration choices for Florida Housing’s consideration:

Application Programming Interface (API) Integration

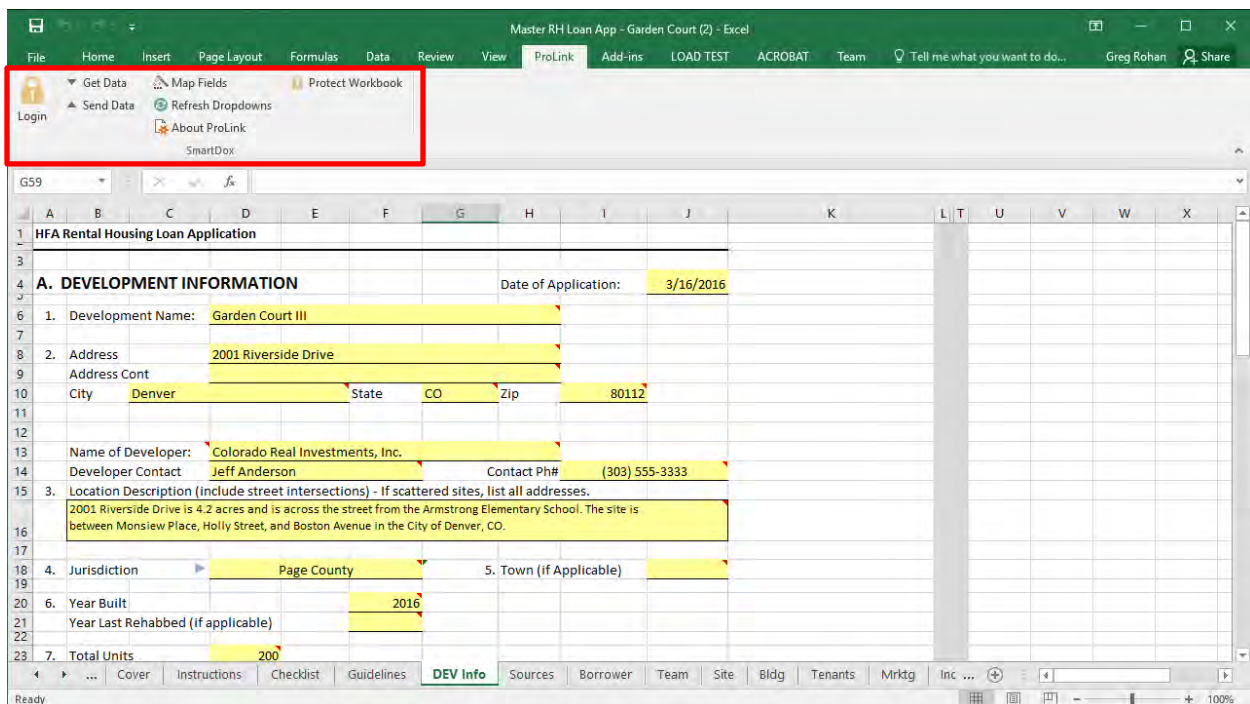
The ProLinkHFA and Procorem databases support RESTful API integration, which allows developers to retrieve data from the systems without circumventing the application's business rules. ProLink can provide support, as well as empower Florida Housing staff, to leverage the ProLinkHFA API structure in order to create a direct integration with 3rd party applications and service providers. A combination of API integration, SmartDox, and Florida Housing's access to daily backup of database will support all integration requirements outlined in the ITN.

OnBase and Benedict Loan Servicing Integration

In order to support Florida Housing's integration requirements for OnBase, Benedict Loan Services, and other proprietary tools, ProLink can leverage the open API architecture present in both Procorem and the ProLinkHFA database. API integration can be leveraged to push and pull both documents and data between the systems in order to support Florida Housing's integration goals.

Microsoft Technology Integration

A core component of the ProLinkHFA Software Suite is complete integration with Microsoft Excel and Word via our proprietary integration tool, SmartDox. With SmartDox, individual Excel cells can be mapped to the ProLinkHFA database, allowing for bi-directional data transfer. Florida Housing staff can choose whether to enable users to send data into the ProLinkHFA database, pull data from the ProLinkHFA database, or both.



Existing HFA clients use SmartDox for a variety of processes including: monthly financial statement submissions in Excel, tax credit allocation applications, underwriting models, on-site inspection templates in Word, standard notification letters and more.

One of the primary benefits of SmartDox is that agency staff can choose to map existing Microsoft Office templates to the ProLinkHFA database, allowing Florida Housing to continue to leverage existing business templates in the adoption of the ProLinkHFA Software Suite.

ProLink's open API architecture, present in both Procorem and the ProLinkHFA database, can again be leveraged for integration into Microsoft SQL, Office 365, Azure, SharePoint, and MS File Systems.

Initial Data Import / Data Migration

At ProLink Solutions, we work with our clients to develop a migration plan that aligns with their business objectives. We offer multiple levels of data migration support:

- **Excel Import Template** – In the first data migration option, ProLink will supply an Excel import template with pre-defined database tables and columns. Florida Housing will be responsible for scrubbing existing data and populating the import spreadsheet. The import template specifies required fields and possible values for drop down fields.
- **ProLink Assisted Mapping**– A second option for data migration entails ProLink Solutions helping Florida Housing staff identify the source data for each table and field. ProLink will write custom SQL scripts or code to import the data from the source to the destination.

Data migration is a core component of the implementation process, for more information please review [Section D.2, Implementation Work Plan](#).

Exporting Data

At any point in time Florida Housing staff can export data from the system for further analysis. Data export can be managed in four ways:

- **SmartDox Syncing** – As part of the implementation, ProLink will support Florida Housing in the “mapping” of existing agency documents and templates. Mapping will allow users to pull data from ProLinkHFA into Microsoft Excel or Word with the push of a button. Once in Microsoft Excel or Word, Florida Housing staff can analyze the data, and push data back into the ProLinkHFA database.
- **Export to Excel** – Within ProLinkHFA, Data Views provide powerful custom reporting capabilities which will be discussed in further detail in the [Reporting section](#) of this ITN. On top of in-app reporting capabilities, all Data Views, along with many tables within the system, support one button export to Microsoft Excel functionality. Export to Excel functionality allows all data in the system to be quickly downloaded by Florida Housing staff as required.

- **API Integration** – The ProLinkHFA and Procorem databases support RESTful API integration, which allows developers to retrieve data from the systems based on specific data and reporting requirements.
- **Database Backup** - Every evening, ProLink provides a complete database snapshot of our client’s data directly to them via a secure FTP server. Our HFA clients can use this data to run additional business intelligence reports, maintain fresh copies of all existing system data, and provide integration into 3rd party applications

III. Contractor Requirements

A. Contractor Tasks

1. Requirements Collection & Solution Design

As part of the implementation process, ProLink performs Business Process Review of all current, and proposed, business processes for our clients. This process includes mapping a comprehensive workflow of your organization’s business processes and related business requirements. We do this by interviewing all impacted stakeholders to identify issues and potential areas for improvement. Through these interviews, ProLink will perform a GAP analysis of existing business process and the ProLinkHFA system.

Core elements of the business process review include the identification of existing processes, future state goals, identification of existing spreadsheets and organizational templates, review of workflow, tasks, and notifications, identification of data to be migrated into the system, additional system integration requirements, and identification of any potential system customizations.

Once the stakeholders are interviewed, and processes identified, ProLink provides flow diagrams and documentation of all inputs and outputs for review and sign off by all project stakeholders. From here, the setup of all client environments, data migration, template mapping, and user training will begin.

In reviewing the ITN, ProLink does not expect any significant customizations required to meet Florida Housing’s business requirements provided. Should customizations be identified during the business process review, ProLink will provide information on any impact on project scope, timelines, and cost.

2. Implementation Planning

ProLink Solutions operates using the proven Agile framework of Scrum. This framework allows the company to minimize the impact of changes or additions of scope to the overall project. ProLink Solutions will conduct its planning processes using the Rolling Wave Planning technique. This is an iterative planning technique in which work to be accomplished in the near term is planned in detail, while work in the future is planned at a higher level. The definitions of near term and long term will be defined in the scope portion of this plan. ProLink Solutions believes all projects are a team effort from both parties. The overall project approach will incorporate any constraints or limitations as identified by the client so we can work together to see this project succeed.

For project implementations, ProLink Solutions adheres to the Project Management Professional (PMP) standards. Upon implementation, ProLink provides a comprehensive Project Management Plan to include all project goals and objectives, scope management plan, schedule management plan, cost management plan, project quality management plan, resource management plan, risk management plan, change management plan, as well as a comprehensive stakeholder management and approval plan.

Should ProLink be chosen as the successful vendor for this project, ProLink will coordinate with Florida Housing stakeholders upon implementation to develop and agreed upon implementation timeline, identify project dependencies, and propose a staged implementation approach to adhere to Florida Housing risk requirements.

For more information on the implementation approach, project activities and milestones, work breakdown structure, and project plan details, please review section [D.2 – Implementation Work Plan](#) of this BAFO.

3. Designated Resources

ProLink Solutions will provide resources for all aspects of project management, design, development, and implementation of all system elements. All resources and stakeholders will be identified in the stakeholder management section of the Project Management Plan. ProLink will also identify all Florida Housing resources in the stakeholder plan.

For a list of ProLink’s organization chart, proposed project team members, and related resumes for this project, please review section [D.1 – Organizational Chart, Key Persons, and Resumes](#) of this BAFO.

4. Knowledge Transfer

ProLink supports knowledge transfer through comprehensive training on each component of the application leveraged by our clients. ProLink develops a customized training plan during implementation tailored specifically to each clients’ varying needs. Initial training is performed on-site and split between each functional group using the system. ProLink works with our state HFA clients to identify subject matter experts in order to facilitate a ‘Train-the-Trainer’ approach.

Training is additionally supported with in-application help text and a web based Help Center which is completely searchable and presented in a tutorial-based format.

Post implementation, ProLink’s Customer Success team provides additional training on released features, and provide best practices for use of the product suite. Each client receives a dedicated client manager, access to help desk, and escalation priorities to ensure you questions are answered promptly and accurately.

For more information on ProLink’s training activities, please review section [XI.A.6 – Training Plan](#) of this BAFO.

B. Data Migration

At ProLink Solutions, we work with our clients to develop a migration plan that aligns with their business objectives. We offer multiple levels of data migration support:

- **Excel Import Template** – In the first data migration option, ProLink will supply an Excel import template with pre-defined database tables and columns. Florida Housing will be responsible for scrubbing existing data and populating the import spreadsheet. The import template specifies required fields and possible values for drop down fields.
- **ProLink Assisted Mapping**– A second option for data migration entails ProLink Solutions helping Florida Housing staff identify the source data for each table and field. ProLink will write custom SQL scripts or code to import the data from the source to the destination.

Upon project kickoff, ProLink will provide a Data Migration Questionnaire to identify data types, formats, and the desired data migration approach to best fit Florida Housing’s requirements. Data migration is typically divided by functional groups with service availability to clean data during the process. Data Migration stakeholders and approvals will be identified during project implementation and fully documented in the Project Management Plan.

C. Principals Data Import

Based on the requirements outlined in the ITN, ProLink believes that all requirements around tracking of entity “Principals” and the effectiveness and response from the entities can be captured within the ProLinkHFA database without customizations. During implementation, ProLink will review the existing Florida Housing Framework for tracking entity performance and recommend a solution which integrates with the existing custom SQL database in development by Florida Housing, or potentially replacing the SQL database with ProLinkHFA in full.

The existing “Principals” spreadsheet can be maintained and mapped into the ProLinkHFA database via SmartDox.

For more information on ProLinkHFA’s Entity tracking, please review section [A.4 – Contact Flexibility and Depth](#).

D. System Ease of Use

The ProLinkHFA database is designed with configurability in mind. Configurable Data View reports, Pick List Customization, SmartDox Templates, User Defined Fields, and Workflow are all available out of the box. The configurability of the system applies to the web portal, database, and Microsoft integration equally.

Additionally, the navigation and user experience is intuitive and intentionally designed to improve overall user adoption of the system. Listed below are additional details on a few of the configurable elements of the ProLinkHFA system:

Data Views – The ProLinkHFA reporting tool, “Data Views” allows Florida Housing staff to analyze property across all aspects of the deal. Each installation of ProLinkHFA includes over 70 configurable Data Views which provide detail on portfolio risk, financing sources, tax credit allocation cycles, income and rent limits, disbursement detail, and unit mix detail to name a few. Each column in each Data View can be sorted, filtered, and customized to create unique reporting views for Florida Housing.

For more detail on ProLinkHFA Data Views please see section [VII – Reporting Requirements](#) of this BAFO.

Pick List Customization – With ProLinkHFA, “Pick Lists” provide available selection options for a specific field in the application. Pick Lists allow agency users to select and track a wide property information. The type of data captured in each Pick List varies by each state agency. ProLink allows each Pick List to be edited by agency staff to best reflect agency operations.

SmartDox Templates – By leveraging the ProLinkHFA Microsoft Excel and Word integration tool SmartDox, Florida Housing staff can continue to analyze data in spreadsheets as required. SmartDox will allow for the quick population of data into existing spreadsheets, as well as the ability to push data back into ProLinkHFA directly from Excel.

User Defined Fields – Should Florida Housing staff need to add a field within a certain section of the ProLinkHFA application, “User Defined Fields” allow agency staff to create custom fields which can be defined and formatted based on agency requirements. All created fields can be reported on in our ad-hoc reporting tool “Data Views”.

Workflow – Included with the ProLinkHFA database is the ability to send automated emails and alerts, with attachments, to both internal and external parties. Any data contained within the ProLink system can be quickly reported against and incorporated into an automated workflow process for sharing with users outside the system. The reporting can be based upon a specific date, an activity or stage change on a property, and a wide variety of configurable events in the system. Workflow can be managed on a one-time or a recurring basis.

IV. Database Requirements

A. Data Validation and Anomaly Detection Capability

1. Data Accuracy and In-System Validation Tools

The ProLinkHFA database provides a variety of validation capabilities to ensure data consistency and anomaly detection throughout the system. Each screen within ProLinkHFA includes a message bar area. This area is located in the top section of the screen below the header area. The message area is used to communicate information about the current screen. The message bar contains system generated errors, warning and messages based on the user activity within the screen.

Warnings – Warning messages are used to warn the user that some information was not populated on a screen, but the warning will not impact moving forward in the process. The warning message is displayed below the header section of the screen. It will display until the warning is no longer relevant, or action has been taken to correct the issue. Common examples of Warnings include funding inconsistencies, accounting errors, incomplete fields, etc.

Errors – An Error (Validation) message lets the user know that a required piece of information has not been populated or certain criteria or actions do not match the business requirements. This applies to both the ProLinkHFA database as well as the Procorem Compliance application. Examples in the ProLinkHFA database include missing required information on certain screens such as required property name, unit type, or program type.

The Compliance Application is delivered via the Procorem web portal and provides an area for Owner / Agents to securely upload tenant event data to the HFA in order to perform Compliance Reviews. Upon uploading data to Procorem, Owner / Agents can validate the completeness of data to ensure all required information is being submitted to the HFA for the compliance review.

2. Ruleset Validation

The ProLinkHFA system provides a variety of validation ruleset capabilities which prevent errors and anomalies during the data entry process. Rulesets segment fields by alphanumeric, numeric, value thresholds, etc. Many of the validation rulesets are configurable based on agency requirements and can be amended directly within the application by business users with appropriate permissions.

By leveraging SmartDox, Florida Housing users can integrate existing organization spreadsheets and templates directly with the ProLinkHFA database. SmartDox and ProLinkHFA will be integrated with Single Sign On which will ensure all user security roles and application access are consistent between the applications. All business rules within ProLinkHFA will be respected in Microsoft Word and Excel with consistent error and warning validations to assist the users throughout the data entry process.

B. Database Audit Trail

Audit Trails will be configured in conjunction with the transaction log for all activity in the system. All data changes made in the ProLink database are recorded to an audit table. Each screen contains a history button that allows users to search through any changes made to an object. Old value, new value, user, source, and timestamp are searchable. Audit Data can be exported by Florida Housing as required.

HFA #	5617
Property Name	Garden Court Apartments

Action	Column Name	Old Value	New Value	User Name	Audit Date	Audit Time
Updated Record by Encinias, Kelly on 6/15/2016 2:50:36 PM						
Updated Record	PL - AM Not Required Reason Id - Inspections _MOR	See Asset Manager		Encinias, Kelly	06/15/2016	14:50:36
Updated Record	Appraisal Amount	0	0.00	Encinias, Kelly	06/15/2016	14:50:36
Updated Record	Tax Assessment Amount	0	0.00	Encinias, Kelly	06/15/2016	14:50:36
Updated Record	MOR Inspection Required	False	True	Encinias, Kelly	06/15/2016	14:50:36
Updated Record by Encinias, Kelly on 1/26/2016 5:02:58 PM						
Updated Record	PL - Additional Requirement Id _1	N/A	Sprinkler System	Encinias, Kelly	01/26/2016	17:02:58
Updated Record	PL - Additional Requirement Id _2	N/A	Lead Based Paint	Encinias, Kelly	01/26/2016	17:02:58
Updated Record	Appraisal Amount	0	0.00	Encinias, Kelly	01/26/2016	17:02:58
Updated Record	Tax Assessment Amount	0	0.00	Encinias, Kelly	01/26/2016	17:02:58

C. Data Dictionary and Definition

ProLink has reviewed Table E and can confirm all data elements defined are available for Florida Housing within the ProLinkHFA database. Upon request, ProLink can provide a comprehensive data dictionary for the ProLinkHFA database. The ProLink database schema and data dictionary are core components to the mapping of client spreadsheets and integration requirements outlined in the ITN.

Within every screen on ProLinkHFA, screen level help provides quick reference to the varying business rules on each screen. In locations in the application where calculations take place, tool tips provide quick reference to the calculations.

Income	
Rental Income (5100 total)	\$4,858,351.00
Less: Vacancies (5200 total less 5280)	\$75,000.00
Concessions (5280)	\$500.00
Service Income (5300)	\$0.00
Other Income (5410 + 59#)	\$102,457.95
Total Operating Income	\$4,885,308.95
Calculation: Rental Income + Service Income + Other Income - Vacancies - Concessions	
Expenses	
Administrative (6200/6300)	\$421,205.31
Utilities (6400)	\$312,170.89
Operating & Maintenance (6500)	\$349,890.90
Other Taxes & Insurance (6700 less 6710)	\$113,489.78
Real Estate Taxes (6710)	\$138,735.84
Service Expenses (6900)	\$0.00
Total Operating Expense	\$1,335,502.72

D. Database Agility

ProLink Solutions develops software using a custom-developed code generation tool that allows for easier extensibility and separation of core product components. By building our software with flexibility

& scalability in mind, we can customize the software to meet Florida Housing's unique business objectives.

The ProLinkHFA Software Suite is built using standard software development patterns which includes a web-based presentation layer consistent to all departments and users of the ProLinkHFA product as well as configurable back-end business logic for business process management.

The ProLinkHFA Website, SmartDox Web Service, and the ProLink API are all hosted on Internet Information Services (IIS) and built with the Microsoft .NET Framework. The Windows Service is a background process that monitors the database for scheduled events or for asynchronous batch operations. These operations include creation of automated tasks, sending email alerts when certain criteria are met, etc. New operations can be registered to allow dynamic execution of tasks. The service can be scaled horizontally by setting up multiple instances.

By developing using standard data management principles, as well as providing a high level of configurability in order to adapt to evolving business processes, ProLink is confident Florida Housing will find the database structure highly extensible and agile.

For more information about ProLinkHFA system extensibility, please see section [III.D – System Ease of Use](#). For more information regarding ProLink's implementation approach, please review section [D.2 – Implementation Work Plan](#).

V. Workflow Engine

A. Workflow Capabilities

Included with the ProLinkHFA database is the ability to send automated emails and alerts, with attachments, to both internal and external parties. Any data contained within the ProLink system can be quickly reported against and incorporated into an automated workflow process for sharing with users outside the system.

This functionality enhances the monitoring ability of the application by reporting when key days are either approaching or past due. Examples of this include approaching insurance expirations or overdue tax forms. The ProLink workflow functionality can attach reports and SmartDox Templates to the system generated emails.

ProLinkHFA, and the Procorem web portal's, workflow capabilities will support Florida Housing's workflow requirements outlined in the ITN.

1. Document Collaboration

The ProLinkHFA Software Suite supports Florida Housing's document collaboration requirements by providing a secure web portal, Procorem, to engage with third parties on the creation, collaboration,

editing, commenting, and managing of documents. In addition, the ProLinkHFA database has a comprehensive document management system for the storing of final files in association with each deal.

Procorem will continue to serve as the center point for ongoing project communication and document collaboration. Additionally, Florida Housing staff can leverage the Procorem task management process to set and monitor important document deadlines. Within Procorem, tasks and documents can be linked together to streamline this process.

Many ProLink clients leverage Procorem as the location to collaborate and coordinate on documents with external parties and utilize the ProLinkHFA database as the final storage location for files in association with each property. ProLink’s integration between Procorem and the ProLinkHFA database allows users to pull documents directly from Procorem into the ProLinkHFA database once the document has been finalized.

The screenshot shows the 'List File Attachments' interface for HFA # 5617, Garden Court Apartments. The interface includes a search bar and a table of file attachments. A red arrow points to the 'Get Files from Procorem' button in the top toolbar.

Download	Title	File Attribute	Description	Last Updated	Status
5617-River Towers-IS.xlsx	2011 P & L	AM - Annual Financials		4/3/2012 11:45:33 AM	
5617-River Towers-B5.xlsx	2011 bal. sheet	AM - Annual Financials		4/3/2012 11:46:11 AM	
river towers 2012 Profit and Loss.xls	river towers 2012 Profit and Loss.xls	AM - Annual Financials		4/22/2013 2:39:34 PM	
river towers 2012 Balance Sheet.xls	river towers 2012 Balance Sheet.xls	AM - Annual Financials		4/22/2013 3:43:49 PM	
2000 riverside 2013 VHDA Profit & Loss Upload.xls	2000 riverside 2013 VHDA Profit & Loss Upload.xls	AM - Annual Financials		4/30/2014 9:12:40 AM	
2001 riverside 2013 VHDA Balance Sheet Upload.xls	2001 riverside 2013 VHDA Balance Sheet Upload.xls	AM - Annual Financials		4/30/2014 9:13:13 AM	

Within ProLinkHFA, all documents are associated with a particular deal or property. Users can manage versions, create titles, set document attributes and descriptions, as well as manage statuses. All document activity within ProLinkHFA is tracked and recorded for auditing purposes.

2. Data Collection from Documents

SmartDox allows the data from Microsoft Word and Excel documents to automatically be synced with the ProLinkHFA database. When sending data to the ProLinkHFA system via SmartDox, a copy of the source document will be stored within the ProLinkHFA database for reference.

SmartDox supports the following functionalities:

- Complete Microsoft Excel and Word integration

- Ability to push data into and pull data out of ProLinkHFA and Procorem Apps
- Custom integration capability to any type of database architecture
- Ability to map existing agency Excel and Word templates
- Share templates across the agency
- Integration of SmartDox templates with agency workflow
- Automatic storage of source documents to ProLinkHFA database upon each “Send”

3. Document Retention

ProLinkHFA can now accommodate agency specific document retention periods. Once the retention period is complete, the application can be set to automatically delete all old files. ProLink will work with Florida Housing during implementation to set up the required document retention periods.

4. Event and Deadline Tracking

ProLinkHFA workflow will ensure the handoff between core project stages is managed smoothly. The handoff to Asset Management can be supported by leveraging ProLinkHFA’s workflow functionality which can send automated notification emails prompted by the Anticipated Completion Date. Agency staff can control the frequency of these automated emails to alert the key project stakeholders of approaching project events and milestones.

Procorem will serve as the primary communication point for document transfer between 3rd parties and Florida Housing staff. By providing a secure location to store and manage documents, complete tasks assigned to 3rd parties, and track all project communications, Procorem is fully able to house all working documents associated with Florida Housing’s business processes.

5. Automated Communication Tracking Capability

The Procorem portal will be leveraged for mass project management and automated email notifications, while the ProLinkHFA workflow functionality provides the ability to send mass mail functionality tied to project updates throughout the entire lifecycle of a property.

6. Ticklers

Notifications tied to core portal activities, such as task completion or uploading of documents, will trigger email notifications to all project participants. Florida Housing staff and external partners can simply reply to system notifications and all responses will be posted to the Procorem WorkCenter for auditing purposes.

7. Task Assignment

Procorem WorkCenters provide a secure location to upload and download files, review comments associated with the application, and manage core project milestones and tasks. Procorem tasks and approvals can track progress and provide additional notifications to support Florida Housing business processes.

With Task Roles, Florida Housing staff can assign tasks to a specific project participant or choose a role on the WorkCenter to assign the task. If you select a role, the role will be added to the task and all users with that role will be added to the task as an assignee as well.

Assigning roles to Tasks in Procorem is especially powerful as any future project members with that role will be automatically added to the task when they are added to the WorkCenter. This functionality will automatically assign tasks to new project members and can be leveraged for any change in project participants or utilized to create approved project templates to manage the initial assignment of tasks.

With Procorem Templates, Florida Housing can replicate Tasks, Documents, Posts, Folders, and Collaborators throughout any number of WorkCenters.

8. Data Base Updates

The ProLinkHFA Software Suite is delivered as a “single database of record”. By storing all information in a single database, ProLinkHFA streamlines the handoff between the different agency teams, ensuring all groups are working off the same set of information. Florida Housing staff can update the database directly from within the ProLinkHFA and SmartDox user interfaces. All updates made to the database are immediate and fully auditable.

9. External Database C.R.U.D Operations

The ability to create, read, update, and delete records within ProLinkHFA is controlled by specific user privileges. Within both the Procorem portal and ProLinkHFA database, Configurable Security Roles will allow Florida Housing staff to manage role based system rights for both staff and external users. With Configurable Security Roles, Florida Housing can control access to files, folders, posts, tasks, WorkCenters, workflow, notifications / alerts / reminders, and pages, fields, much more.

10. Third Party Registration

ProLink typically recommends the integration of an “intent to bid” form stored on the agency website. When agency staff receive the “intent to bid” form from their future applicant, a secure WorkCenter is created within Procorem to manage all project communications, ensuring auditability and compliance of this process from day one.

11. Third Party Role-Based Dashboards

ProLink has reviewed “Table C – Dashboards” and is confident that all described dashboards can quickly be created with the ProLinkHFA Data View and SmartDox technologies. By allowing the creation of configurable reports within the ProLinkHFA database, Florida Housing users can quickly create and post the dashboards to the Procorem web portal to share with external parties such as Developers, Property Owners, Credit Underwriters, etc. For more information on how the ProLinkHFA Software Suite can support Florida Housing’s reporting requirements, please see [Section VII – Reporting Requirements](#) of this BAFO.

12. Third Party Data Entry

The ProLinkHFA Software Suite provides a variety of avenues to support Florida Housing's third party data entry requirements.

SmartDox – Third party participants, can continue to update Excel and Microsoft Word documents which can be submitted directly to Florida Housing through the Procorem portal. Once uploaded, Florida Housing staff will receive a notification and can review the file in Excel or Word prior to pushing all data into the ProLinkHFA system via the SmartDox technology.

Procorem Compliance Application – As part of the ProLinkHFA Software Suite, ProLink has designed a compliance application which provides Property Managers / Owners the ability to upload compliance and tenant based events right from Procorem. Property Managers / Owners can validate tenant event data, enter data manually, submit related documents, and test compliance right from the secure Procorem web portal. The Procorem Compliance Application also includes an XML Import tool which provides Property Managers / Owners the ability to upload tenant event detail via XML outputs from popular property management systems such as Yardi or RealPage.

13. Third Party Document Handling

The Procorem web portal fully supports Florida Housing's requirements to download templates, manage document versions, edit and collaborate on documents, and submit documents to Florida Housing.

14. Florida Housing Role-Based Dashboards

The ProLinkHFA reporting tool, Data Views, allows Florida Housing staff to analyze property information across all aspects of the deal. Each installation of ProLinkHFA includes over 70 configurable Data Views which provide detail on portfolio risk, financing sources, tax credit allocation cycles, income and rent limits, disbursement detail, and unit mix detail to name a few.

Florida Housing staff can customize each Data View with new column options to create their own unique views. Unique views can be saved by each Florida Housing staff member for quick access at a later date. Personalized views can also be published publically by system administrators for access by other staff members.

In addition, ProLinkHFA offers several different "Activity/Summary" pages that are part of the Main Menu panel that act as a dashboard that allows for individual and team workload management. Depending on the role of the user it will dictate which "Activity/Summary" page that will be their landing page each time they access ProLinkHFA for easier navigation. In addition, the "Activity/Summary" page will also allow the user to create new activities from each dashboard.

DEV Status Report

My Development Activities Server Time : 01/07/2018 06:59:56 PM (MST)

My Deals View: Underwriting Pipeline

Activities For: Current User Current User - Lead Role Business Unit: Development

Deal Fiscal Year Start Date: 2014 to 2016 Go

Condition: Active

Deal Name	Deal #	County	Stage	Deal Status	Deal Fiscal Year	Lead DO	TCA Deal?	Total Units	HFA #
Stage: Pre-Pipeline									
Heatherwood	2805	Fairfax County	Pre-Pipeline	Active	2014	DJG	No	112	4231
SLN 2081	2834	Chesapeake City	Pre-Pipeline	Active	2015		Yes	108	9682
Loretto Heights	2903		Pre-Pipeline	Active	2016		No	200	60610
Gates at Ballston	2936	Arlington County	Pre-Pipeline	Active	2015		No	464	8939
Hunting Hills (DHCD Only)	2937	Montgomery County	Pre-Pipeline	Active	2015		No	12	1008
Peachtree ****	2958	Page County	Pre-Pipeline	Active	2016		No	200	
Lonetree Apartments	2959	Page County	Pre-Pipeline	Active	2016		No	200	
Stage: Intake									
Stage: B/ED Approval Request									
Checed Warwick Seniors Apartments	48	Newport News City	B/ED Approval Request	Completed	2016	CAA	No	48	9017
1903 East Marshall Street	2867	Richmond City	B/ED Approval Request	Completed	2015	DJW	No	181	9684
Waverton Place - Restructure	2948	Chesapeake City	B/ED Approval Request	Completed	2015		No	304	4028
Waverton Ashton Green - Restructure	2949	Newport News City	B/ED Approval Request	Completed	2015		No	228	6383

[All] # A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Page: 1 Go Page 1 of 1 | 64 Records # of Rows Displayed 500 Change

15. OnBase Interaction

The ProLinkHFA and Procorem databases support RESTful API integration which allows developers to retrieve data from the systems without circumventing the application’s business rules. Documents can be synced with OnBase both out of Procorem and ProLinkHFA as required to support Florida Housing business processes. For more information, please review [section II.E – System Integration Capabilities](#).

16. Document Signing

ProLink recommends the use of a Commercial Off The Shelf (COTS) document signature solutions such as DocuSign or DocVerify. ProLink can easily store all documents in Procorem and ProLinkHFA enabled with the DocuSign technology. Additionally, ProLink’s API can be leveraged for inclusion of electronic signatures throughout the ProLinkHFA database.

Additionally, ProLinkHFA’s Workflow capabilities can be leveraged to automatically send out documents for signature based on specific project milestones and deadlines.

17. Step Review and Approval

Sign off on documents and workflow tasks can be configured via workflow notifications to alert supervisors for a secondary approval prior to sending any documents to external parties. Once review is complete, they can finalize their task and trigger similar workflow functionality. Within ProLinkHFA “Associated Workflows” allow users to chain workflows together to accommodate layered or dependent approval processes.

B. Workflow Development Simplicity

1. Workflow Design Tools

The ProLinkHFA Workflow tool is managed within the administrative portion of the application. The Workflow tool provides users with an easy to use Workflow creation tool which can accommodate one-time or recurring workflows. Florida Housing users with appropriate security permissions will be able to schedule the workflow, adjust timing, set up filtering criteria based on property or deal details, associate template files, configure emails with rich text editing, and integrate workflows to one another for approval processes.

The screenshot displays the 'Edit Workflow' interface. At the top, a menu bar includes 'Save', 'Save and Return', 'Save and New', 'Cancel', 'Delete', 'History', 'Event Log', and 'Run Workflow'. The title bar shows 'Edit Workflow' and 'Last Update : 4/19/2017 10:35:46 AM (MST) by (ProLink, Administrator)'. Below the menu is a tabbed interface with 'Main', 'Template Files', 'Email Settings', and 'Associated Workflows'. The 'Main Information' section contains fields for Name ('AM - Budget Worksheet'), Associated Object ('AM Op Budgets'), Is Active? (checked), Schedule Type ('Recurring'), and a Description ('Update the latest operating budget template on all active properties quarterly.'). The 'Schedule (only for Recurring and One Time)' section includes radio buttons for Periodicity (Monthly is selected), a grid of month checkboxes (March, June, September, December are checked), and a 'Day of the Month' dropdown set to '1'. A 'Times (HH:MM)' section shows '01:00:00' with 'Add >' and 'Remove <' buttons. The 'Criteria' section has dropdowns for 'Primary Property', 'Property Name', and 'Contains', with 'Garden Court' entered in the 'Contains' field. The 'Generated Query' section shows the resulting query: ''Primary Property' 'Property Name' Contains 'Garden Court''.

2. Workflow Change Capabilities

Workflows can be created, adjusted, or removed at any time by Florida Housing staff. Workflow creation and modification access is controlled via the configurable security roles within the system to ensure only intended employees have access to this powerful system component. Florida Housing will not have to consult with ProLink before adjusting workflow.

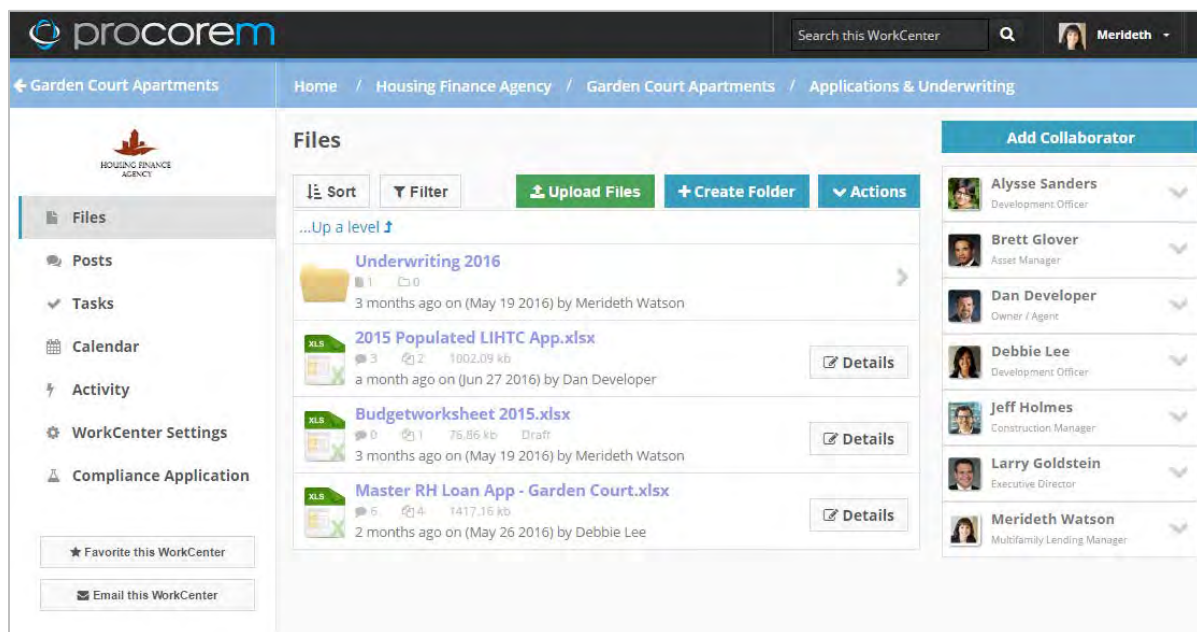
3. Workflow Tracking and Auditing

Workflow, and associated workflow files, can be quickly reported against and audited to ensure accountability and accuracy. All workflows are visible to users with correct permissions and the creation of workflow approval processes is a standard business process in use by current ProLink clients.

VI. Web Portal

As a core component of the ProLinkHFA Software Suite, the Procorem portal facilitates Florida Housing's goals around external partner workflow, document collaboration, task management, mass mail functionality, notifications, and reporting.

Procorem is a secure portal technology that facilitates collaboration for all involved parties. Procorem immediately benefits HFAs as internal and external parties can share, collaborate and approve critical business documents in any format. Procorem integrates with ProLinkHFA and is often used as a secure portal to accept tax credit and funding applications, manage compliance and tenant based activity submissions, support core asset management milestones, and more.



Procorem fully supports the following functionality:

- Private, invite-only WorkCenters to centralize and store project information
- File sharing, versioning and collaboration
- Configurable security roles and permissions
- Encrypted file and folder infrastructure
- Enterprise task and project management
- Editable project and portfolio calendars
- Time-stamping and complete audit history of all user activity
- Commenting on files, tasks, and WorkCenters
- Configurable email integration and notifications
- Mobile enabled, responsive design
- Posting and sharing of agency dashboards

- Custom Industry Apps (e.g. Tenant Event Entry, Physical Inspection Management, Construction Budget Management)
- Secure API

Procorem and ProLinkHFA Role Requirements

Within both the Procorem portal and ProLinkHFA database, Configurable Security Roles will allow Florida Housing staff to manage role based system rights for both staff and external users. With Configurable Security Roles, Florida Housing can control access to files, folders, posts, tasks, WorkCenters, workflow, notifications / alerts / reminders, and pages, fields, much more.

ProLink has reviewed “Table D – Minimum Role Requirements” and can fully meet all role requirements both within the Procorem web portal as well as the ProLinkHFA back office database. The SmartDox Microsoft Word and Excel integration tool respects all designated roles and business rules identified within the database.

For additional detail, please review [section X.B.3 – Document Indexing / Search](#).

VII. Reporting Requirements

B. Requirements

1. Role Based Reporting Summary

The ProLinkHFA Software Suite provides a wide variety of reporting options for Florida Housing staff. In this section we will provide additional detail into the reporting options readily available in ProLinkHFA:

- Data Views (Ad-Hoc Reports)
- SmartDox
- Canned Reports
- Screen Level Reports
- Custom Reports

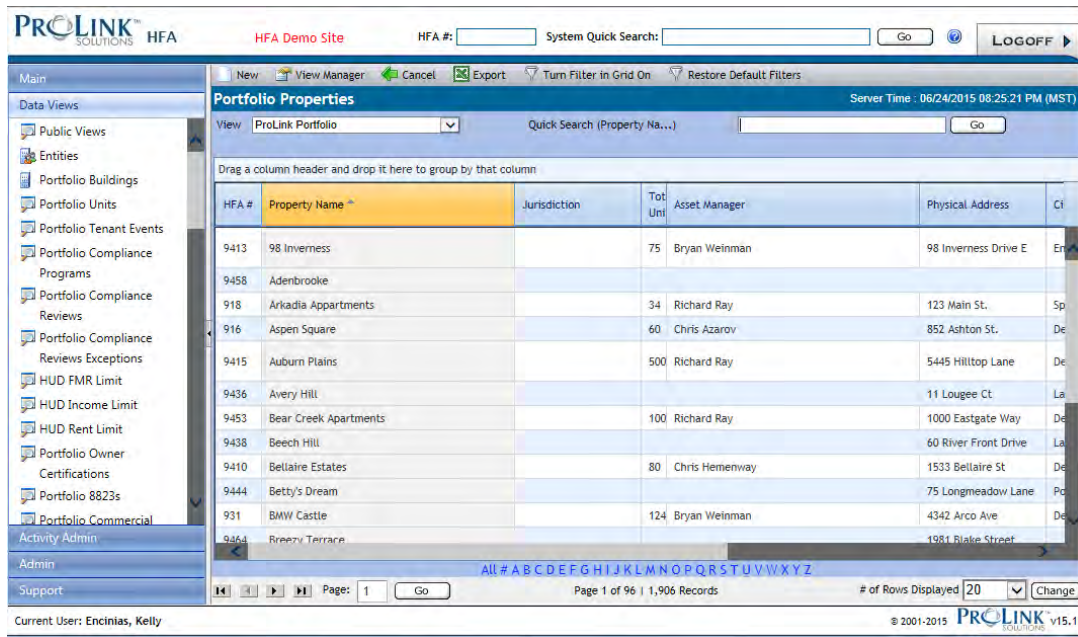
Data Views (Ad-Hoc Reports)

The ProLinkHFA reporting tool, Data Views, allows Florida Housing staff to analyze property information across all aspects of the deal. Each installation of ProLinkHFA includes over 70 configurable Data Views which provide detail on portfolio risk, financing sources, tax credit allocation cycles, income and rent limits, disbursement detail, and unit mix detail to name a few.

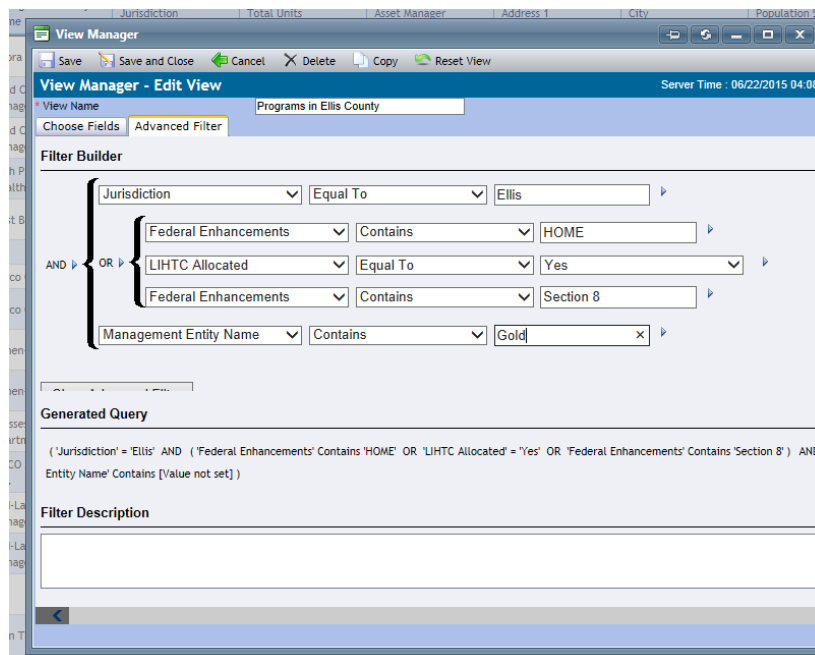
Florida Housing staff can customize each Data View with new column options to create their own unique views. Unique views can be saved by each Florida Housing staff member for quick access at a later date.

Personalized views can also be published publically by system administrators for access by other staff members.

This functionality provides Business Users the ability to create their own reports without the need for a Custom Report Writer or working through IT.



A simple user interface also assists users in creating complex queries with multiple nested filters. For example: “Show me all properties in [xyz] jurisdiction that are LIHTC or HOME and are managed by [xyz] management company”.



SmartDox

As part of the ProLinkHFA Software Suite, Florida Housing staff receive full access to SmartDox which provides complete integration to Microsoft Excel and Word. With SmartDox, Florida Housing staff can map any type of Excel or Word reporting spreadsheet directly into the ProLinkHFA database. This empowers Florida Housing staff to create charts, graphs, and pivot tables right in Excel which can readily be shared across the organization and with external stakeholders.

In order to populate the reporting template with the most up to date data, Florida Housing users simply select "Get Data" which pulls mapped data right from ProLinkHFA into the Excel template. Agency users can easily create and map new spreadsheets or simply integrate existing reporting templates as needed. As part of the implementation services, ProLink will assist in the mapping of spreadsheets to streamline this process for Florida Housing. Reports can be saved locally as well as associated with a project in the ProLinkHFA database and Procorem.

Master Underwriting Template - 2016 (1) - Excel

File Home Insert Page Layout Formulas Data Review View ProLink Add-ins LOAD TEST ACROBAT Team

Logout Get Data Map Fields Protect Workbook Send Data Refresh Dropdowns About ProLink SmartDox

179 X ✓ f =-O34/E34

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1															v2015-2
2					Development Cost Analysis										
3					Deal Name Garden Court Apartments II										
4					Deal # 2610										
5					HFA # 5617										
6					SOURCES OF FUNDS										
7					o										
9		Funding Source	Program	Source Type	Amount	Per Unit	Interest Rate	Term	Debt Service	Per Sq Ft					
10		HOME	HOME Rent	Other	\$ 700,000	\$ 3,500.00	1.00%	180	\$ 50,274	19.36965605					
11		Housing Development	Housing Devel	Internal	\$ 4,075,313	\$ 20,376.57			\$ -	112.7677302					
12		Historic Tax Credits		External	\$ 1,500,000	\$ 7,500.00			\$ -	41.50640582					
13		Gap Funding - HFA	HFA Predevel	Other	\$ 430,803	\$ 2,154.02	2.30%	60	\$ 91,292	11.92072276					
14				Internal	\$ -	\$ -			\$ -						
15				Internal	\$ -	\$ -			\$ -						
16				Internal	\$ -	\$ -			\$ -						
17				TOTAL SOURCES	\$ 6,706,116	\$ 33,530.58			\$ 141,566	185.5645148					
18					USES OF FUNDS										
19					z										
20					u										
21					Cost	Per Unit	Per Sq Ft								
22		Land Improvements			\$ 50,000	\$ 250.00	1.383547								
23		Structures			\$ 4,843,823	\$ 24,219.12	134.0331								
24		General Requirements, Overhead & Profit			\$ 104,088	\$ 520.44	2.880213								
25		Owner Soft Costs			\$ 1,186,382	\$ 5,931.91	32.8283								
26		Acquisition			\$ 500,000	\$ 2,500.00	13.83547								
27		Bldg Permit and other Hard Costs			\$ 17,544	\$ 87.72	0.485459								
28				TOTAL USES	\$ 6,701,837	\$ 33,509.19	185.4461								
29					TEAM MEMO Deal Information DCA Income Expenses Site Details Affordability Versioning										

Canned Reports

ProLink provides access to a number of “canned” reports which are incorporated directly within the ProLinkHFA for access by agency users. The current canned reports that exist are as follows:

- **Asset Management Activity Report** – The Asset Management Activity Report is a quick way for Florida Housing staff to identify asset management workload, status, and property detail. The report can be configured to show individual and team asset management workload.
- **Asset Management Risk Assessment Report** – The Asset Management Risk Assessment Report provides detail of all property risk assessment findings in a clean, easy to view report.
- **Percent Complete Report** – The Percent Complete Report details the percentage of construction complete by trade payment breakdown line item. With this report, agency staff can quickly compare the Hard Costs & Soft Costs Adjustments to Remaining Amounts and the percentage difference.
- **Development Status Report** – The Development Status Report provides a quick breakdown of properties currently in the origination pipeline. Deals are grouped by stage and provide detail on status, deal name, deal type, property use, and more.
- **Property Features Report** – The Property Features Report displays each comparable property selected, side by side, with the subject property detailing the services included in rent and location amenities.
- **Market Comparison Report** – The Market Comparison Report displays the detailed output of the market comparable functionality, detailing all of the amenities and characteristics of the subject property side by side with the selected comparable properties.

Property Name: Garden Court Apartments	HFA#: 5617	Process Type: HOME/ Tax Credits/ Fed Assisted			
Total Units: 220	Jurisdiction: Allen	Property Use: General Residential			
Asset Manager: Encinias, Kelly					
Risk Status:	Acceptable	Finalized Date: Pending			
System Generated Points	Total Points	Fiscal Yr Used			
Loan/Reserve Activity	0.0	N/A			
Lender Inspection	0.0	2012			
Annual Financial	2.5	2014			
Operating Budget	-1.5	2015			
MOS	0.7	November 2014 - April 2015			
Subtotal:	1.7				
Subjective Criteria	2.0				
Final Points	3.7				
LOAN VALUES					
Loan #	Current Balance	Next Payment Due Date	Maturity Date	Balloon?	Last Feed Update
100055096	\$3,402,883.25	6/1/2015	7/1/2032	No	10/1/2013
100991109	\$7,250,617.89	6/1/2015	3/1/2041	No	10/1/2013
100991127	\$0.00	4/1/2011	5/1/2024	No	10/16/2013
Population Served: General					
Risk Status Range:	Acceptable :	-999.00 - 7.99			
	Watch :	8.00 - 14.99			
	At Risk :	15.00 - 999.00			

Property Name: Garden Court Apartments

1 of 2

ProLink is regularly adding to our canned report options within the ProLinkHFA database via our existing Product Roadmap as well as via new reports voted upon by the [ProLinkHFA User Group](#).

Screen Level Reports

Screen level reports provide an additional option to export and report on information directly within the ProLinkHFA application. Agency users can simply select the print button to print all on-screen data without navigation elements. Florida Housing staff can save the report as a PDF directly from ProLinkHFA.

Reserve Analysis							Add Reserve Analysis
Reserve Analysis							Export
Title	Est FY Opening Balance	Deposits	Withdrawals	Projected Ending Balance	Balance/Unit	Deposits/Unit	
RR	\$99,655.37	\$6,864.00		\$106,519.37	\$484.18	\$31.20	
TOTALS:	\$99,655.37	\$6,864.00	\$0.00	\$106,519.37	\$484.18	\$31.20	
Activity Notes							Add Note
Activity Notes							Export
Title	Active?	Note	User	Date Updated			
Pending Addl Info	Yes	Waiting for communication for rececie	Encinias, Kelly	11/10/2015			

Custom Reports

On top of the existing in-application and Excel reporting options, ProLink is fully able to coordinate with Florida Housing staff to develop a custom set of reports delivered in SQL Server Reporting Services (SSRS). Reports can be viewed directly within the ProLinkHFA application alongside existing canned reporting options. ProLink staff can create these reports on behalf of Florida Housing or advise Florida Housing IT staff how to create and publish these reports directly to the ProLinkHFA application.

HFA #	Property Name	Building Name	Unit #	Unit Type	Program(s)	# Days Vacant	# of Exceptions for Unit
5617	Garden Court Apartments	156	211		Additional Sub-Aside(s), HOME, LIHTC		1
5617	Garden Court Apartments	156	213		Additional Sub-Aside(s), HOME, LIHTC		1
5617	Garden Court Apartments	156	215		Additional Sub-Aside(s), HOME, LIHTC		1
5617	Garden Court Apartments	156	217		Additional Sub-Aside(s), HOME, LIHTC		1
5617	Garden Court Apartments	157	292		Additional Sub-Aside(s), HOME, LIHTC		1
5617	Garden Court Apartments	157	294		Additional Sub-Aside(s), HOME, LIHTC		1
5617	Garden Court Apartments	157	296		Additional Sub-Aside(s), HOME, LIHTC		1
5617	Garden Court Apartments	157	298	Low Income	Additional Sub-Aside(s), HOME, LIHTC	1766	1
5617	Garden Court Apartments	159	272		Additional Sub-Aside(s), HOME, LIHTC		1

2. BI Integration Capabilities

As part of the ProLinkHFA Software Suite, ProLink provides a nightly backup of all database data for our HFA clients. The database backup is delivered via a secure FTP server to each HFA client individually. While ProLink does not currently integrate business intelligence tools directly into the software suite, Florida Housing can easily integrate the database backup with commercially available business intelligence tools such as Tableau and Logi Analytics.

3. On Site Database Synchronization Capabilities

In addition to the out-of-box Microsoft Excel and Word integration provided as part of the ProLinkHFA Software Suite, we have identified options for integration to 3rd party systems in use by Florida Housing.

- SmartDox** – SmartDox currently integrates with the Salesforce and Oracle clouds and the architecture of SmartDox can quickly be configured to integrate with any type of database structure software systems. ProLink can work with Florida Housing staff to identify any additional integration requirements.

- **API Integration** – The ProLinkHFA and Procorem databases support RESTful API integration which allows developers to retrieve data from the systems without circumventing the application’s business rules. ProLink can provide support, as well as empower Florida Housing staff, to connect to the ProLinkHFA API structure as required.
- **Database Backup** – As part of the standard service provided to support the ProLinkHFA Software Suite, ProLink provides a nightly backup of all database data for our HFA clients. This database backup can be used to run reports as well as support the integration with other software systems.
- **Custom CSV Download** – ProLink clients have asked for custom CSV list downloads to support the integration with other software systems. ProLink is happy to work directly with Florida Housing staff to configure a CSV data download which supports Florida Housing’s integration goals.

4. ETL / Data Warehouse Capabilities

In order to meeting Florida Housing requirements for ETL of production data and data warehouse requirements, ProLink provides initial data migration of historical Florida Housing data into the ProLinkHFA database. This one-time activity will ensure all required Florida Housing is available within the database. For more information on the data migration process, please review section [III.B – Data Migration](#).

Once data migration is complete, Florida Housing can leverage SmartDox Excel and Word mapping templates to upload production data into the system with a push of the button. Templates will be mapped during the implementation process and provided to Florida Housing for ongoing ETL of all production data. For more information, please review [section III.A.1 – Requirements Collection & Solution Design](#).

5. OData Standards

The ProLinkHFA and Procorem databases support RESTful API integration which allows developers to retrieve data from the systems without circumventing the application’s business rules. The open RESTful Query/Update API allows for advanced queries, record modifications, bulk creation/updates, and more. An API Help Website defines each endpoint and JSON object structure.

VIII. Fund Tracking Requirements

The ProLinkHFA Software Suite will fully support all of Florida Housing existing, and future, funding programs directly within the same database. With complete support for all bond types, direct agency loans, grant funding such as HOME and NSP, 9% & 4% tax credit allocation, Interest Reduction Payments (IRP), Federal Deposit Insurance Corporation (FDIC), and agency specific funding sources, ProLink is confident Florida Housing will find the configurable funding sources available within the ProLinkHFA database comprehensive.

Within ProLinkHFA, monies are managed in two distinct buckets – financing and funding sources. Financing sources represent the bond, or internal financing instrument, from which the future allocation of funds will be tied. The most common example of a financing source is a bond which will fund a number of different loans, or funding sources, associated with your HFA’s portfolio.

Funding Sources

Funding sources used by HFAs will vary by agency and is driven by the types of lending programs available to each specific HFA. In its most simple form, funding sources in ProLinkHFA represent equity from an external investor to the agency. Typically, funding sources are forgivable, or subsidy loans. Loans, LIHTC, grants such as Home, Neighborhood Stabilization Program (NSP), Community Development Block Grant (CDBG) and any internal agency funding programs, are typical examples of the type of funding sources managed within the ProLinkHFA system.

DEV Deal Funding Sources									
HFA #		5617		Stage/Status		Disbursing/In Escrow			
Deal #		2610		County		Harper			
Deal Name		Garden Court Apartments I ...		Deal Type		Acquisition & Construction Financing			
Funding Source	Program Type	Funding Source Type	Amount	REACH Subsidy Amount	HFA Disb?	Loan Product Type	Term (in month)	Interest Rate	P&I
Other Source Funds		Other	\$2,000,000.00		No				
HOME	HOME Rent	Other	\$700,000.00		Yes	Permanent Forward	180	1.00000 %	
Gap Funding - HFA	HFA Predevelopment Loan Fund	Other	\$430,803.00		Yes	Gap Financing	60	2.30000 %	
Housing Development Loan Fund	Housing Development Loan Fund	Internal	\$4,075,313.00		Yes				
HOPWA Grant	Grant	Internal	\$50,000.00		Yes				
Historic Tax Credits		External	\$1,500,000.00		No				

Additionally, funding sources are used to track external funds which are not being issued by the HFA themselves. By providing the ability to track external loans to the development project, HFA staff can maintain a comprehensive picture of the deal budget.

Financing Sources

While Bonds are the best example of a financing source in ProLinkHFA, a core characteristic of a financing source is that they tend to be internal funds that have to be paid back. Common examples, outside of bonds, for financing sources are HFA revenue generated from fees, general funds, or other types of money that is generated through HFA operations.

Within ProLinkHFA, the DEV Financing Overview screen provides a quick view of the deal’s internal funding and bond financing. It also allows access to the Deal Funding and Financing Allocation screens. The top section provides details about this development deal, with read-only values originating from other DEV screens within ProLinkHFA.

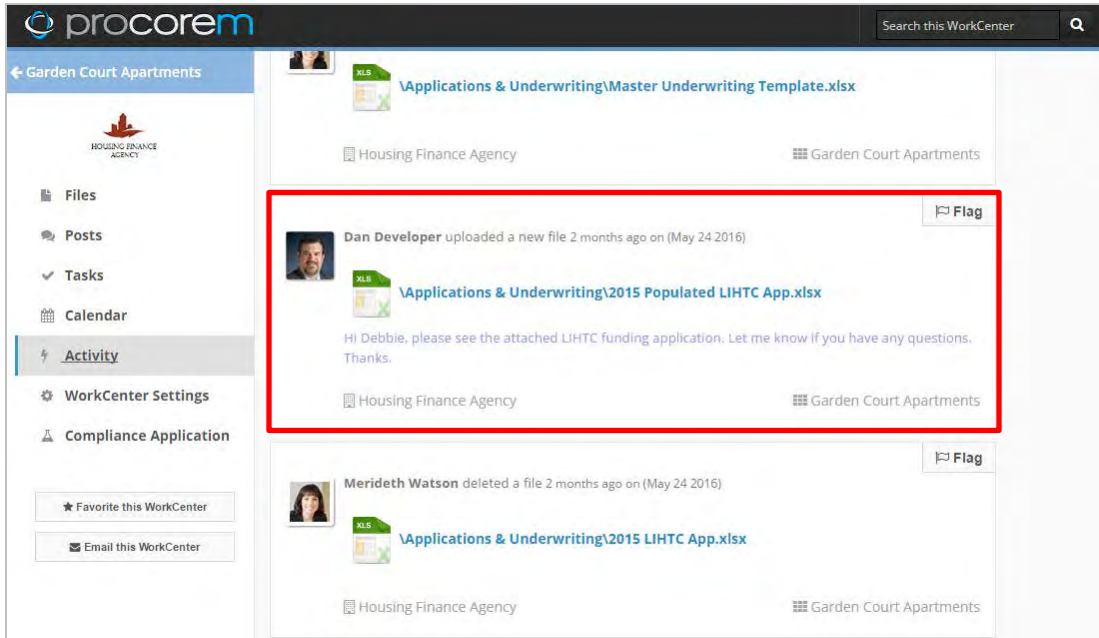
The ProLinkHFA Financing Overview screen provides a snapshot of funding sources associated with the deal. From here, you can quickly see all funding sources, organized by Funding Program Type, as well as a variety of details associated with each Funding Source

IX. Business Process Requirements Summary

A. Application Funding Process

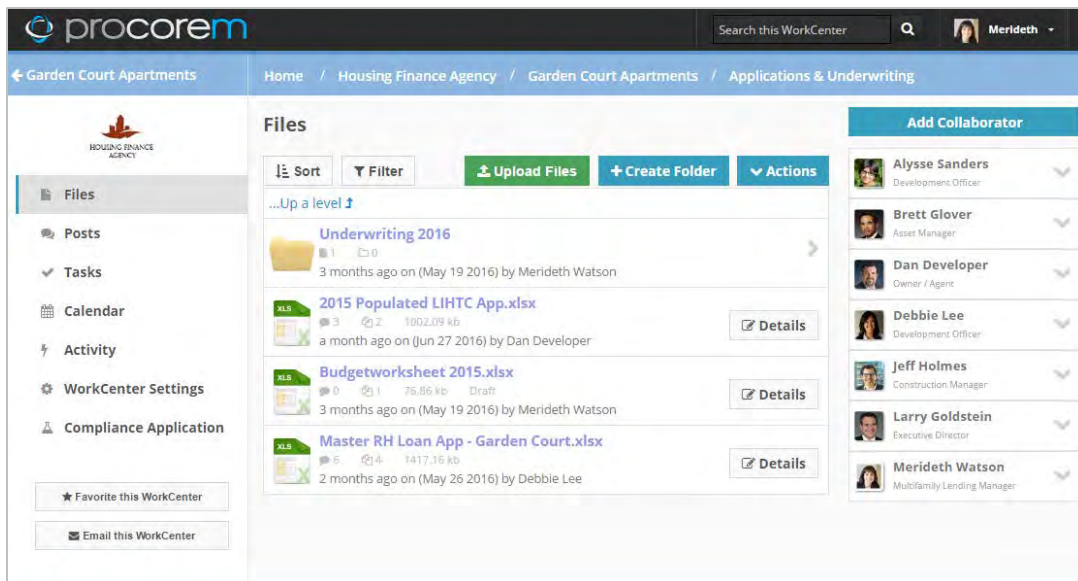
1. Application Promulgation and Submission

ProLink clients leverage our secure portal, Procorem, for the electronic submission and ongoing communication around the funding application process. This process usually begins with a request for funding by a development partner. With Procorem, applicants and agency staff can manage the application process to ensure all communication and activity is tracked within a common and central database.



ProLink typically recommends the integration of an “intent to bid” form stored on the agency website. When agency staff receive the “intent to bid” form from their future applicant, a secure WorkCenter is created within Procorem to manage all project communications, ensuring auditability and compliance of this process from day one.

With the Procorem WorkCenter created, the applicant can upload the funding application in Excel or Word for review by Florida Housing staff. The application can be reviewed directly within Excel for general accuracy and completeness. Once the initial review is complete, agency staff can push all data directly from Excel into the ProLinkHFA database using ProLink’s proprietary Microsoft Excel and Word add-in, SmartDox.



Any questions, comments, project milestones, application deadlines, and more can be managed in Procorem leveraging the in-app commenting and task capabilities.

Additionally, all activity in Procorem is audited, tracked, and recorded for compliance purposes, while email notifications are sent to project participants to keep everyone on the same page.

Remove Capability to Submit or Alter Documents

At a time aligned with Florida Housing's application process, Florida Housing staff members with appropriate security permissions can adjust the permission of external parties submitting applications to the system. By adjusting the external party's role, Florida Housing staff can remove the ability to submit or alter documents once the application deadline is reached.

Document and Data Validation

The ProLinkHFA system provides a variety of validation ruleset capabilities which prevent errors and anomalies during the data entry process. Rulesets segment fields by alphanumeric, numeric, value thresholds, etc. Many of the validation rulesets are configurable based on agency requirements and can be amended directly within the application by business users with appropriate permissions.

Data validation will alert Florida Housing staff, and external parties, of any data element inconsistencies throughout the application process. ProLink recommends the creation of a Microsoft Word or Excel funding application template which will be mapped into the ProLinkHFA database via SmartDox. All system business and validation rules will be present directly within the template to assist in the automation, collection, and validation of data elements submitted in the application process.

For more information, please review [section IV.A – Data Validation and Anomaly Detection Capabilities](#).

2. Application Scoring

Many of ProLink's clients perform Application Scoring to approve tax credit projects. Should Florida Housing desire to leverage existing agency scoring criteria, ProLink will integrate existing agency scoring models with the ProLinkHFA database, via Microsoft Excel and Word. This provides significant flexibility in setting up the scoring models and allows for custom formulas and algorithms used by your agency to remain completely intact.

Scoring Criterion Description	Points			
	Score	Available	Difference	
A. Property Characteristics and Set-Aside Categories				
1. Set-Aside Category	50	50	-10	50 DEV CHAR
2. Existing Housing - Community Revitalization Plan	10			10 DEV CHAR
B. Ability to Produce a Qualified Low-Income Residential Rental Property				
1. Site Control	0	0	0	0 READINESS
2. Permanent Financing	25	25	0	25 READINESS
3. Syndication of Investment Interests and Tax Credits	100	100	0	100 READINESS
4. Developer Experience in the Low-Income Housing Tax Credit Program	15	15	0	15 READINESS
5. Ownership Entity's Principal's Proximity to Property Site Location	25	30	5	25 READINESS
6. Developer's and General Partner's Timely Delivery of Units	8	20	12	8 READINESS
7. General Partner Portfolio Occupancy Rate	25	25	0	25 READINESS
8. Participation in the Most Recent HFA Application Workshop	35	35	0	35 READINESS
C. Property Location and Housing Needs Characteristics				
1. Fiscal Year 2013 Median Family Incomes	#N/A	50	#N/A	#N/A HOUSING NEEDS
2. LIHTCP Unit Production as a % of Renter-Occupied Housing Units	#N/A	60	#N/A	#N/A HOUSING NEEDS
3. Renter-Occupied Housing Units Lacking Complete Plumbing	#N/A	20	#N/A	#N/A HOUSING NEEDS
4. LIHTCP New Unit Production as a % of Renter-Occupied Units Substandard and Not Suitable for Rehabilitation	#N/A	40	#N/A	#N/A HOUSING NEEDS

All results of the scoring of applications is transferred and stored within ProLinkHFA for additional analysis.

Application Score Comparisons

A core aspect of determining project viability from an HFA perspective is the ability to see how a project scores and compares with other tax credit applications in the queue. By leveraging ProLinkHFA [Data Views](#), Florida Housing staff can configure reports to their needs, share and publish to other agency staff members, and export to excel at any time for further analysis.

Deal Name	Deal Number	Jurisdiction	Total Score	Total Units	Assigned CCO	Credit Amount Issued	Deal Cycle Name	Deal Cycle Type
Garden Court Apartments	1884	Allen	1,134.61	48	Greg Rohan	\$243,463.00	2014 9% Competitive	9% Competitive
Highland Grove II	636	Richmond City	810.23	38	James Jackson	\$445,620.00	2012 9% Competitive	9% Competitive
William Hughes Apartments	598	Northampton County	772.49	34	Adam Brown	\$260,598.00	2012 9% Competitive	9% Competitive
Hope Village Apartments	562	Portsmouth City	770.96	48	James Jackson	\$286,392.00	2012 9% Competitive	9% Competitive
Blue Ridge Commons Apartments	576	Charlottesville City	750.36	202	Allen Tester	\$654,281.00	2012 9% Competitive	9% Competitive
Shreveport Ridge	595	Loudoun County	750.04	98	Ray Vaughn	\$1,420,173.00	2012 9% Competitive	9% Competitive
Studios II	1288	Richmond City	743.00	40	Adam Brown	\$344,214.00	2013 9% Competitive	9% Competitive
James Bland Apartments V	550	Alexandria City	742.99	54	Allen Tester	\$1,037,148.00	2012 9% Competitive	9% Competitive
Rivermont Apartments	573	Martinsville City	742.87	99		\$728,223.00	2012 9% Competitive	9% Competitive
New River Gardens II Apartments	583	Radford City	741.15	44	James Jackson	\$242,436.00	2012 9% Competitive	9% Competitive

The TCA Property Scores Data View shows all tax credit applications by deal name, number, score, total rental units, and much more. This provides a great forum for agency staff to determine the viability of this particular application against others in the queue.

Workflow

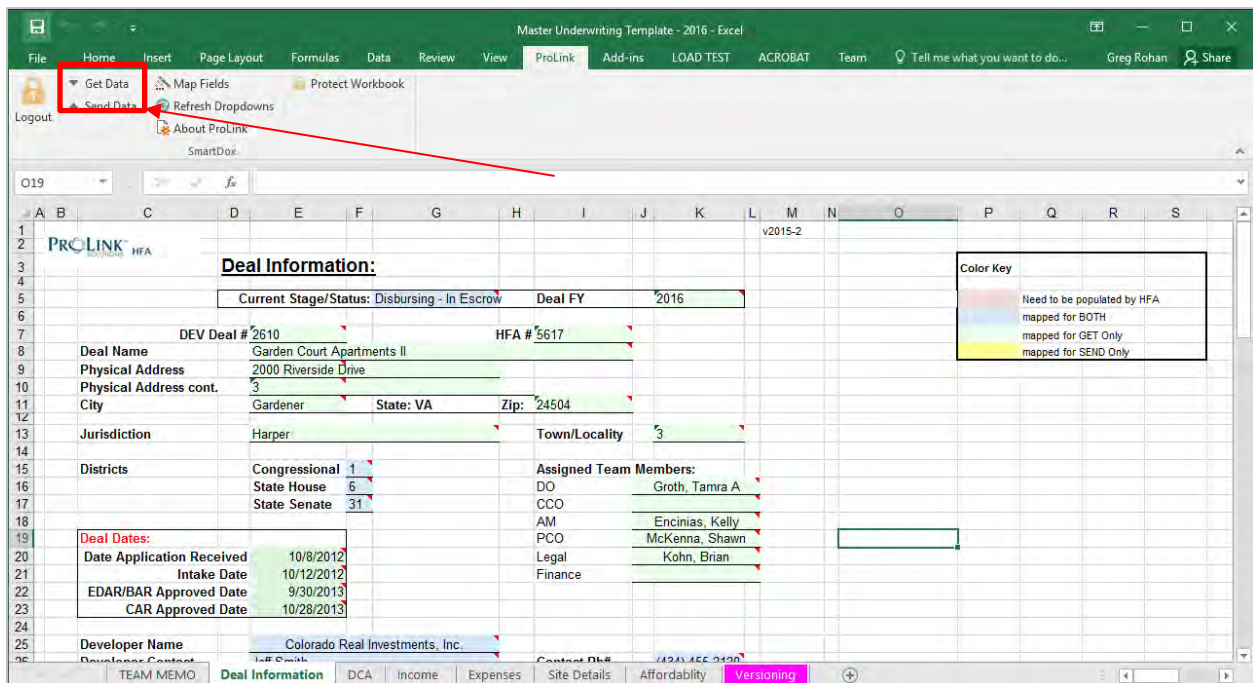
ProLinkHFA’s workflow engine can be utilized for notifications and approvals throughout the application scoring process. The workflows are completely configurable and can be adjusted to support Florida Housing’s evolving business processes. For more information, please review [section V. Workflow Engine](#).

B. Housing Development Process Requirements

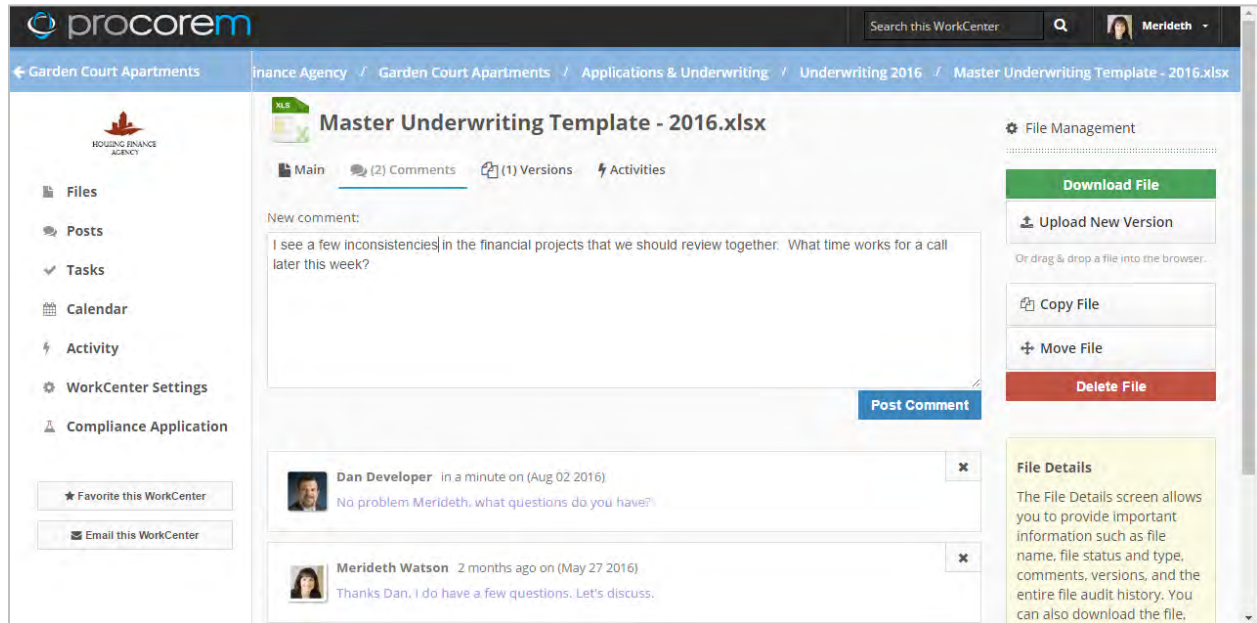
1. Credit Underwriting

Once the application has been submitted by the applicant, Florida Housing staff will have all information required to ensure validity of the deal and that the funding request is in line with current agency lending capabilities. Many of ProLink’s clients now leverage custom underwriting models in Excel to manage the next level of due diligence.

With SmartDox, Florida Housing can continue to leverage existing underwriting templates, but integrate them with the ProLinkHFA database for quick data population. By selecting “Get Data” from the SmartDox tab in Excel, all applicable data associated with this deal will be pulled from ProLinkHFA, and will populate Florida Housing’s existing underwriting models.



Florida Housing can choose whether to allow data to be pushed back into ProLinkHFA from the underwriting model to update any data throughout this process – keeping the Florida Housing staff on the same page. Any questions or comments to the developer at this point can be managed through the secure Procorem portal.



Task Automation

Florida Housing staff can leverage the Procorem task management process to set and monitor important project milestone dates. Procorem allows you to manage internal and external project management in the same application as you are managing document collaboration, counterparty communication, and project history.

Procorem task management provides the ability to group tasks, sort and filter tasks, create custom approval workflows, send automated alerts with email notifications, create task dependencies, record all activity around tasks, and visualize all your project information in a Calendar view.

Additionally, Procorem Tasks & Calendars allow you to centralize all your key project information from a secure project location.

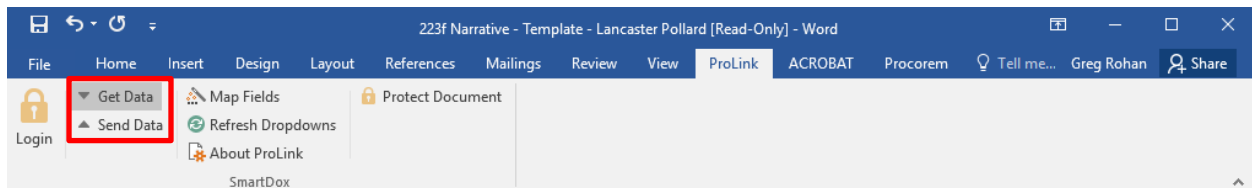
Every WorkCenter in Procorem comes with a unique project calendar which records all critical task and project activity. Calendar views are also available segmented by user and across multiple projects.

One Click Form Generation

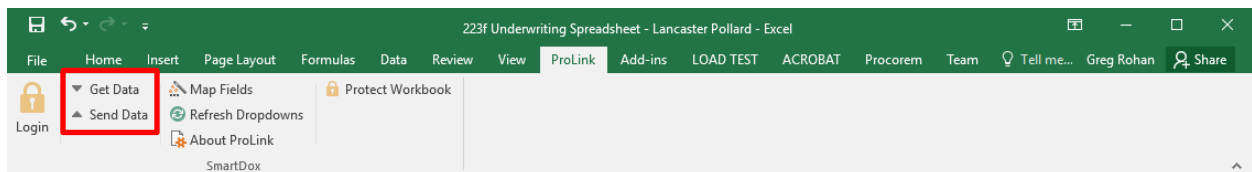
SmartDox will serve as the primary data management transfer tool throughout all of Florida Housing’s business processes. SmartDox will facilitate the capture of data from third parties, integrate underwriting models, spreadsheets, and narratives, support the generation of regulatory forms inherent in Florida Housing’s business processes, as well as serve as a powerful reporting tool for asset management and senior leadership.

With SmartDox, ProLink will “map” existing Florida Housing spreadsheets to integrate with the ProLinkHFA databases with current Florida Housing processes. By integrating these spreadsheets with the ProLink database, Florida Housing staff will be able to send data up to the database and pull data from the database into Excel and Word templates with the push of a button.

Microsoft Word



Microsoft Excel



SmartDox will eliminate the need for rekeying data and improve overall data quality with secure data transfers supporting Florida Housing’s business processes.

SmartDox can be used equally as well to integrate multiple spreadsheets. Should Florida Housing utilize spreadsheets multiple spreadsheets to support linear process such as underwriting, Florida Housing users can enter the data in one spreadsheet, send to the ProLink database, and pull down into the next spreadsheet with a push of a button.

All standard closing documents will be populated via SmartDox mapped templates. Data sends from Microsoft Word or Excel into the ProLinkHFA database will also store a copy of the source documents associated with the particular deal. Full version control capabilities support audit trails and history associated with this process.

2. Closing

With underwriting and scoring complete, Florida Housing staff can approve or deny the funding application. Whether approved or denied, all historical deal and application information is stored within ProLinkHFA for as long as required by your agency.

Awarded projects now move into the closing phase. The estimated placed in service date is set, building and unit mix detail is finalized, and construction can now begin. All final property information is completely tracked and recorded in ProLinkHFA and can quickly be analyzed and compared against other properties.

All closing documents can be automatically populated via the SmartDox technology. Approval processes can be managed by utilizing the ProLink Workflow Engine to set up triggers and alerts in support of the closing process.

3. Post-Closing

The ProLinkHFA Development Module provides comprehensive management of the HFA construction process with the ability to monitor construction budgets, deal financing and funding sources, draw requests, retainage releases, escrow agreements, change orders, fees, and much more.

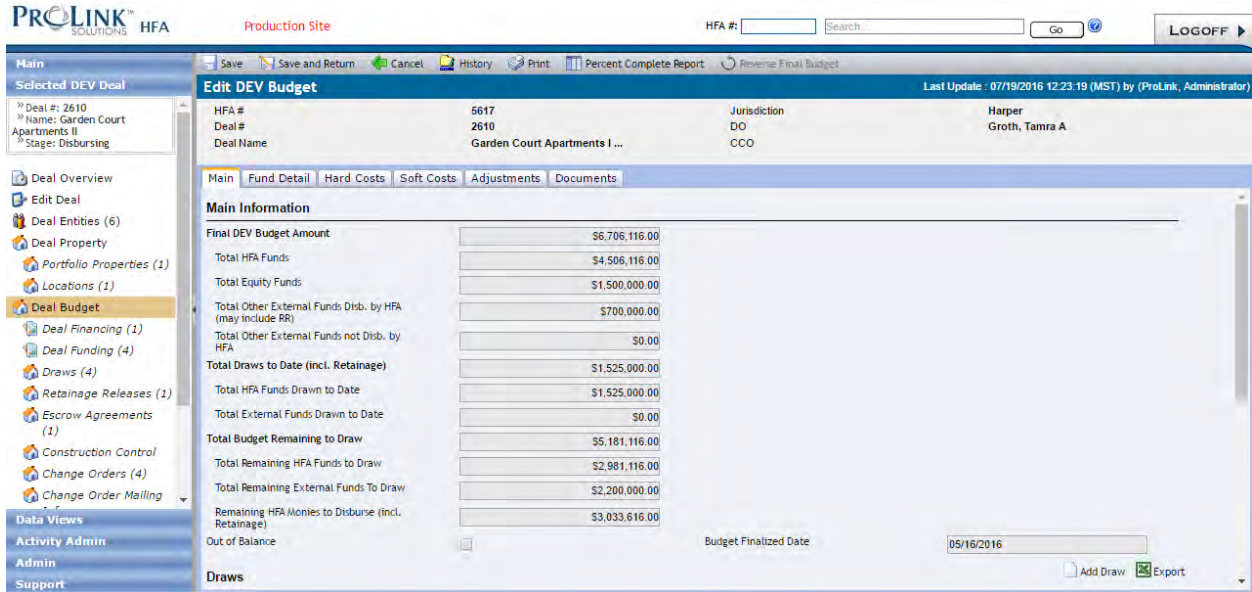
The screenshot shows the 'Edit TC Construction Control' interface. At the top, there are navigation buttons: Save, Save and Return, Cancel, History, and Print. The title bar indicates 'Last Update: 4/13/2015 3:29:15 PM (MST) by (Tester, Felicia R)'. Below the title bar, the form displays the following information:

HFA #	5617	Cycle Name	2014 9% Competitive
Deal #	1884	CCO	Rohan, Greg
Deal Name	Garden Court Apartments	Allocation Officer	Fernandez, Bonnie

Below this, there are tabs for 'Main', 'Inspections', 'Min. Req. Waiver', and 'Documents'. The 'Main Information' section contains the following fields:

Deal Property Name	Garden Court Apartments	Deal Stage	8609AppFeasibility
Physical Address	2000 Riverside Drive	Deal Status	Under Review
Physical Address cont.		Cycle Status	2014 9% Competitive
City	Gardner	Tax Credit Min D&C Year	
State & Zip	CO 86030	Reference Dev Deal #	
Jurisdiction	Allen	% of Hard Costs Completed	
Econ Dev Region		General Deal Purpose	--Select--
Total Units	48	Construction Begin Date	01/12/2015
Pre Construction Meeting Date	01/05/2015	Anticipated Completion Date	08/07/2015
Developer		Last Inspection Date	
Developer Primary Contact		Inspection Interval	--Select--
Developer Phone	() -	Construction Status	--Select--
Architect			
General Contractor			

Starting with the agreed upon construction budget, the ProLinkHFA Development module pools all sources of funding to create a comprehensive picture of the total project funding, draws to date, and remaining funds.



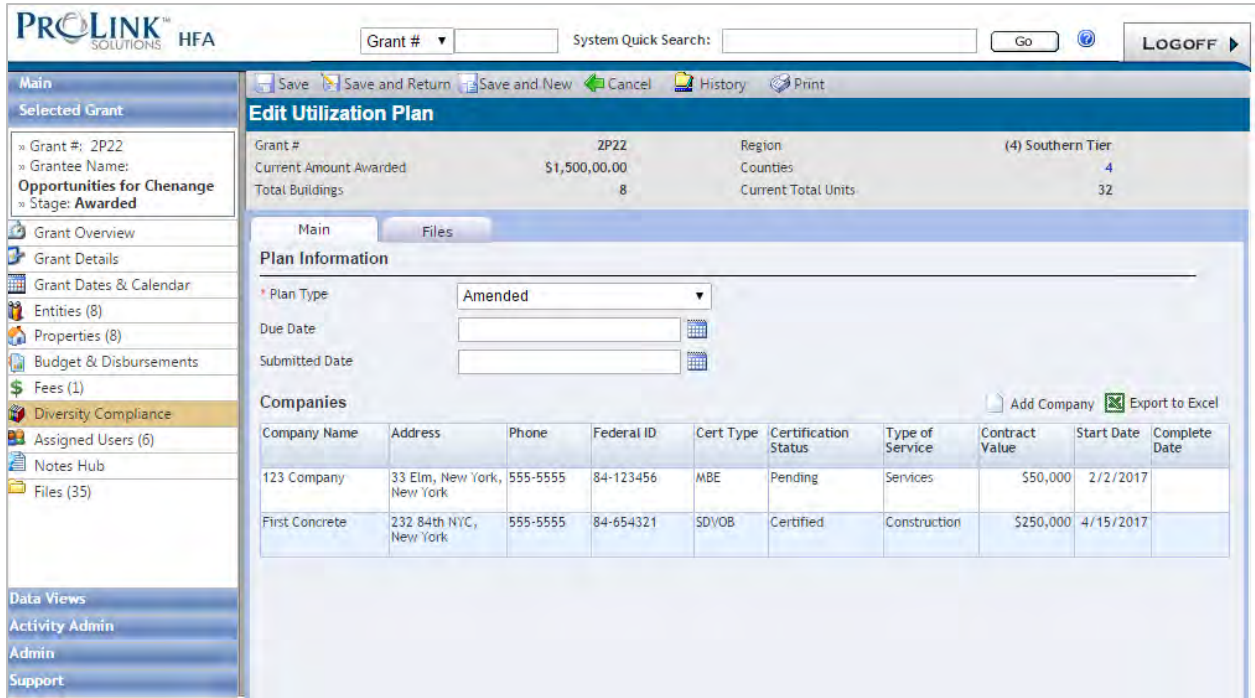
As construction progresses, all site visits, inspections, and related documents are stored within ProLinkHFA. Additionally, Florida Housing staff can create, track and review any minimum requirement waivers that may be associated with this construction project.

Minority and Women Owned Business Reporting

As a core component of the ProLinkHFA Software Suite, ProLink offers an add-on module which provides support for Diversity Compliance programs such as Minority and Women-Owned Business (M/WBE) and Service Disabled Veteran Owned Business (SDVOB) programs.

The Diversity Compliance module is delivered as an integrated component with the ProLinkHFA database. Additionally, ProLink provides an online portal which provides General Contractors and Property Owners a route to submit diversity compliance data. Through the General Contractor portal, delivered via Procorem, General Contractors can submit utilization, quarterly reporting, workforce utilization, general contract verification, annual evaluation, and affirmation of payment forms securely to Florida Housing.

Once submitted by the General Contractors or Property Owners, data will automatically be transferred from the online portal to the ProLinkHFA database. From here, Florida Housing staff can manage project cost analysis, utilization requirements, cumulative MWBE / SDVOB reporting, affirmation payment reporting, project workforce reporting, per project bid logs, and agency reporting requirements to support Diversity Compliance requirements



4. Construction Completion

Once construction is complete, agency staff can begin the process of generating the 8609 from within ProLinkHFA. ProLinkHFA provides agency staff the ability to generate 8609's on the building level for each property.

When Florida Housing staff is ready, they can view the Buildings screen within ProLinkHFA and select the building to generate the 8609. Florida Housing staff selects the type of tax credit and all information is automatically populated in the tax form. From here, Florida Housing can easily integrate existing review and approval processes.

Once the 8609 is approved, simply select "Create IRS Form" and the 8609 is automatically generated for submission to the Property Manager or Owner.

The screenshot displays the ProLink HFA Production Site interface. The main content area is titled "8609 - Low-Income Housing Credit Allocation and Certification". Key fields include:

- HFA #: 5617
- Deal Property Name: Garden Court Apartments
- Cycle Year: 2014
- Credit Type: 70% PVC
- Tax Form Year: 2014
- Tax Form Status: Pending

The "Allocation of Credit" section includes checkboxes for "Addition to Qualified Basis" and "Amended Form". Below this, there are fields for:

- A Address of Building: 211-213 215-217 N Evergreen, 12, Gardener, CO 66030
- B Name and address of housing credit agency: HFA, 123 Main Street Leadville, CO 80111
- C Name, address, and TIN of building owner receiving allocation: Garden Court Genesis LLC, 101 W. Flatiron Drive, Golden, CO 80331
- D Employer identification number of agency: 99-9999999
- E Building identification number: CO-14-353564

A table at the bottom right of the form displays the following data:

1b		20,720
2		0.00 %
3a		274,074

Via SmartDox, Florida Housing staff will have the ability to generate the Final Cost Certification from documents received from the developer. The Final Cost Certification form will be a mapped agency template and staff will only have to select "Get Data" in Microsoft Word or Excel to populate all required information.

Photos and Compliance Forms

All files associated with the construction completion process can be submitted to Florida Housing by third parties via the Procorem portal. Once uploaded, Florida Housing staff will receive an email notification advising that core project documents have been uploaded. Florida Housing staff can download the documents directly from the Procorem web portal for review. For documents which are data centric in nature, e.g. Green Building Certification or ADA compliance forms, SmartDox can be leveraged to send all data and a copy of the source document into the ProLinkHFA portal.

For flat files such as photos, the integration between Procorem and the ProLinkHFA database can be leveraged to pull finished files from the Procorem web portal and associate them with the correct property in the ProLinkHFA database.

Handoff to Asset Management

ProLinkHFA streamlines the handoff to Asset Management by capturing deal information throughout the entirety of the funding and development process which is readily available to compliance, asset management, and agency staff.

The handoff to asset management can be supported by leveraging ProLinkHFA’s workflow functionality which can send automated notification emails prompted by the Anticipated Completion Date. Agency staff can control the frequency of these automated emails to alert the Asset Manager of the approaching data so they can begin detailed review of the property.

Due to the fact that ProLinkHFA modules are fully integrated as a single database, all information entered by the Tax Credit & Origination teams is already in the system and available for review by the Asset Management group.

Property Location	
HFA #	5617
Property Name	Garden Court Apartments
Jurisdiction	Allen
Active?	Yes
Default Status	N/A
Physical Address	2000 Riverside Drive
Physical Address cont.	
City	Gardner
State, Zip	CO 66030
Total Units	220

Property Attributes	
Population Served	General
Property Use	General Residential
Process Type	HOME/ Tax Credits/ Fed Assisted
LIHTC Allocated?	Yes

Users	
Asset Manager	Encinas, Kelly
Development Officer	Groth, Tamra A
Legal	Kohn, Brian

C. Multifamily Asset Management Phase Process Requirements

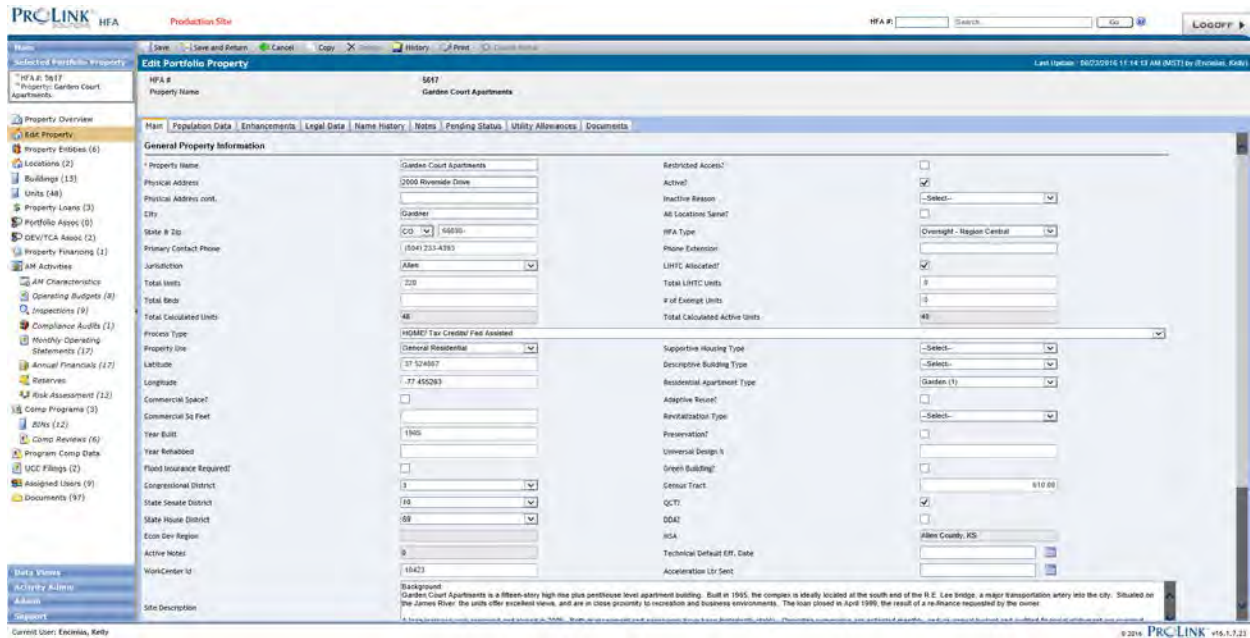
1. Compliance

The ProLinkHFA software suite fully supports Compliance by providing an end-to-end system allowing Florida Housing staff and partners to collaborate from the start of a project through to the end. This allows the data from the Development and Tax Credit Allocation teams to be populated for the Compliance team to increase efficiency and reduce errors associated with manual data entry.

Property, Building, and Unit Information

A starting point for the Florida Housing Compliance team is the Property Overview screen which provides a comprehensive overview of the property, all property attributes, funding source information, and any required compliance activities.

With the Edit Property screen, you can edit core property information, adjust population data, identify any federal/state/local enhancements, review legal data, name history, notes, pending status, and utility allowance information.



Once Florida Housing staff has reviewed and adjusted all property information, building information such as the placed in service date and Building ID Number (BIN) can be entered and adjusted in the Building and Unit screens. Similar to the property information screens, much of this information is already populated from the Origination and Tax Credit teams.

Save Save and Return Save and New Cancel Delete History Print

Edit Property Building Last Update : 04/05/2016 11:55:05 AM (MST) by (Encinias, Kelly)

HFA #	5617	Jurisdiction	Allen
Property Name	Garden Court Apartments	Building Name	161
Location Name	Garden Court Apartments	Total Location Units	220

Building Info Structure/Utilities Utility Allowances Tax Forms Gross Rent Floor Documents

Building Info

* Building Name: 161

* Location Name: Garden Court Apartments - 2000 Riv

Active?

Physical Address:

Physical Address, cont.:

City: Gardner

State & Zip: CO 66030-

Jurisdiction: Johnson

Descriptive Building Type: --Select--

Residential Apartment Type: --Select--

Total Units:

Total Calculated Units: 4

Total Beds:


Commercial Space?

Year Built:

Year Rehabbed:

Placed In Service Date: 05/01/1996

Building ID Number (BIN): CO-14-353569



Choose Picture Garden Court Apartments [View Larger](#)

Total Calculated Active Units: 4

All Buildings Same?

Latitude:

Longitude:

Adaptive Reuse?

Revitalization Type: Urban Urban Urban Urban Urban

Preservation?

By associating unit detail, building information, and property level details, ProLinkHFA allows you to keep all important project information and associated documents together in one easy to find place. Now that all the information on the property and the associated buildings is in ProLinkHFA, you won't have to rekey that information.

Managing Compliance Programs

The ProLinkHFA Software Suite can help manage the different programs associated with your properties and buildings from bonds, loans, grants such as HOME, to tax credit deals and additional set-asides. The majority of deals have multiple funding sources and ProLinkHFA supports multiple programs from a single location.

Save Save and Return Save and New Cancel Delay History Print

Edit Compliance Program Last Update : 7/16/2015 6:54:55 AM (MST) by (Encinias, Kelly)

HFA # 5617
Property Name Garden Court Apartments

Main Documents

Main Information

Compliance Program Name HOME Issuing Authority Federal
 Compliance Start Date 1/1/2012 Compliance End Date 12/31/2032

Comments

HOME Program Information

HOME Property Type Floating Lock Fixed Units?
 Total Number of HOME Units 12 Recertification Requirement Anniversary Date
 Do Transfers trigger Next Available Unit Rule?
 If this option is checked, the Next Available Unit Rule will be used when evaluating transfer type tenant events.

Income Limits

AMI %	% of Units
* 50 %	20 %
* 60 %	0 %
* 65 %	0 %
* 80 %	80 %

Rent Limits

Bedroom Name	% of FMR
Efficiency	
1 BR	20 %
2 BR	20 %
3 BR	15 %
4 BR	15 %
5 BR	15 %

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The above example for managing compliance regulations around the HOME program demonstrates the ability to store all program information, income limits, rent limits, and any associated documents associated with this program. Agency staff can customize compliance programs from this screen to ensure ProLinkHFA provides support for all agency operations.

Tasks and Workflow

Florida Housing staff can leverage the Procorem task management process to set and monitor important project milestone dates. Procorem allows you to manage of internal and external project management

in the same application as you are managing document collaboration, counterparty communication, and project history.

Procorem task management provides the ability to group tasks, sort and filter tasks, create custom approval workflows, send automated alerts with email notifications, create task dependencies, record all activity around tasks, and visualize all your project information in a Calendar view.

2. Physical Inspection and Management Review

Schedule Property Reviews

Within ProLinkHFA, Florida Housing staff creates a Compliance Review record which automatically notifies the Property Manager / Owner that they should begin entering tenant data and uploading any required documents into the Procorem WorkCenter. Procorem tasks and approvals can track progress and provide additional notifications to support this process.

Conduct Desk File Review

The desk file review can be done completely electronically via the Procorem WorkCenter. The Compliance Officer can communicate with the Property Manager / Owner to instruct them on which units to provide files for and the Property Manager / Owner can securely upload all files on the Procorem WorkCenter.

Conduct Onsite Review

The onsite review can be performed with the Inspection and all results reported by the Inspector. The Inspector is able to upload any pertinent documentation to the WorkCenter for the property. Procorem can again be a helpful tool for the submission of any and all documentation for onsite reviews.

Write Property Review

The Compliance Officer, after all the tenant data is received, will run the ProLinkHFA compliance engine against the tenant data. The compliance engine will report any violations on the property. Florida Housing staff is able to leverage the Microsoft Excel and Word integration tool, SmartDox, to populate existing Florida Housing Property Review templates. Additional narratives can be added by the Compliance Officer, which are permanently attached to the Compliance Review record in ProLinkHFA. If needed the review can then be uploaded to the Procorem WorkCenter for communication to the Property Manager / Owner.

3. Annual Owner Certification

Submission of Property Manager / Owner Compliance Data

Compliance Reviews are performed utilizing the Compliance Review functionality within ProLinkHFA. This functionality includes the Procorem Compliance Application which enables Property Managers / Owners to enter and submit tenant data directly into the secure Procorem portal, which fully integrates with ProLinkHFA. Additionally, Property Managers and Owners are able to submit Owner Certifications, Building & Unit Detail, Utility Allowance documentation and any other required compliance documents via this application.

The screenshot displays the Procorem Compliance Application interface. The top navigation bar includes the Procorem logo, a search bar, and a user profile for Merideth. The breadcrumb trail shows: Home / Housing Finance Agency / Garden Court Apartments / Compliance - All Periods / 2015 - Units. The main content area is titled "Compliance Period - 2015" and contains two instructional boxes. The first box instructs users to click the "Import Tenant Events" button to import tenant events for the selected compliance period (2015), noting that the button will be disabled if events have already been submitted. The second box instructs users to click the "Validate Tenant Events" button to validate/submit their tenant events for the selected compliance period to the HFA Demo Site. To the right of these boxes are two informational panels: one detailing the steps for a successful compliance period (1. Import/Add Tenant Events, 2. Clear Validation Errors, 3. Submit Tenant Events) and another asking if users have questions and suggesting they create a post in their WorkCenter. Below the instructions is a table titled "Units" with columns for Building, BIN, Unit #, Unit Type, and Household. The table lists 12 units with their respective details.

Building	BIN	Unit #	Unit Type	Household
156	CO9400156	211	2 BR	Juan Tinajero
156	CO9400156	213	2 BR	
156	CO9400156	215	2 BR	Tessa Lammers
156	CO9400156	217	2 BR	DEBORAH RHODES
157	CO9400157	292	2 BR	Sherry Cordle
157	CO9400157	294	2 BR	Shannon Barnhart
157	CO9400157	296	2 BR	Billie Sander
157	CO9400157	298	2 BR	Richard Brecheisen
158	CO9400158	272	2 BR	Allison Davis

Property Managers / Owners also have the ability to manually enter or upload tenant data via XML exports from their property management system.

The next step for the Property Managers / Owners is to validate all the tenant data they have entered. They will be able to view and edit any errors with a click of a button. If necessary, as the HFA, you will be able to review and assist with any errors as needed.

The screenshot displays the Procorem web portal interface. At the top, the Procorem logo is on the left, and a search bar and user profile (Merideth) are on the right. The breadcrumb navigation shows: Home / Housing Finance Agency / Garden Court Apartments / Compliance - All Periods / 2015 - Units. The left sidebar contains navigation options: Files, Posts, Tasks, Calendar, Activity, WorkCenter Settings, and Compliance Application (which is highlighted). Below the sidebar are buttons for 'Favorite this WorkCenter' and 'Email this WorkCenter'. The main content area features a yellow box with a 'Validation Status: Errors exist' message, listing two errors for units Tinajero / #211. Below this is a 'Submit Tenant Events' button. A 'Compliance Period Checklist' section lists two required document uploads. On the right, there are two additional yellow boxes: one with a 3-step process for a successful compliance period (Import/Add Tenant Events, Clear Validation Errors, Submit Tenant Events) and another with a 'Have Questions?' section suggesting to create a post in the WorkCenter.

Once the tenant data has been validated, the Property Manager / Owner, simply selects the “Submit” button which signals the HFA to begin their annual review of tenant data.

4. Program Report Submission

The Procorem web portal will serve as the primary program report submission tool which property managers can use to upload approved documents for Florida Housing staff review. The Procorem portal will be leveraged throughout the entire property lifecycle – from application to asset management – which ensures that property managers will be familiar and comfortable with the process of uploading and sharing required reports with Florida Housing.

For data extraction, SmartDox will be leveraged to send the data from the approved reporting template into the ProLinkHFA database with the push of a button. This process eliminates the requirements for Florida Housing staff to re-key data from reporting templates into the back office database.

5. Financial Reporting

Operating Budgets

ProLinkHFA provides comprehensive tracking and analysis of operating budgets directly within the system to ensure the properties in each agency’s portfolio are managed according to their standards.

Operating budgets are submitted electronically through the ProLinkHFA secure Procorem portal. Once submitted by the Property Manager / Owner, agency staff is notified via email, and in Procorem itself, that a new operating budget is available for review.

The screenshot shows the Procorem Activity feed for the 'Garden Court Apartments' project. The feed includes the following items:

- Dan Developer** uploaded a new file 20 days ago on (Jul 13 2016): **\Financial Data\Budgetworksheet - Garden Court - 2015.xlsx**. A red box highlights this entry. The message says: "Hi Debbie, I have uploaded this year's operating budget for Garden Court Apartments for your review." The file is associated with the 'Housing Finance Agency' and 'Garden Court Apartments'.
- Larry Goldstein** downloaded a version of the file 20 days ago on (Jul 13 2016): **2015 Populated LIHTC App.xlsx**. The file is associated with the 'Housing Finance Agency' and 'Garden Court Apartments'.
- Merideth Watson** updated a task 20 days ago on (Jul 13 2016): **Ongoing Asset Management - Develop internal watch list/risk criteria**. The task title is: "Develop internal watch list/risk criteria (deal may be placed on watch list if lease up delayed) -> Develop internal watch list/risk criteria". The description is: "Description :".

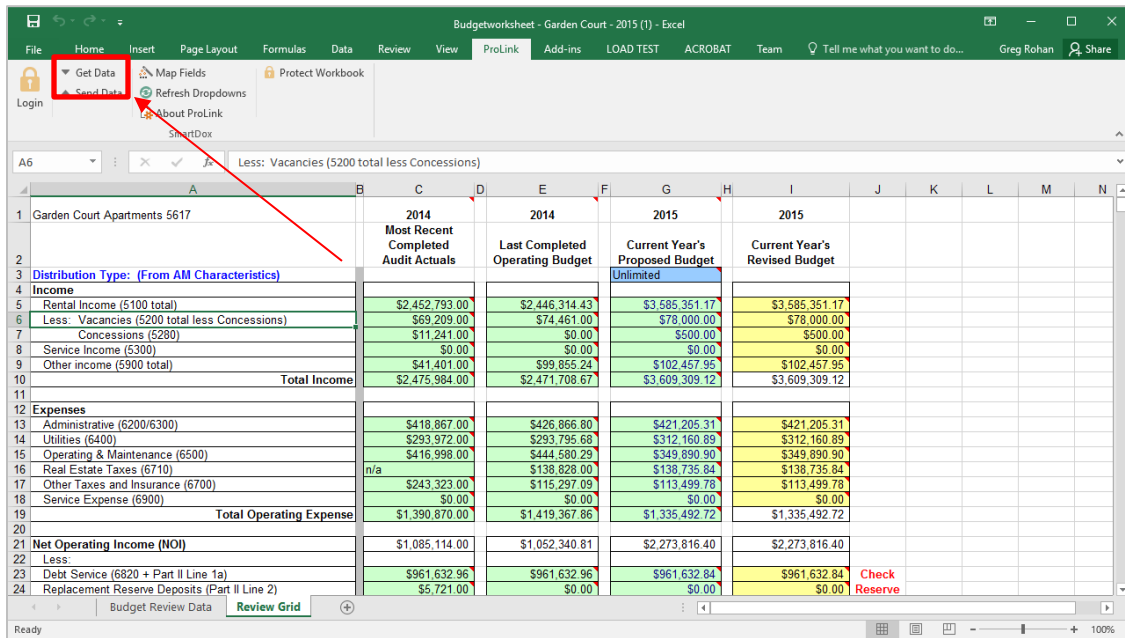
Once notified, HFA staff will view the property WorkCenter, which provides a secure location to upload and download files, review any project comments, associate all historical file versions, and check recent project activity. Additionally, Procorem's comprehensive project management capabilities assist Florida Housing staff in the management of ongoing project deadlines and milestones. Calendaring, task dependencies, and approval workflows can all be managed within Procorem.

The screenshot shows the Procorem Tasks page for the 'Garden Court Apartments' project. The page includes the following elements:

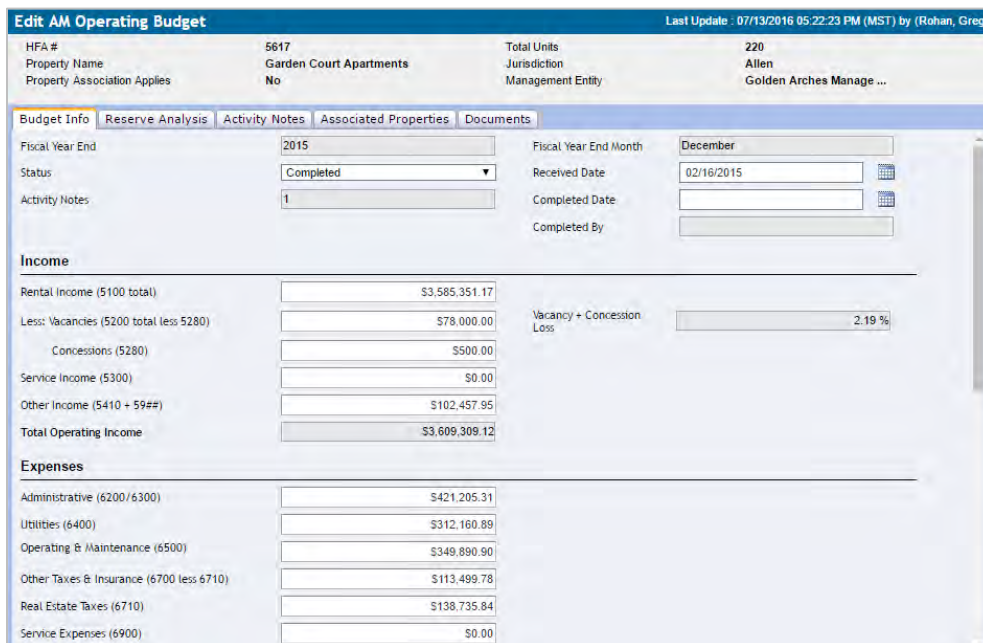
- Navigation:** Home / Housing Finance Agency / Garden Court Apartments / Financial Data
- Task List:**
 - Application Submission
 - Initial Review
 - Underwriting
 - Loan Closing
 - Construction
 - Lease Up
 - Ongoing Asset Management
 - Finalize year one operating budget** (1 @ 1)
 - Assignees: Brett Glover and Alysse Sanders - Asset Manager
 - Approval from: Debbie Lee and Alysse Sanders - Development Officer
 - Due 14 days ago on (Jul 20 2016 12:00 AM)
 - Pending Assignees
 - Created 3 months ago on (May 19 2016) by Merideth Watson
 - Develop internal watch list/risk criteria** (1 @ 1)
 - Assignees: Brett Glover and Alysse Sanders - Asset Manager
 - No Approvers
 - Due 5 days ago on (Jul 29 2016 12:00 AM)
 - Pending Assignees
 - Created 3 months ago on (May 19 2016) by Merideth Watson

- Add Collaborator:**
- Alysse Sanders (Development Officer)
- Brett Glover (Asset Manager)
- Dan Developer (Owner / Agent)
- Debbie Lee (Development Officer)
- Jeff Holmes (Construction Manager)
- Larry Goldstein (Executive Director)
- Merideth Watson (Multifamily Landing Manager)

When ready, Florida Housing staff can download the operating budget from Procorem and begin the initial review right in Excel. By leveraging SmartDox, the agency user can send all operating budget detail into the ProLinkHFA database with the push of a button.



With the operating budget detail now in the ProLinkHFA database, Florida Housing staff can quickly see all income, expense, and net operating income details on the Budget Info tab. This is a great place to further review all the core financial numbers. For further detail, the Reserve Analysis tab provides insight into fiscal year opening balance, projected ending balance, as well as deposits and withdrawals.



Monthly Operating Statements

Once done reviewing, the Asset Manager can move the operating budget into the completed status to begin accepting Monthly Operating Statements. The same process of receiving the statements through the Procore portal, then uploading them into the ProLinkHFA database via SmartDox applies.

With the Operating Statement uploaded, agency users can head to the Monthly Operating Statement screen for a snapshot of the current status of the operating statement. When ready, click on the month in question to review against the last trailing two months. This area provides a standardized way to review all Florida Housing deals.

AM - Monthly Operating Statements														Server Time : 08/02/2016 03:11:54 PM (MS)	
HFA #		5617		Total Units		220									
Property Name		Garden Court Apartments		Jurisdiction		Allen									
Property Association Applies		No		Management Entity		Golden Arches Management									
Fiscal Year End		-- All --		Fiscal Year End Month		December									
<input type="checkbox"/>	Fiscal Year End	FY Range	January	February	March	April	May	June	July	August	September	October	November	December	
<input type="checkbox"/>	2015	01/15 - 12/15	✓	✓	✓	✓	!	!	!	!	!	!	!	!	
<input type="checkbox"/>	2014	01/14 - 12/14	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
<input type="checkbox"/>	2013	01/13 - 12/13	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
<input type="checkbox"/>	2012	01/12 - 12/12	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
<input type="checkbox"/>	2011	01/11 - 12/11	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
<input type="checkbox"/>	2010	01/10 - 12/10	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
<input type="checkbox"/>	2009	01/09 - 12/09	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
<input type="checkbox"/>	2008	01/08 - 12/08	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	

Annual Financials

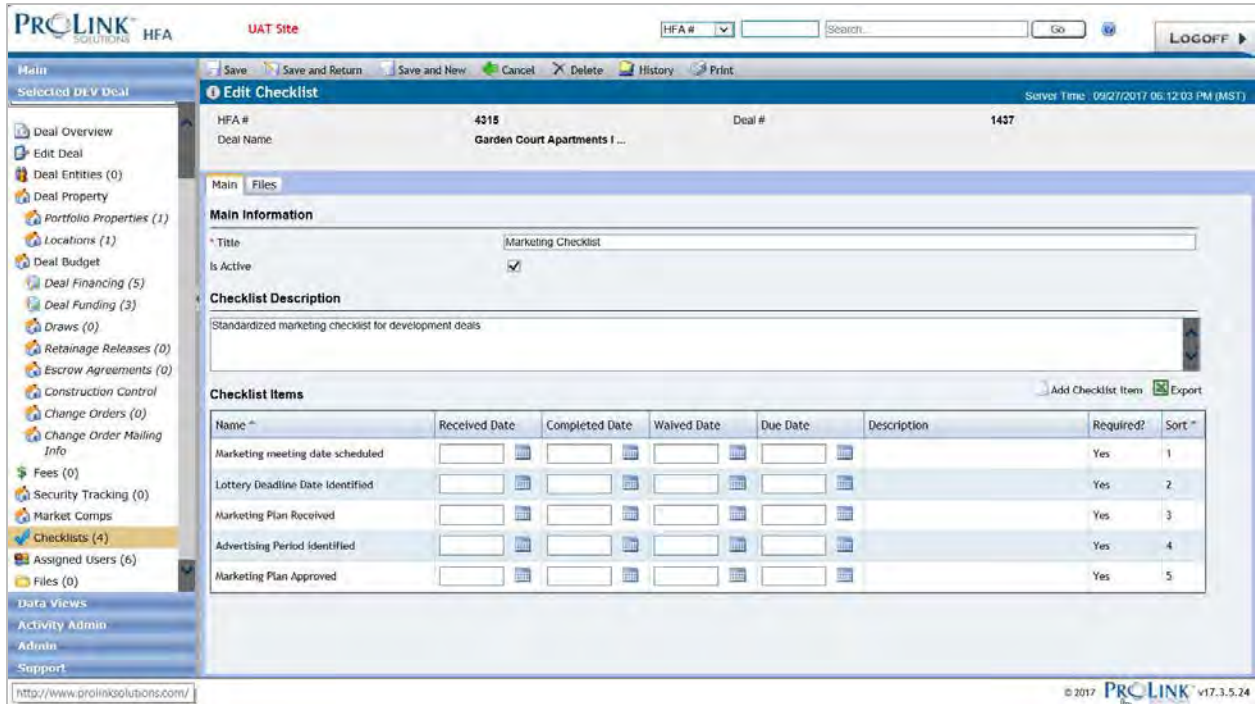
ProLinkHFA fully tracks Annual Financial statement information. By selecting the appropriate fiscal year, users have the ability to review and control the status and audit findings, balance sheet details, financial summary, and P&L details.

Edit AM Annual Financials				Last Update: 04/05/2016 11:48:23 AM (MST) by (Encinas, Kelly)																																																																																																																																									
HFA #	5617	Total Units	220																																																																																																																																										
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All data within these screens can be securely uploaded via Procorem and SmartDox. With the data in ProLinkHFA, the Asset Manager can quickly compare annual financials with the operating budget to ensure the property is performing up to expectations.

6. Affirmatively Furthering Fair Housing Marketing Plans

All data, and associated documents, associated with the Affirmatively Further Fair Housing Marketing Plans can be tracked with the ProLinkHFA Software Suite. Critical dates such as closing dates, marketing plan submission, and the advertising period can be tracked and associated with the property record.



In addition, ProLink can set up automated Workflow to alert Florida Housing compliance staff when a property has reached a certain construction complete status. This automated workflow can send an email alert to the Florida Housing team to know when the time is right to start marketing the property.

All plans can be submitted securely by the Property Manager / Owner via the Procorem portal with data synced into the ProLinkHFA database via SmartDox.

7. Exempt Unit Submission

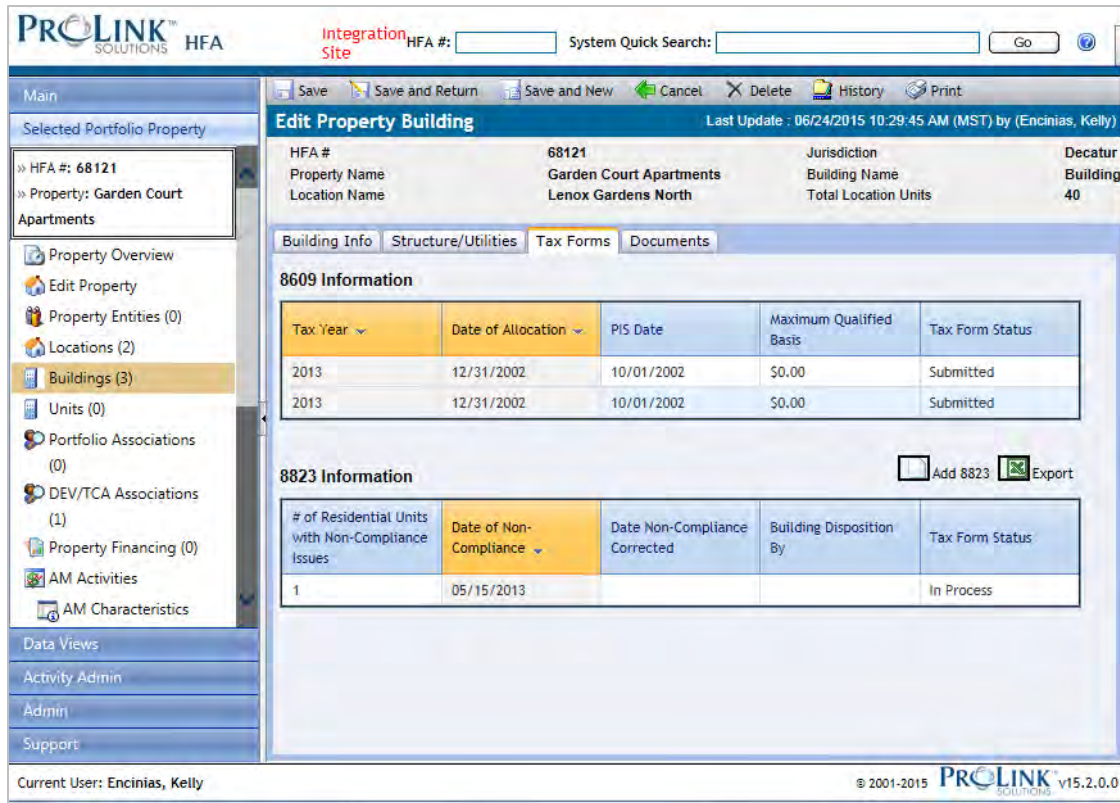
Requests for exempt units, utility allowance reviews, or changes in the management company can be communicated from the property owners via the Procorem web portal. All documents can be tracked and an audit history is available for any changes in core project data. Additionally, workflows can be configured to manage the approval process associated with any change in property status.

The ProLinkHFA search engine will search all historical names associated with a deal, even if that name has officially been changed, to facilitate quick access to the property record.

8. Noncompliance, 8823 Issuance and Review

Should there be any issues for noncompliance, the official IRS 8823 form can be created directly within ProLinkHFA.

Similar to the process of creating the 8609, should there be a need to create an 8823, Florida Housing staff will access the Buildings screen within ProLinkHFA. Any compliance exceptions generated on the Compliance Review record will instruct the Compliance Officer as to which line item should be selected on the 8823.



Florida Housing staff can leverage ProLinkHFA automated workflow to manage the review process for the 8823. Once finalized, the official IRS 8823 form can be securely submitted to the Property Manager / Owner through the Procorem portal.

9. Owner’s Selection of Management Company

All documentation associated with the selection of a management company can be securely submitted, reviewed, and approved via the Procorem web portal. For more information about Procorem, please see [section VI. Web Portal](#).

D. Special Assets Phase Process Requirements

1. Tracking of Key Compliance Events

Due to the integration of Compliance and Asset Management through all stages of the property lifecycle, all critical deal data will already be available in the system for review by the Compliance and Asset Management teams upon handoff. Should the need arise for the information to be expanded, the Asset Management and Compliance team can adjust the data as described in [section IX.C – Multifamily Asset Management Phase Process Requirements](#) of this ITN.

When ready, HFA staff can set the foundation for Florida Housing’s asset management best practices with the AM Characteristics screen in ProLinkHFA. The AM Characteristics screen allows agency users to control what types of Asset Management functions are required on this property, type of distribution,

required inspections, reserve protocol, financial statement type, and more. Additionally, all relevant documents can be stored on this screen for permanent attachment to the property record.

Edit AM Characteristics Last Update : 06/15/2016 02:50:36 PM (MST) by (Encinias,

HFA #	5617	Total Units	220
Property Name	Garden Court Apartments	Jurisdiction	Allen
		Asset Manager	Encinias, Kelly

Property Characteristics | Documents

Monitored?

Fiscal Year End Month:

Current Servicing Loan Balance:

Are Lender Inspections Required?	<input checked="" type="checkbox"/>	Not Required Reason	<input type="text" value="--Select--"/>
Are TCA Inspections Required?	<input checked="" type="checkbox"/>	Not Required Reason	<input type="text" value="--Select--"/>
Are MOR Inspections Required?	<input checked="" type="checkbox"/>	Not Required Reason	<input type="text" value="--Select--"/>
Are REAC Inspections Required?	<input checked="" type="checkbox"/>	Not Required Reason	<input type="text" value="--Select--"/>
Are Compliance Audits Required?	<input checked="" type="checkbox"/>	Not Required Reason	<input type="text" value="--Select--"/>
Are Operating Budgets Required?	<input checked="" type="checkbox"/>	Not Required Reason	<input type="text" value="--Select--"/>
Are MOS Required?	<input checked="" type="checkbox"/>	Not Required Reason	<input type="text" value="--Select--"/>
Are Annual Financial Statements Required?	<input checked="" type="checkbox"/>	Not Required Reason	<input type="text" value="--Select--"/>

Annual Financial Statement Type:

Surplus Cash Waiver Date:

Type of Distribution	<input type="text" value="Unlimited"/>	Reserve Agreement Effective Date	<input type="text"/>
Reserve Agreement Type	<input type="text" value="--Select--"/>	Reserve Agreement Signed by Owner	<input type="text" value="02/10/2014"/>
Are Reserve increases tied to an increase in rents?	<input type="checkbox"/>	HUD Regulation Rules for Reserves	<input type="text" value="--Select--"/>
Additional Requirements 1 (See Property Notes)	<input type="text" value="Sprinkler System"/>	Additional Requirement 1 Date	<input type="text"/>
Additional Requirements 2 (See Property Notes)	<input type="text" value="Lead Based Paint"/>	Additional Requirement 2 Date	<input type="text"/>

2. Assign Pre-Defined Tasks

Florida Housing staff can leverage the Procorem task management process to set and monitor important project milestone dates. Procorem allows you to manage of internal and external project management in the same application as you are managing document collaboration, counterparty communication, and project history.

With Procorem Templates, Florida Housing can replicate Tasks, Documents, Posts, Folders, and Collaborators throughout any number of WorkCenters.

One of the main benefits of Procorem Templates is the ability to copy tasks, and all associated task details, across multiple projects at the same time. Because projects often have a set of standardized tasks, this can save your team significant administrative effort and allow them to get back on true project management.

Procorem allows you to create a Template WorkCenter to assign tasks to WorkCenter Roles instead of individual Collaborators. By assigning a role to the Assignees, Approvers and Followers, these tasks will auto-assign to individuals matching that role when they are later added to the project.

3. Electronic Communications

Procorem will serve as the primary communication point for project communication between 3rd parties and Florida Housing staff. The Procorem web portal is integrated with email and will send alerts and notifications any time a comment or post has been made to the system. All communications are fully tracked and auditable from within the Procorem web portal.

For less technically savvy 3rd parties, users can simply reply to a system generated email and the response will be posted back to the Procorem WorkCenter. Due to this capability, many of ProLink's clients have all but eliminated their reliance on email in exchange for managing communications with 3rd parties directly through the Procorem web portal.

For more information on Procorem, please review [section VI. – Web Portal](#).

4. Milestone and Status Tracking

The Procorem web portal integrates with ProLinkHFA and supports Florida Housing's requirements to track event milestones and status tracking throughout the special assets phase. Procorem tasks can be configured via a Procorem template for consistency between projects. Procorem supports the ability to set up automated alerts based on proximity to core project dates or milestones to ensure communication around event milestones are consistent.

5. Workflow Process and Special Asset Reporting

The [ProLinkHFA Workflow Engine](#) can be leveraged to alert Florida Housing staff of project status changes, project milestones, noncompliance, and much more. ProLinkHFA Workflow supports the ability to send automated emails and alerts, with attachments, to both internal and external parties. Any data contained within the ProLink system can be quickly reported against and incorporated into an automated workflow process for sharing with users outside the system.

For more information on how ProLinkHFA supports special asset reporting, please see [section D.13 – Special Asset Reporting and Risk Automation](#).

6. Document Repository

The ProLinkHFA Software Suite supports Florida Housing's document collaboration requirements by providing a secure web portal, Procorem, to engage with third parties on the creation, collaboration, editing, commenting, and managing of documents. In addition, the ProLinkHFA database has a comprehensive document management system for the storing of final files in association with each deal.

For more information, please see section [V.A.1 – Document Collaboration](#).

7. Note Tracking

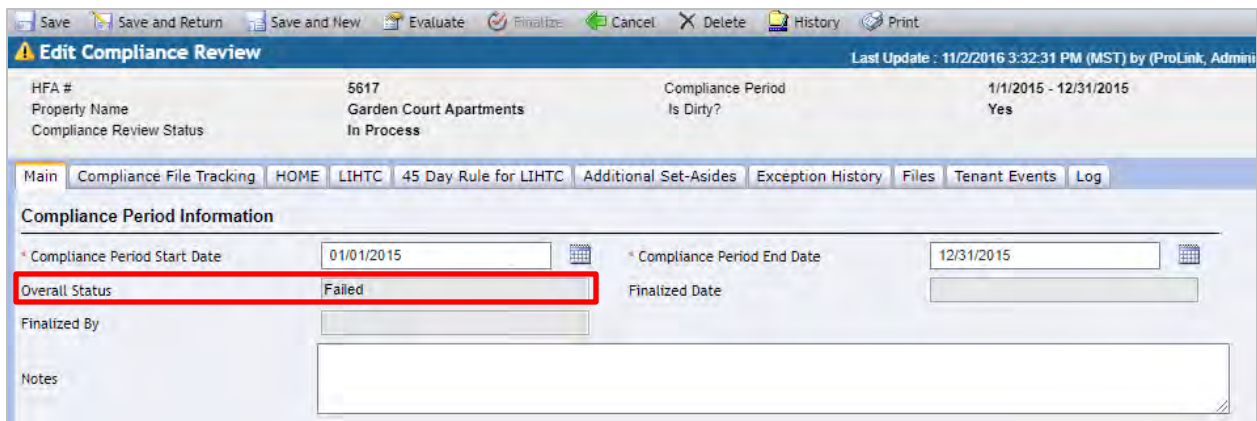
ProLinkHFA Database – Within most screens in the ProLinkHFA database, Florida Housing staff will be able to manage core property information, review legal data, and make notes to be associated with each

development file, transaction, or request. Notes are stored in association with both the screen in which they were made, as well as in a master comment location associated with each property.

Procorem Web Portal – Procorem WorkCenters provide a secure location to create and manage comments associated with the property. For the most part, ProLink clients leverage Procorem for notes and comments which should be made available to 3rd parties, while the ProLinkHFA database note functionality is generally purposed for more sensitive, internal communications.

8. Non-Compliance Check Box

Once the Property Manager / Owner compliance information has been submitted, Florida Housing staff can run compliance reviews directly from within ProLinkHFA. Associated with each compliance period is a Compliance Review Status, Compliance Period End Date, Missing Requirements, Compliance File Tracking, any exemptions, and much more.



The screenshot shows a web application window titled "Edit Compliance Review". The window has a menu bar with options: Save, Save and Return, Save and New, Evaluate, Finalize, Cancel, Delete, History, and Print. Below the menu bar, there is a header area with a warning icon and the title "Edit Compliance Review". The main content area displays the following information:

HFA #	5617	Compliance Period	1/1/2015 - 12/31/2015
Property Name	Garden Court Apartments	Is Dirty?	Yes
Compliance Review Status	In Process		

Below this information, there is a navigation bar with tabs: Main, Compliance File Tracking, HOME, LIHTC, 45 Day Rule for LIHTC, Additional Set-Asides, Exception History, Files, Tenant Events, and Log. The "Compliance Period Information" section contains the following fields:

Compliance Period Start Date	01/01/2015	Compliance Period End Date	12/31/2015
Overall Status	Failed	Finalized Date	
Finalized By			
Notes			

For more information please review [section C.3 – Annual Owner Certification](#).

9. One-Click Form Generation

SmartDox will serve as the primary data management transfer tool throughout all of Florida Housing’s business processes. SmartDox will facilitate the capture of data from third parties, integrate underwriting models, spreadsheets, and narratives, support the generation of regulatory forms inherent in Florida Housing’s business processes, as well as serve as a powerful reporting tool for asset management and senior leadership.

10. Regulatory Document Integration

With SmartDox, ProLink will “map” existing Florida Housing spreadsheets to integrate with the ProLinkHFA databases with current Florida Housing processes. By integrating these spreadsheets with the ProLink database, Florida Housing staff will be able to send data up to the database and pull data from the database into Excel and Word templates with the push of a button.

All documents can be securely submitted by third party participants and available for viewing from the Procorem Web Portal. When sent to the database via SmartDox, the data and a copy of the source document will be stored in association with the property record.

11. Regulatory / Compliance Date Tracking

From within the Procorem portal, Special Assets staff can view, adjust, and manage regulatory/compliance period end dates. Dates can be calculated based upon business rules set by the agency. Within ProLinkHFA, an Activity Administrative function will allow Florida Housing staff to annually create compliance dates in bulk to streamline the process of setting regulatory/compliance dates on an annual basis. This functionality can be used to schedule compliance periods, inspections, fees, compliance reviews, and much more.

All dates and periods will be available within the property record for access and review by the Special Assets staff.

List Compliance Reviews									
HFA #		5617		# of Buildings		12			
Property Name		Garden Court Apartments							
NOTE: Exceptions and Units may be counted multiple times if the unit participates in multiple programs.									
Compliance Period	Compliance Review Status	Finalized Date	Finalized By	Programs Processed	Total # of Events	# of Events with Exceptions	Total # of Program Units	Total # of Program Units with Exceptions	Total # of Overrides
1/1/2015 - 12/31/2015	In Process			LIHTC, HOME, Additional Set-Aside(s)	49	45	46	46	0
1/1/2014 - 12/31/2014	In Process			LIHTC, HOME, Additional Set-Aside(s)	82	17	77	17	0
1/1/2013 - 12/31/2013	In Process			LIHTC, HOME, Additional Set-Aside(s)	0	0	77	47	0
1/1/2012 - 12/31/2012	In Process			LIHTC, HOME, Additional Set-Aside(s)	0	0	77	47	0
1/1/2011 - 12/31/2011	In Process			LIHTC, Additional Set-Aside(s)	0	0	32	0	0
1/1/2010 - 12/31/2010	Un-finalized			LIHTC, Additional Set-Aside(s)	0	0	77	47	0

12. Web Portal for Document Collection and Task Management

The Procorem web portal will serve as the hub for document collaboration, document retention, event tracking, task assignment, third party data entry, and electronic signing for Property Managers / Owners as well as any monitoring agents.

For information on the Procorem web portal, please review [section VI. – Web Portal](#).

Additionally, SmartDox will be leveraged to facilitate the data collection directly from documents into the ProLinkHFA database. For more information on SmartDox, please review [section IX.B.1 – Credit Underwriting](#).

13. Special Asset Reporting and Risk Automation

ProLink automates the process of managing portfolio risk through a combination of system generated and subjective risk criteria. Driven by industry best practices and perfected through feedback from the [ProLinkHFA User Group](#), ProLink’s configurable risk engine will automatically analyze each property based on loan activity, lender inspections, annual financials, operating budgets, monthly operating statements, and subjective agency criteria.

AM Risk Assessment Last Update : 07/13/2016 11:29:09 AM (MST) by (Rohan, Greg)

Risk Assessment for	Garden Court Apartments	HFA #	5617
Finalized Date		Final Assessment Points	3.70
Status	Pending		

[Main](#) | [System Generated Criteria](#) | [Activity Detail](#) | [Activities Not Required](#) | [Documents](#)

Main Information

Finalized Date	<input type="text"/>	Final Assessment Points	<input type="text" value="3.70"/>
System Generated Criteria Points	<input type="text" value="1.70"/>	Risk Status	<input type="text" value="Acceptable"/>
Subjective Criteria Points	<input type="text" value="2.0"/>		

Subjective Criteria

Description	Detail	Point Value	Comments
Reserve Balance	\$102,614	<input type="text" value="0.0"/>	<input type="text"/>
Operating Expense Ratio	56.18 %	<input type="text" value="0.0"/>	<input type="text"/>
Net Cap Value (Annual Fin)	\$13,550,576,828	<input type="text" value="0.0"/>	<input type="text"/>
Net Cap Value (Budget)	\$28,412,051,499	<input type="text" value="0.0"/>	<input type="text"/>
DCR Before Deposits (Annual Fin)	1.1282	<input type="text" value="2.0"/>	<input type="text"/>
DCR Before Deposits (Budget)	2.3645	<input type="text" value="0.0"/>	<input type="text"/>
Prepayment Date	8/11/2015 4/ ...	<input type="text" value="0.0"/>	<input type="text"/>

Each line item in the risk engine will generate a point value, which cumulatively adds up to a risk score, which feeds the portfolio watch list and risk reporting. The system also provides the option to override certain system point scores based on the Asset Manager’s working knowledge of a property.

14. Watch List Reporting

At any point during the lifecycle of the property, Florida Housing staff can leverage ProLink’s ad-hoc reporting tool, [Data Views](#), to review Portfolio Risk. One great example of the type of reporting Asset Managers can leverage within ProLinkHFA is the Risk Assessment Data View, which serves as a watch list

for your entire HFA portfolio. The Risk Assessment Data View pulls in all risk criteria across your portfolio for a quick view of property information, risk status, property risk assessment score and more.

AM Risk Assessments Server Time : 08/02/2016 03:13:40 PM (MST)

View: Quarterly Watchlist Quick Search (Property Na...)

Drag a column header and drop it here to group by that column

HFA Number	Property Name	Finalized Date	Risk Status	Final Assessment Points	Prop Total Units	Asset Manager
9042	ParcView	03/16/2015	Watch	14.10	149	Amy Fowler
8881	Enoch George Manor	03/16/2015	Watch	10.40	60	Amy Fowler
2008	Beasley Square	03/16/2015	Watch	11.20	8	Amy Fowler
8903	Greens at Northridge	03/16/2015	Watch	14.30	108	Amy Fowler
8945	Gardens of Stafford	03/16/2015	Watch	14.50	150	Amy Fowler
9244	Colonnades II	03/16/2015	Watch	14.40	60	Amy Fowler
9280	Booker T. Washington Plaza	03/16/2015	Watch	10.20	28	Jessica Tester
9192	Old Manchester Plaza I	05/06/2015	Watch	11.80	46	Jessica Tester
9153	Mountain Crest	03/09/2015	Watch	9.90	28	Jessica Tester
7710	James Crossing	02/04/2015	Watch	8.40	288	Jessica Tester
8690	Park's Edge	02/25/2015	Watch	11.80	96	Jessica Tester
8980	Cornerstone	03/09/2015	Watch	8.10	11	Jessica Tester
1286	Hilltop Homes	03/09/2015	Watch	8.40	24	Jessica Tester
9034	Club Hill	03/04/2015	Watch	8.30	29	Jessica Tester

All # A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Page: 1 Page 1 of 55 | 1,099 Records # of Rows Displayed: 20

Asset Managers can also use this Data View to prioritize their workload. By selecting a different view, Florida Housing staff is able to see each deal by Asset Manager. All columns are configurable with powerful customization provided for both private and agency wide views.

AM Risk Assessments Server Time : 08/02/2016 03:14:10 PM (MST)

View: Workload by Asset Manager Quick Search (Property Na...)

Asset Manager

HFA Number	Property Name	Asset Manager	Finalized Date	Final Assessment Points	Risk Status	Management Company	Process Type	AM Char FYEM
Asset Manager: Sarah Wargo								
7760	Maple Avenue	Sarah Wargo		5.10	Acceptable	Armiger Management Corporation	HFA Financed/ Tax Credits	December
Asset Manager: Mary Nolley								
7556	Omni Park Place	Mary Nolley		4.00	Acceptable	Epoch Properties, Inc.	HFA Financed/ CPF/ Tax Credits	December
8532	Creekpointe	Mary Nolley		0.30	Acceptable	Landmark Property Services, Inc.	HFA Financed/ Tax Credits	December
8381	Park at Ridgedale	Mary Nolley		20.30	At Risk	TRG Management Company, LLP	HFA Financed/ Tax Credits	December
Asset Manager: Lorinda Tester								
893	Birch Island II	Lorinda Tester		0.00	Acceptable	TM Associates Management, Inc.	Tax Credits/ Fed Assisted	January
Asset Manager: Kelly Encinias								
9017	Checed Warwick	Kelly Encinias		-1.50	Acceptable	Community Housing	HFA Financed/ HOME/	December

All # A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Page: 1 Page 1 of 1 | 8 Records # of Rows Displayed: 20

15. Regulatory Document Amendment Requests

Any changes to loan documents, such as refinancing, will follow a pre-determined approval process as outlined by Florida Housing staff. The credit underwriting process can be facilitated similar to the outline described in [section IX.B.1 – Credit Underwriting](#). Approval processes can be managed by leveraging the [ProLinkHFA Workflow Engine](#).

Once approved, the new loan terms can be sent into the ProLinkHFA database directly from the loan application via SmartDox. When sent, a copy of the source application will be stored in association with the property record. At this point, documents can be automatically synced with OnBase as outlined in section [II.E – System Integration Capabilities](#).

From a Florida Housing staff member perspective, this process will be incredibly efficient and will replace the need for any scanning or rekeying of information into the ProLinkHFA system. With all new loan details in the application, and associated loan documents, the data entry will be taken care of by the Property Manager / Owner while approvals and reporting will be managed by Florida Housing staff.

16. Development Change of Ownership

Property ownership is fully tracked and managed directly within the ProLinkHFA system as outlined in section [II.A.4 – Contact Flexibility and Depth](#). Should a property change ownership interest be approved by Florida Housing’s Board of Directors, the change can be made in the ProLinkHFA system.

Owner Entity	Owner Role	Ownership %	Contact	Direct Contact Phone	Main Entity Phone	Email	Associated Entity
Jackson Construction LLC	Limited Partner	99.99000 %	Jackson, Dennis	(303) 888-5551	(303) 663-5900	djackson@jackson	Colorado Real Investments, Inc.
CAPREIT Residential Management, LLC	Managing Member	0.01000 %	Coggins, Dawn		(301) 231-8700	dcoggins@capreit	Colorado Real Investments, Inc.
Colorado Real Investments, Inc.	Parent Owner	100.00000 %	--Select--		(312) 555-1234	test@prolinksoluti	--Select--
Garden Court Genesis LLC	Parent Owner	100.00000 %	--Select--		(303) 883-7878		--Select--

Historical ownership will always be available through the history screen for auditing purposes. All underwriting and approval activities can be managed directly within ProLinkHFA by leveraging SmartDox and ProLinkHFA’s Workflow Engine.

17. Qualified Contract Process

Any change in property ownership status can be tracked and monitored within ProLinkHFA as outlined above. Any underwriting or registration documents can be developed as template to streamline data

entry associated with a change of ownership. The ProLinkHFA document repository will store all documents associated with this process directly to the property record.

18. Maturing Loan Workout Process

Any changes in loan terms can be tracked within the ProLinkHFA database. All documents can be tracked and an audit history is available for any changes in core project data. Developed integration between OnBase and ProLinkHFA will allow for automatic document syncing without the need for scanning information into OnBase directly.

19. Troubled Property Resolution

Should a property require a Troubled Property Resolution, all communication between Florida Housing and the Property Manager / Owner can be managed within the [Procorem web portal](#). Related documents, underwriting, and board approval will be managed using a combination of SmartDox mapped templates and the ProLinkHFA Workflow Engine. Similar to the above, integration between OnBase and ProLinkHFA will allow for automatic document syncing without the need for scanning information into OnBase directly.

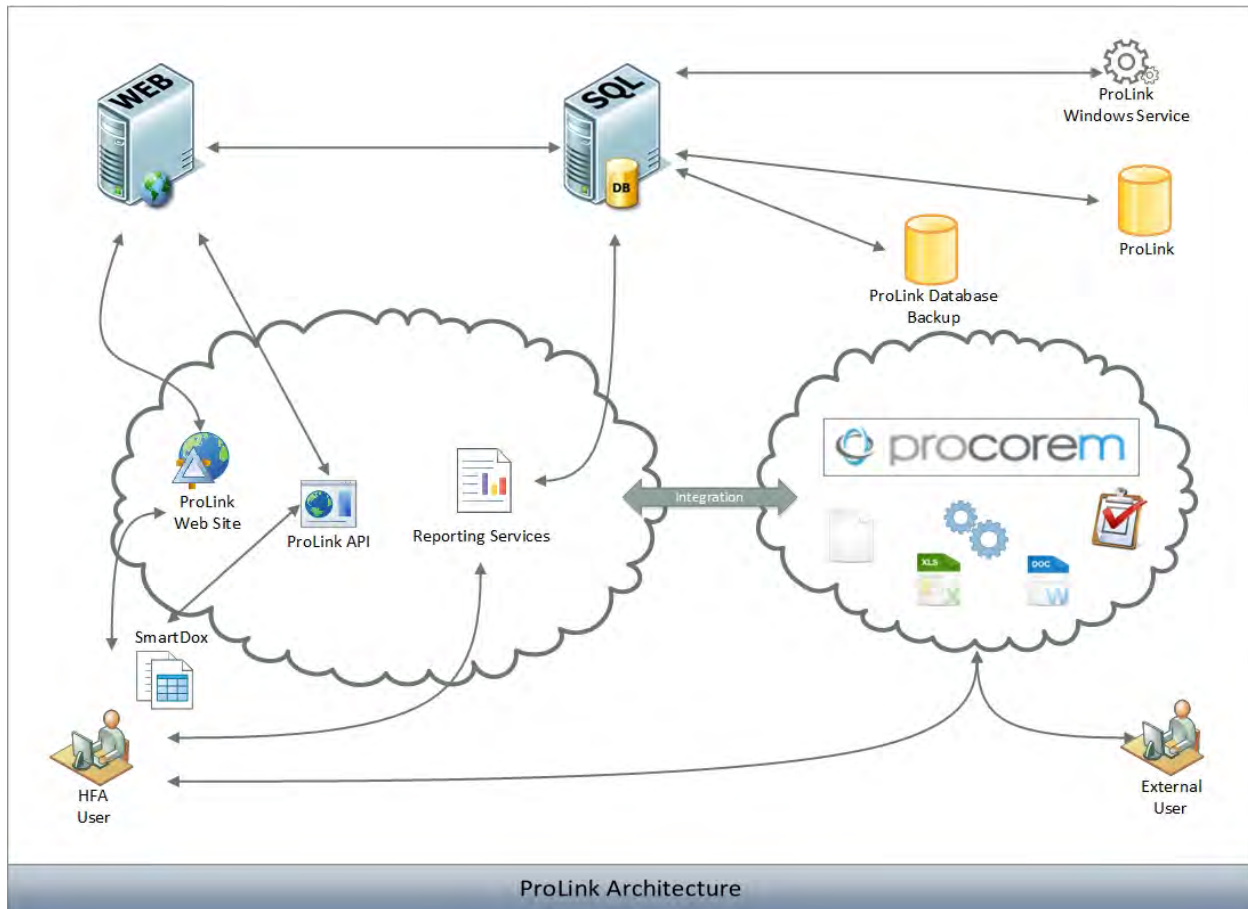
All data will be fully captured in the ProLinkHFA database and auditable by Florida Housing staff.

X. IT Requirements

B. Requirements

1. MS Technologies Compatibility

The ProLinkHFA Website, SmartDox Web Service, and the ProLink API are all hosted on Internet Information Services (IIS) and built with the Microsoft .NET Framework. These components are hosted on physical or virtual web servers that can be scaled horizontally or vertically for both load balancing and for failover protection. All Web Services are accessible and supported through all standard browsers.



End users access the SmartDox Web service through SmartDox-enabled Microsoft Excel and Word documents. Personally Identifiable Information (PII), such as Social Security Numbers, are encrypted with 256-bit encryption in the database to guard against the data falling into the wrong hands. All ProLink applications are secured with HTTPS. If a database is restored to a lower environment for testing, a utility scrubs the database for any sensitive or identifying data.

Passwords for users are hashed using the SHA1 algorithm so passwords could not be obtained even if a malicious attacker had access to the database. ProLinkHFA can also be integrated with single sign-on technology such as Windows Authentication or SAML 2.0 if preferred.

2. MS Active Directory Compatibility

The ProLinkHFA Software supports single sign on for user authentication for ProLinkHFA and SmartDox. The single sign on process respects all business rules and configurable security roles for each application.

3. Document Indexing / Search

Configurable Application Security Roles – Configurable security privileges are available as part of the ProLinkHFA system. Custom security roles can be created using any mix of available privileges. Security roles are assigned to users of the system. Key security areas include:

- Role specific security for both internal and external portal users
- Security roles which control level of access within the application
- Screen and field level permission sets to be determined by Florida Housing

An administration section allows system administrators to manage users and security directly within the application. Configurable Application Security Roles are available for the ProLinkHFA database and Procorem web portal. SmartDox will respect all security rules associated with the ProLinkHFA database.

System Search – The ProLinkHFA system search functionality provides the quick ability for Florida Housing staff to search deals, properties, and loans. Results are returned which provide matching properties, loans, development deals, and tax credit details. Asterisks can be used as a wildcard character to help locate hard to find property information.

4. OnBase Integration

Should Florida Housing desire integration with SharePoint and OnBase, ProLink can leverage the open API architecture present in both Procorem and the ProLinkHFA database. API integration can be leveraged to push and pull documents between the systems in order to comply with Florida Housing's document management goals.

3rd Party Application Integration

In addition to the out-of-box Microsoft Office integration provided as part of the ProLinkHFA Software Suite, we have identified integration options for OnBase and other third party systems below:

- **SmartDox** – The architecture of SmartDox can quickly be configured to integrate with any type of database structure – including the Benedict Group Loan Servicing and Microsoft Great Plains software systems. ProLink can work with Florida Housing staff to identify integration requirements.
- **API Integration** – The ProLinkHFA and Procorem databases support RESTful API integration, which allows developers to retrieve data from the systems without circumventing the application's business rules. ProLink can provide support, as well as empower Florida Housing staff, to connect to the ProLinkHFA API structure in order to create a direct integration with Microsoft Great Plains and Benedict Group Loan Servicing.
- **Database Backup** – As part of the standard service provided to support the ProLinkHFA Software Suite, ProLink provides a nightly backup of all database data for our HFA clients. This database backup can be used to run reports as well as support the integration with other software systems.
- **Custom CSV Download** – ProLink clients have asked for custom CSV list downloads to support the integration with other software systems. ProLink is happy to work directly with Florida Housing staff to configure a CSV data download which supports Florida Housing integration goals.

5. Usage Limitations

The ProLinkHFA Software Suite includes access for unlimited internal users across the ProLinkHFA database, Procorem, and SmartDox. Additionally, there is no restriction for the number third parties leveraging the Procorem web portal.

Due to ProLink's use of Amazon AWS as the hosting provider, there are no restrictions on the amount of data that can be stored in the system. All data and user costs are included in the Price Proposal.

6. Mobile Device Capabilities

All components of the ProLinkHFA Software Suite are available to be viewed and edited from computers and mobile devices. Due to the fact that Procorem is often used as an externally focused portal, Procorem is completely responsive and optimized for mobile devices.

7. High Availability / Redundancy

The [AWS Cloud infrastructure](#) is built around Regions and Availability Zones which consist of one or more discrete data centers, each with redundant power, networking and connectivity, housed in separate facilities. All data will be stored within the North America Zone to ensure client data is not stored outside of the United States.

The application will run on two separate application servers behind a load balancer, with both application servers located in separate physical datacenters. In the event of a failure, we can fail over to the secondary application server. A similar configuration is used for the database server, which is running in a log shipping configuration providing active/passive failover. In the event of a failure, we can redirect the application servers to the secondary database server, which is also located in a separate physical datacenter. Data is available 24/7.

8. Cloud Hosting

All ProLink Solutions Production sites and data are hosted via Amazon Web Services (AWS) utilizing various services within the AWS family of products including Elastic Compute Cloud (EC2), Elastic Block Store (EBS), Simple Storage Service (S3), Elastic Load Balancing (ELB), Simple Email Service (SES), as well as several backend AWS services for management and reporting. AWS security is designed around a Shared Responsibility Model, where the AWS manages the security of the cloud, however ProLink Solutions manages the security of the resources within the private cloud infrastructure. AWS security allows clients to meet multiple compliance requirements, including (but not limited to) FISMA, PCI DSS, ISO 27001, 27017, 27018, SOC 1/SSAE 16/ISAE 3402 (formerly SAS 70 Type II), SOC 2, and HIPAA compliant.

Licensing Fees

Subscription to the ProLinkHFA Software Suite, as outlined in the Pricing Proposal, includes all licensing and fees associated with the proposed solution.

Support Procedures, Upgrades, and Security Measures

All backup data is stored in AWS Simple Storage Service (S3), which is an object storage service designed to deliver 99.999999999% durability and is then automatically replicated to multiple geographic locations and facilities within the North American Region.

All Production data at rest is only accessible by ITS staff at ProLink Solutions. Amazon staff does not have access to the data in any form, even if requested by ProLink.

From time to time, ProLink will have to disable the System in order to provide preventative and corrective maintenance services for such resources. The primary maintenance window for such activities is between 8:00 p.m. and 12:00 a.m. Mountain Time Monday through Saturday and 12:01 a.m. to 5:59 a.m. Mountain Time Sundays. ProLink reserves the right to perform any required maintenance services outside the primary maintenance window; however, ProLink will use its commercially reasonable efforts to limit maintenance outside the primary window to a minimum. ProLink will also use commercially reasonable efforts to alert Purchaser of any maintenance operations in advance of such operations.

Copy of Portfolio Data for Florida Housing

Every evening, ProLink provides a complete database snapshot of our client's data directly to them via a secure FTP server. Our HFA clients can use this data to run additional business intelligence reports, maintain fresh copies of all existing system data, and provide integration into 3rd party applications.

The database backup is delivered as a SQL Server database backup file, which automatically overwrites the previous backup file, to ensure our HFA clients always have the most up to date version of their existing database.

Document Integration

The ProLinkHFA Software Suite provides a variety of options for integration with 3rd party applications such as Benedict Group Loan Servicing, Microsoft Products, and OnBase. For a detailed description of ProLinkHFA integration options, please review [section II.E – System Integration Capabilities](#).

9. Help Desk Summary

To support our application, we accept support requests via email, fax or phone calls. We have a team of 10 to 15 employees that provides support for our applications and at least 4 are available at any time to

receive and act upon a request. They will secure additional resources as needed. Each project is also assigned an Account or Client Manager and that individual is available to assist with any urgent issues.

Help Desk Hours All times are at Mountain Standard Time.		
Day	Open *	Closed *
Monday - Friday	8:00 am	6:00 pm
Saturday, Sunday	closed	closed
Holidays	closed	closed

There is on-call support for any hours listed above. Contacting us can be accomplished by telephone at 877-237-3163 option 8, or by sending email to support@prolinksolutions.com. For critical issues, contact your assigned Project Manager or Customer Success Manager for direct phone and email support. The user can expect to receive a response within 2 hours.

After Hours Support

For after-hours urgent computer or network urgencies that require an immediate response, we request that users contact their assigned Account or Client Manager. The user will be requested to leave a message, including a description of the problem, and the user's name and number for the on-call Technical Support representative to make contact. The user can expect to receive a returned call within 12 hours.

XI. Support Requirements

A. Requirements

1. Support Services

ProLink's standard contract length includes a 5 year term with 3 years of optional renewal under the same contract. During negotiation, ProLink is happy to accommodate required contract terms with Florida Housing.

2. Support Infrastructure

ProLink's standard Service Level Agreement (SLA) includes all agreed upon service levels, system availability, normal maintenance, help desk support, after hours support, resolution of errors, internal controls and compliance, hosting language, business continuity and redundancy plans, log shipping, system testing (penetration, DDoS protection, monitoring, system environments), as well as our data backup and restore policy. A copy of ProLink's complete SLA is available upon request.

ProLinkHFA support options available for Florida Housing include:

HFA Program Support – Phone and email support to resolve non-technical issues, data management support, provide additional training on released features, and provide best practices for use of the product suite. HFA Program support is automatically included in the subscription pricing.

ProLinkHFA User Group – Provides membership voting rights upon start of software subscription. Each year, ProLink Solutions reinvests 30% of revenue from ProLinkHFA into new product features for the ProLinkHFA Software Suite. As more and more HFAs adopt ProLink, this reinvestment translates into major technology and process improvements each and every quarter.

Comprised of representatives from our client HFAs and the ProLink team, the HFA User Group meets quarterly and identifies improvements to be made to ProLinkHFA. ProLink's product owner, who focuses exclusively on this application, designs and prioritizes each feature for development and implementation.

ProLinkHFA User Group voting rights are automatically included in the subscription pricing.

Regulatory Updates – Includes all regulatory changes which impact existing ProLinkHFA functionality.

Technical Support – Phone and email support to resolve technical issues related to the ProLinkHFA Software Suite.

3. Support Change Management Summary

If the project team deems a change request is necessary for this project – examples of a change request are updates to the overall project plan, methodology, scope, support, or acceptance criteria – the Project Manager at ProLink Solutions will review with the team to verify the update is outside of the project plan and determine the impact.

The Project Manager at ProLink Solutions will communicate the change request impact to the Project Manager at Florida Housing via the change request registry. At that time, the Project Managers will prepare an item for presentation the Change Control Board (CCB). The CCB will determine if the change request should be approved. If declined, the change request will be marked as declined in the registry. If approved by the CCB, a signed copy from both party executive sponsors is require and kept within the project documents. The change request registry is update and any payment processes associated with the request are sent out.

4. Support Plan

The ProLinkHFA Support Plan is included and available as part of ProLink's Service Level Agreement. The SLA includes issues and requests covered and those which may fall beyond normal support needs scope.

5. Proposed SOW Rates for Non-Support Engagements

For support items identified outside of normal support needs scope, ProLink's blended hourly rate is \$185/hr. ProLink will work with Florida Housing during the negotiation process to identify areas which may fall outside of normal support scope as well as identify a mutually agreeable rate for base rates and charges.

6. Training Plan

Training Services Included

Customized Training Plan – Due to the nuances of each HFA business unit, customized training plans are developed in close coordination with each ProLinkHFA client. ProLink Solutions staff will coordinate with Florida Housing to develop a training strategy and plan which suits the requirements of Florida Housing. A Sample Training Plan is available upon request.

Onsite Training – During the implementation of the application, ProLink Solutions will provide multiple day onsite training class to introduce and train business users and technical staff on the application. These trainings are typically provided in different sessions aligned to Florida Housing's specific departments. ProLink will support the Florida Housing technical team with ongoing user and application maintenance training.

Train-the-Trainer Method – Florida Housing staff can support the implementation by identifying Subject Matter Experts (SMEs) and by approving a customized delivery schedule for business user training. ProLink typically reviews each section of the application, explaining how to use each module for optimal results. Training includes exercises that require users enter and modify data along the way to ensure comfort and understanding of the application. Scenarios users encounter will be simulated to provide comfort that each user can address most questions that will be directed at them. Further trainings can be handled on-site or remotely depending on the client needs.

Training Documentation Provided

In Application Training – In application training is provided across all applications with Screen Level Help Text. This provides a simplified way for users to find answers to their questions from directly within the application.

Training Documentation – ProLink also provides users with comprehensive training material on the ProLinkHFA platform. Online product help centers will be provided to support the

ProLinkHFA Software Suite. Training material is completely searchable and presented in a tutorial based format.

Sample Training Plan Outline

During implementation, ProLink will develop a customized training plan to accommodate the specific organizational requirements of Florida Housing. ProLink has provided a sample training plan structure below:

- **Introduction**
 - Background and Scope
 - Points of Contact (ProLink Solutions and Client)
 - Document Organization and Delivery
 - Project References (Project Plan, Implementation Plan, Conversion Plan, Glossary)
 - Security Controls
- **Instructional Analysis**
 - Development Approach
 - Issues and Recommendations
 - Needs and Skills Analysis (Target Audience Course Development)
- **Instructional Methods**
 - Training Methodology (Train-the-Trainer, Onsite, Remote, Ongoing)
 - Training Resources (Online Help Centers, Situational Training Scenarios)
 - Testing and Evaluation (User Acceptance Testing, Ongoing Maintenance / Support)
- **Training Resources**
 - Course Administration (Procedures, Roles & Responsibilities, Success Reporting)
 - Resources and Facilities
 - Schedules and Training Timeline
 - Future Training (Post Implementation, Maintenance, New Feature Training)
- **Training Curriculum**
 - Targeted, Module Based Training
 - Course Description & Objectives
 - Module Materials

7. DEV / Test Infrastructure Plan

The ProLinkHFA Software Suite maintains database redundancy to for both the rollout and testing of new features. ProLinkHFA works through four product environments:

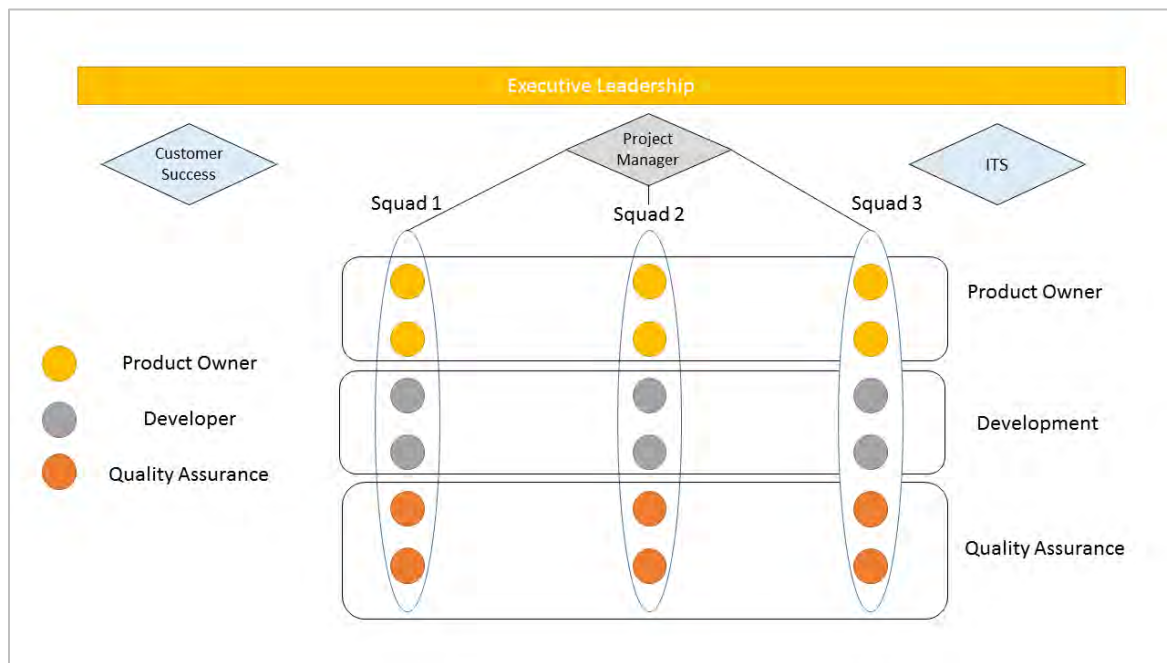
- **Development** – All new development is first completed on ProLink’s development server to ensure no impact on any production servers.

- **Quality Assurance (QA)** – Manual and automated testing takes place on a server environment specifically designated for testing.
- **User Acceptance Testing (UAT)** – ProLink Solutions tests all releases in our User Acceptance Testing (UAT) environment before promoting to each client’s individual UAT environment. This testing is accomplished with both automated and manual testing.
- **Production** – Once approved by the User Group, new features are pushed to the production environment for use by our clients.

D. Project Organization Plan

ProLink currently employs 30+ professionals who support our clients from both a development and client services standpoint. To support the Agile / Scrum Methodology, ProLink employs a flexible team-based structure to simplify load balancing and ensure timely client delivery. ProLink teams, or “squads”, are cross trained on products to ensure adherence to implementation timelines. While implementations will typically be the responsibility of one team, Product Owners and Executive Leadership work closely together to allocate personnel and responsibilities based on client requirements.

1. Organizational Chart, Key Persons, and Resumes



Provided below are a list of Key Persons that will be assigned to this project should ProLink be awarded the contract. All Key Persons are direct employees of ProLink Solutions.

Executive Leadership

The Executive Leadership team maintains a stake in the outcome of the project and is responsible for securing spending authority as well as resource allocation. The Executive Sponsor acts as a vocal and

visible champion, legitimizes the project's goals and objectives, keeps abreast of major project activities, and is a decision-maker for the project. The Executive Sponsor will participate in and/or lead project initiation and participate in project planning (high level). Provides support for the Project Manager; assists with major issues, problems, and policy conflicts; removes obstacles; is active in planning the scope; approves scope changes; signs off on major deliverables; and signs off on approvals to proceed to each succeeding project phase.

Key Person - Shawn McKenna, Founder & CEO

Shawn McKenna is the Founder and CEO of ProLink Solutions. With a background in banking, finance, and software development, Shawn has a long and proven track record as an entrepreneur and innovator, and ProLink has won many accolades under his leadership. Shawn has led the company to create award-winning solutions for its clients with implementations of ProLink software, earning several HFAs recognition from the NCSHA.

While attending college, Shawn was a smoke jumper for the Bureau of Land Management. After graduating with two degrees, he went to work in residential loan origination and commercial loan origination for Spellman Baird and Warner in Denver. Shawn founded Credit Risk Analytics in 1992 to help B-Piece bond buyers analyze CMBS, and sold his interest in the company in 1998 to found ProLink. Shawn holds a Bachelor of Science in Business and a Master of Science in Finance from the University of Colorado.

Key Person - Brian Kohn, Chief Technology Officer

As Chief Technology Officer at ProLink Solutions, Brian oversees all technical design, road mapping, development review, and system architecture to ensure ProLink systems meet our client's specifications. Starting with ProLink as a Business Analyst in 1999, Brian brings both a business and technical discipline to each project he manages.

Brian excels at leading a team towards continued product success and is not afraid to roll-up his sleeves and get his hands dirty in any phase of the project including: eliciting feedback from customers, identifying requirements, writing design specs, managing priority of backlog features, coding front end mockups, implementing the architectural plumbing, testing release candidates, influencing marketing direction, and supporting sales efforts. Brian graduated from Fort Lewis College with a double major in Computer Science and Art.

Senior Project Manager

The Project Manager ensures that the Project Team completes the project and the client is satisfied with the delivered application. Develops the Project Plan with the team and manages the team's performance of project tasks. It is also the responsibility of the Project Manager to secure acceptance and approval of deliverables from the Client, Project Director and/or Stakeholders. The Project Manager is responsible for communication, including status reporting, risk management, escalation of issues that cannot be resolved in the team, and in general, making sure the project is delivered in budget, on schedule, and within scope. The Project Manager will serve as the primary point of contact for all

implementation related questions. The Project Manager will hold Project Management Professional (PMP) and Certified Scrum Master (CSM) certifications throughout the duration of this implementation.

Key Person - James Molde, Director of the Project Management Office

James Molde is the Senior Project Manager at ProLink Solutions. James brings a strong background of Project Management and Agile Methodology to the ProLink Solutions team. James began his career at ProLink in 2011 and has been heavily involved in all client implementations over that time period. Under James' leadership, ProLinkHFA clients have achieved a 100% implementation success rate and James continues to act as the primary point of contact for ongoing client support.

James is a PMP Certified Project Manager, Certified Scrum Master, and Certified Scrum Product Owner having received his continuing education from the Project Management Institute and Rally Agile University respectively. James holds a Master of Science in Engineering and Technology Management from the Colorado School of Mines.

Customer Success Manager

The ProLink Customer Success team supports each client engagement from implementation through long term client support. In coordination with the Senior Project Manager, the Customer Success Manager supports all business process mapping, data migration, report creation, application configuration, SmartDox mapping, and customer adoption support for the client. All technical, business user, and agency training will be led by the Customer Success Manager. Deliverables include development of online help text, training manuals, and leading training sessions with the client. The Customer Success Manager will be the primary point of contact for post implementation support communications.

Key Person – Sean Sandoval, Customer Success Manager

Sean Sandoval joined ProLink Solutions in 2017 and currently serves as the Customer Success Manager. Sean has over 15 years of experience with SEC reporting and is instrumental in delivering a variety of training experiences to ProLink Solutions' customer base, from e-learning solutions to the classroom. Prior to joining ProLink Solutions, Sean worked as the Director of Education and Product Enablement for Certent, Inc., a SaaS solution for financial disclosure management. Sean started his career as a financial reporting analyst at Janus Capital and earned a Bachelor of Science in Business Administration, Finance and Accounting from the University of Colorado.

Product Owner

The Product Owner represents users, stakeholders, and others involved in the process. Product Owners are responsible for the overall product design and database integrity. Product Owners are both technical and business experts in their respective areas. Product Owners will support the project implementation from a business analyst, feature design, prototyping, implementation, and best practices standpoint.

Key Person - Kelly Encinias, Product Owner

Kelly Encinias is the ProLinkHFA Product Owner at ProLink Solutions. For the past 23 years, Kelly has been working in software development in the real estate and financial management industries. Since

her hiring in 2006, Kelly has served as ProLink's primary Housing Finance Agency Business Analyst and Product Owner.

Under Kelly's guidance, ProLink Solutions has expanded to a market leader in Housing Finance Agency Software and she leads the ProLinkHFA User Group to bring feedback in from ProLink's current client base. Kelly holds a Bachelor of Science in Business Administration with a Concentration in Computer Information Systems from Colorado State University.

Development Lead

Responsible for executing tasks and producing deliverables as outlined in the Project Plan and directed by the Project Manager. Design, build, unit test, migrate and transition all technical deliverables, including online reports. Support stress and performance testing.

Key Person – Randy Woolen, Senior Software Engineer

Randy has over 10 years' experience designing and building enterprise applications. He has a broad range of knowledge creating full stack applications in .NET that include web applications, services, and business intelligence tools. He maintains significant technical expertise in C#/.NET ASP.NET, JQuery, KnockoutJS, AngularJS, HTML 5, T-SQL, Entity Framework, Object Oriented Programming, and Domain Driven Design.

Randy has served as the Senior Software Engineer for the ProLinkHFA Software Suite at ProLink Solutions since his hiring in 2007. Prior to ProLink, Randy was a Fraud Control Trainer and Analyst at MCI Worldcom/Verizon. Randy holds a Bachelor of Science in Computer Information Systems from Texas Tech University and is a Microsoft Certified Professional Developer (MCPD) and Microsoft Certified Solutions Developer (MCSD).

Quality Assurance Lead

Responsible for executing tasks and producing deliverables as outlined in the Project Plan and directed by the Project Manager. Deliverables from this group include understanding of project requirements, preparing and executing manual and automated test scenarios, functionality demonstrations and defect discovery, resolution and reporting.

Key Person - Tamra Groth, Quality Assurance Lead

Tamra is an IT professional with over 12 years of experience in quality assurance, technical writing, training, and business analysis. At ProLink, Tamra is the Senior Quality Assurance Engineer and leads the organization with best practices and frameworks to promote quality control throughout all of ProLink's projects.

Abridged resumes provided below with respect one page limit outlined in the ITN. Complete resumes available upon request.

SHAWN MCKENNA

CEO and President

INFO

**Phone**

Direct: 720.746.2426
Mobile: 303.881.8200

**Email**

smckenna@prolinksolutions.com

**Website**

www.prolinksolutions.com

EDUCATION

Masters of Science (MS), Finance

University of Colorado at Denver

Bachelor of Science, Business Administration

University of Colorado at Denver

EARLY CAREER

Partner

Bitwise Controls / 2010 - June 2013

Vice President

Baird & Warner / 1987 - 1992

PROFILE

Shawn founded ProLink Solutions in 1998 to provide enterprise-level technology solutions for the financial services and housing sectors. His experience in banking, finance, and software development has allowed him to lead the company to create award-winning solutions for its clients. ProLink was recognized by the Denver Business Journal in 2011 and 2012 as one of Colorado's Fastest Growing Private Companies. In 2013, ProLink was named one of 50 Colorado Companies to Watch, and was included in the Inc. 500|5000 list of fastest-growing US companies.

EXPERIENCE

President and CEO

ProLink Solutions
March 1997 - Present

ProLink Solutions is a software company that enables the real estate finance industry to efficiently allocate capital, manage assets, and maintain compliance. We apply industry-leading technology and expertise to automate business processes and improve data accessibility.

We specialize in orchestrating the workflow and business processes of our clients by developing tailored software based on the ProLink Framework. Our team is experienced in providing solutions for enterprise investment management in multiple industries, including Housing Finance Agencies, community development corporations, and international real estate companies.

Chief Operating Manager

Rockport CRE Lending Systems
1992-1998

Founded Credit Risk Analytics (known as Rockport CRE lending systems today), to provide analytic solutions to participants in the commercial mortgage and mortgage-backed securities industry. Invented and developed Portfolio Advisor™, a solution for analyzing and tracking commercial mortgages, securities backed by commercial mortgages, and equities utilized for analysis in CMBS financings. Left the company to start ProLink in 1997.

Brian Kohn

PROLINK SOLUTIONS, Englewood, CO

Chief Technology Officer

1999–2017

Promoted to the CTO role to drive future product offerings and position the company for future sales.

- Spearheaded efforts to productize ProLink custom applications for various industry verticals:resented product roadmaps to the executive team, specifying cost estimations, competitive analysis, and ROI calculations.
- Oversaw architecture committee for technical direction of each product and project.
- Led technical presentations of product demonstrations to potential clients.
- Reviewed client contracts for SLA, intellectual property, and code escrow requirements.
- Comfortable interviewing and building a talented development team
- Managed development teams on two new products – Procorem and SmartDox.
- C#, ASP.NET, MVC, WebAPI, JQuery, Javascript, Knockout, Bootstrap, AWS, RabbitMQ, SQL
- Rewrote UI to take advantage of responsive design on various form factors
- Coordinated product release schedule for no down-time deploys.
- Provided front line customer support and prioritized customer feedback.
- Analyzed application performance, error, and usage logs.
- Leveraged AWS S3, EC2, SES, and ELBs for a reliable production environment.
- C#, ASP.NET, .NET 2.0/3.0, AJAX, VS2005/2008, SQL Server 2005, XML, VSTO
- Re-architected the ProLink framework using the Factory pattern and released v3.0.
- Created a unique Excel/Word add-in that mapped fields from a database schema into a document using Visual Studio Tools for Office and Add-In Express.

SHOPTIQ LLC, Englewood, CO

eCommerce Web Developer

2001–2008

Juggled roles as a primary architect, developer, designer, and tester for a robust eCommerce framework hosted for multiple clients.

- C#, ASP.NET, AJAX, JavaScript, .NET 1.1, 2.0, VS2005, SQL Server 2005
- Designed entire the application from concept to reality.
- Interacted with graphic design teams to provide a clean, responsive, and customized store-front.

Education

B.A. Computer Science & Art

Magnum Cum Laude

1990 – 1994

Fort Lewis College

Durango, Colorado

Awards

Member of National Honor Society

Dean's List

James Molde

OVERVIEW

A hard working individual with skills in project management, project planning, data analysis, and requirements gathering. Looking for a company that strives to deliver high quality products on time and within budget that is in need of a dedicated project manager.

CERTIFICATIONS

- Agile Certifications – Certified Scrum Master, Certified Agile Product Owner
- Project Management Certifications – Project Management Profession – *Application in Process*

EMPLOYMENT EXPERIENCE

ProLink Solutions, Inc. Englewood, CO

2012 - Present

Senior Project Manager

- Plan, schedule, and track project timelines and milestones through an agile process
- Collaborate with stakeholders to accurately define project scope goals and deliverables
- Set and manage project expectations with stakeholders and project team members
- Communicate project expectations to team members and stakeholders
- Create and present status reports to project teams
- Analyze status report information and troubleshoot issues as needed
- Clearly define, communicate and track project success criteria
- Continually develop and implement agile practices / standards for project execution and management
- Conduct project post mortems and create a recommendations report in order to identify successful and unsuccessful project elements
- Direct and manage project progress from inception to project close
- Plan and delegate tasks and responsibilities to appropriate personnel
- Develop and deliver progress reports, proposals, requirements documentation, and presentations
- Proactively identify and mitigate risk or changes in scope
- Helped implement an agile process for our products

Business Analyst

- Proposed and documented product analysis and design
- Created and demonstrated application prototypes utilizing Axure
- Prepared design documentation for development and quality assurance teams
- Worked closely with housing finance authorities and tax credit investment companies
- Collaborated with developers and SMEs to establish the technical vision and analyze tradeoffs between usability and performance needs
- Developed requirements specifications according to standard templates, using natural language and the correct level of detail for various audiences, team compositions, and projects

EDUCATION

MS Engineering and Technology Management

Colorado School of Mines, Golden, CO

BS Chemical Engineering

Colorado School of Mines, Golden, CO

Sean J. Sandoval

Summary and Accomplishments

- Accomplished professional with experience in learning and development, including leadership, strategy and the delivery of large scale customer on-boarding efforts.
- Designed, wrote and presented complex training programs including, compliance, investment accounting, and document management.
- Directed operations, exceeding revenue targets, while increasing customer satisfaction scores.
- Created and implemented customer on-boarding processes, Learning Management Systems, On-line Help.

Professional Experience

ProLink Solutions, Denver, CO (SaaS solutions for affordable commercial real estate)

2017 - Present

Customer Success Manager

- Manage the Customer Success department, responsible for the full implementation of our customers, from kick-off to go-live.
- Attend and participate in client interviews to determine business requirements for new product features.
- Create and simplify training materials to ensure customers' needs are met and improve resource accessibility.
- Measure Customer Success efforts to improve customer adoption with ProLink Solution's

CERTENT/Rivet Software Denver, CO (SaaS solutions for equity and disclosure management)

Director of Customer Success, Education and Product Enablement

2009 – 2017

- Managed the education services staff, responsible for department strategy, objectives and budget.
- Release planning: align with Product/Engineering, coordinate training, documentation and marketing materials, ensuring proper customer awareness and education.
- Implement training strategy to target audiences including, internal new hires, customers, and partners.
- Responsible for maintaining customer satisfaction related to product education and implementation.
- Lead project manager for customer implementations to Certent Disclosure Management platform.
- Worked with Sales and Prospects regarding implementation, service expectations and product/XBRL questions.

Education and Training

Colorado State University, Project Management Certification

University of Colorado, Bachelor of Science in Business Administration Finance and Accounting

KELLY J. ENCINIAS

EMPLOYMENT EXPERIENCE

October 2012 to Present

ProLinkHFA Product Owner: ProLink Solutions, Inc., Denver, Colorado

- Business and Technical Lead for ProLinkHFA Software Suite
- Support implementations, feature prioritization, product roadmap, and product customizations
- Final ownership and approval for client Program Support
- Runs and monitors ProLinkHFA User Group – incorporating client feedback into development lifecycle

June 2006 to October 2012

Business Analyst Manager: ProLink Solutions, Inc., Denver, Colorado

- Managing a team of seven business analysts
- Monitoring daily project progress, team needs, annual performance reviews and budgeting

Senior Business Analyst: ProLink Solutions, Inc., Denver, Colorado

- Analysis and design of client business processes to produce financial applications
- Developed templates for requirements and design libraries using Axure prototyping tool

Web Developer: ProLink Solutions, Inc., Denver, Colorado

- Analysis, Design, and Development of financial applications using .NET
- SQLServer stored procedures for reporting and data entry applications

December 2004 to June 2006

Web Developer: Fiserv, Denver, Colorado

- Analysis, Design, and Development of Fund Accounting web applications using ASP.NET
- Oracle stored procedures for reporting and data entry

September 2003 to November 2004

Web Developer: CoBank, Denver, Colorado

- Analysis, Design, and Development of international banking applications using PowerBuilder 6.5, PowerBuilder 7.0 and PFC
- Oracle stored procedures for banking application reporting

January 1999 to March 2003

Software Developer: INVESCO Funds Group, Inc., Denver, Colorado

- Analysis, Design, and Development of Fund Accounting reporting and data entry applications using PowerBuilder 6.5, PowerBuilder 7.0 and PFC
- Oracle stored procedures for Fund Accounting reporting and data entry applications

August 1998 to January 1999

Software Engineer/Consultant: Greenbrier & Russel, Denver, Colorado

- Analysis, Design, and Development of Accounting applications using PowerBuilder 6.5 and PFC
- Wrote Sybase stored procedures for accounting applications
- Analysis, Design, and Development of an income tax application using PowerBuilder 6.0 and PFC

EDUCATION

Bachelor of Science in Business Administration, Colorado State University
December 1992, Concentration in Computer Information Systems

▶ Randy Woolen

5878 Bridle Path Lane
Parker CO 80134
Phone: 720-470-4627
E-mail: rwoolen17@gmail.com

Education

B.S Computer Information Systems, Texas Tech University (June 2009)

Microsoft Certified Professional Developer (MCPD)

Microsoft Certified Solutions Developer (MCSD)

Experience

Sr. Software Engineer (July 2007 – Present)

ProLink (98 Inverness Dr. East, Englewood CO 80112)

Instrumental in developing and maintaining software that manages operations of housing finance authorities. Work as part of a team that designs and implements the code. Collaborate with project managers, clients, business analysts, and QA personnel to complete project deliverables. Lead developer of the HFA project, providing technical leadership for other developers on the team as well as other BA and QA personnel. Designed and developed web application, web services, API's, window services, and maintained content for .NET-based systems.

Fraud Control Trainer (2005 –July 2017)

MCI WorldCom/Verizon (707 17th St. Denver CO)

Creating and delivering content to train prospective analysts in detecting calling card fraud and various types of telecom fraud. Helped create training applications for use in training. Developed WPF applications using VB.NET.

Fraud Control Analyst (2004 –2005)

MCI WorldCom/Verizon (707 17th St. Denver CO)

Monitor telecom use; search and investigate possible telecom fraud.

Skills

C#, ASP.NET, HTML, JavaScript, JQuery, T-SQL, Entity Framework
OOP (Object Oriented Programming), Domain-Driven Design,

TAMRA GROTH

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tamragroth@hotmail.com • <http://www.linkedin.com/pub/tamra-groth/3/b90/295>

PROFESSIONAL EXPERIENCE

IT-TECHNICAL WRITER/TRAINER/QUALITY ASSURANCE/BUSINESS ANALYSIS

- Experienced technical writer in developing end user documentation for custom built software.
 - Ability to work directly with development and test teams to gather source material and review documents. Developed content from requirement and design documents.
 - Created index entries, edited and generated the overall training manual.
 - Prior to training, tested the documentation against the application.
 - Maintained training material and trained 500+ employees on an ongoing basis in 3 different locations in instructor-led training classes.
 - Performed testing on 4 different applications for functionality and backend database testing.
 - Employ customer focus in the course of testing
 - Leveraged personal experience and knowledge in both systems and operations to facilitate information gathering sessions between business units and IT.
 - Collaborated with business units to analyze potential risks, discuss “worst case scenarios,” and develop appropriate system controls to mitigate risk.
 - Employed Requirements Traceability Matrix to track project implementation requirements.
-

EMPLOYMENT HISTORY

PROLINK SOLUTIONS/ENGLEWOOD, COLORADO April 2012 - Present
Technical Writer/Trainer/Lead Quality Assurance

DRIFTERS COOKHOUSE RESTAURANT BAR AND CABIN RENTALS/Gould, CO August 2005 – April 2012
Partner/Manager

FISERV INVESTMENT SUPPORT SERVICES / Denver, Colorado March 1996 – March 2008
Technical Writer/Trainer/Quality Assurance Analyst (2003-2008)
Lead Business Analyst (1996-2003)

EDUCATION

GRADUATE CERTIFICATE IN INFORMATION TECHNOLOGY 2001
WESTWOOD COLLEGE OF TECHNOLOGY ~ 4.0 GPA ~ Denver, Colorado

BACHELOR OF ARTS IN HOSPITALITY AND TRAVEL ADMINISTRATION
METROPOLITAN STATE COLLEGE OF DENVER Denver, Colorado

2. Implementation Work Plan

Complete Project Management Plan

Provided below is a detailed and specific work plan for this project which includes ProLink Solutions' implementation approach, milestones, activities, tasks, task duration, and deliverables. In addition, ProLink has provided a sample of our [Project Management Plan](#) which will be used to manage the implementation process.

Implementation Approach

ProLink Solutions follows an Agile (Scrum) development methodology for implementation and custom feature development, with each sprint having a length of two weeks. The intent of this methodology is to have frequent checkpoints with your team to ensure transparency in the implementation and development processes and allow for changes in priorities between sprints, as required.

During an Agile Scrum sprint, the Scrum team takes small tasks, or stories, from the backlog which can be confidently developed, implemented, tested, and released by the end of each sprint. By focusing on delivering fully-tested, small features, Scrum development methodology minimizes and diversifies project risk.

ProLink Solutions has implemented Scrum processes to formalize a set of practices and processes to ensure project teams work well together. By keeping the team focused and collaborative in a simple and organized way, Scrum minimizes overall project risk and ensures customer expectations directly align with the end deliverable.

High Level Implementation Milestones

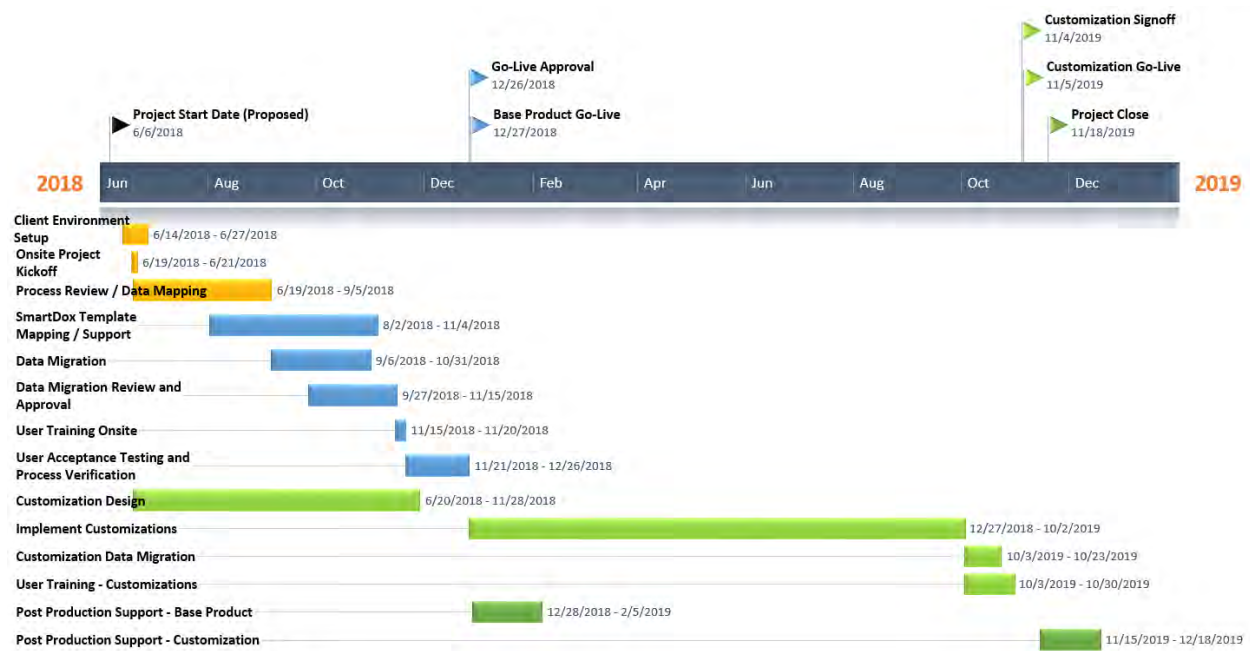
The below graph is a representation of the standard ProLinkHFA implementation process. ProLink delivers a tailored project plan to clients during the project kickoff which includes finalized project milestones and activities. The proposed schedule has been based on a phased implementation of the ProLinkHFA Software Suite – focusing first on the implementation of the standard product then implementing the agreed upon customizations to the system.

The below list consists of the initial roadmap checkpoints identified for the ProLinkHFA Implementation, assumes contract approval by May 31, 2018:

Checkpoint	Proposed Start Date	Proposed End Date
Project Start Date (Proposed)	June 6, 2018	June 6, 2018
Onsite Project Kickoff	June 19, 2018	June 21, 2018
Client Environment Setup	June 14, 2018	June 27, 2018
Business Process Review / Data Mapping	June 19, 2018	September 5, 2018
Customization Design	June 20, 2018	November 28, 2018
SmartDox Template Mapping / Support	August 2, 2018	November 4, 2018

Data Migration	September 6, 2018	October 31, 2018
Data Migration Review and Approval	September 27, 2018	November 15, 2018
User Training Onsite	November 15, 2018	November 20, 2018
User Acceptance Testing and Process Verification	November 21, 2018	December 26, 2018
Go-live approval – Standard Product	December 26, 2018	December 26, 2018
Release to Go-live – Standard Product	December 27, 2018	December 27, 2018
Implement Customizations	December 27, 2018	October 2, 2019
Post Production Support – Standard Product	December 28, 2018	February 5, 2019
Customization Data Migration	October 3, 2019	October 23, 2019
User Training - Customizations	October 3, 2019	October 30, 2019
Go-live approval - Customizations	November 4, 2019	November 4, 2019
Release to Go-live - Customizations	November 5, 2019	November 5, 2019
Project Close Out	November 18, 2019	November 18, 2019
Post Production Support - Customizations	November 15, 2019	December 18, 2019

Implementation Gantt Chart



Work Breakdown Structure (WBS)

The Work Breakdown Structure presented here represents all the work required to complete the Florida Housing ProLinkHFA Implementation based on the information known at this time. The document will follow the 4 –40 hour guideline. The tasks provided will not exceed 40 hours. Tasks under 4 hours will not be documented in this breakdown.

WBS Item #	Task Name
<u>1</u>	<u>ProLinkHFA Implementation Project</u>
<u>1.1</u>	<u>Project Initiation and Planning</u>
<u>1.1.1</u>	<u>Project RFP and Contract Signed/Approved</u>
<u>1.1.2</u>	<u>Determine the Project Team</u>
<u>1.1.3</u>	<u>Project Team Kickoff Meeting</u>
<u>1.1.4</u>	<u>Project Plan Approval</u>
<u>1.2</u>	<u>Project Implementation - ProLinkHFA Base Product</u>
<u>1.2.1</u>	<u>Project Kickoff</u>
<u>1.2.2</u>	<u>Business Process Review and Data Mapping</u>
<u>1.2.2.1</u>	<u>Review and Validate Existing Business Process</u>
<u>1.2.2.1.1</u>	<u>Onsite Business Process Review Meetings</u>
<u>1.2.2.1.2</u>	<u>Document Existing Business Processes</u>
<u>1.2.2.2</u>	<u>Provide desired data for data migration in suitable format</u>
<u>1.2.2.3</u>	<u>Create mapping for the data provided from the client</u>
<u>1.2.2.4</u>	<u>Data mapping review meeting with the client to verify mapping</u>
<u>1.2.3</u>	<u>Setup Client Environments</u>
<u>1.2.3.1</u>	<u>Create internal environments for ProLink Solutions</u>
<u>1.2.3.2</u>	<u>Create client UAT environment</u>
<u>1.2.3.3</u>	<u>Create client production environment</u>
<u>1.2.4</u>	<u>Data Migration into ProLinkHFA Base Product</u>
<u>1.2.4.1</u>	<u>Data Migration Planning based on data provided</u>
<u>1.2.4.2</u>	<u>Iterative Data Migration process</u>
<u>1.2.4.3</u>	<u>Iterative Client review of data provided</u>
<u>1.2.4.4</u>	<u>Formal Approval of Data Migration</u>
<u>1.2.5</u>	<u>Update Production Environment with Data</u>
<u>1.2.5.1</u>	<u>Update Production environment with approved data</u>
<u>1.2.6</u>	<u>Create SmartDox Templates</u>
<u>1.2.6.1</u>	<u>Scope out potential SmartDox template candidates</u>
<u>1.2.6.2</u>	<u>Client prioritize SmartDox templates</u>
<u>1.2.6.3</u>	<u>Map desired templates required for Go-Live</u>
<u>1.2.6.4</u>	<u>Review and approval of mapped templates</u>
<u>1.2.7</u>	<u>User Training</u>
<u>1.2.7.1</u>	<u>Create training plan - incorporate SmartDox templates</u>
<u>1.2.7.2</u>	<u>Review new business processes with business sponsor</u>
<u>1.2.7.3</u>	<u>Conduct Onsite training - base product</u>
<u>1.2.7.3.1</u>	<u>Review best practices for use of the software</u>
<u>1.2.7.3.2</u>	<u>Review ProLinkHFA HelpCenter</u>
<u>1.2.7.4</u>	<u>Support and Track Client User Acceptance Testing</u>
<u>1.2.8</u>	<u>Formal Base Product Implementation Signoff</u>

<u>1.2.9</u>	<u>Go-live - Base Product</u>
<u>1.3</u>	<u>Project implementation - Custom Feature(s)</u>
<u>1.3.1</u>	<u>Business Process Review and Customization Identification</u>
<u>1.3.1.1</u>	<u>Document Potential Customizations</u>
<u>1.3.1.2</u>	<u>Review Customization List with Client</u>
<u>1.3.1.3</u>	<u>Create Prioritized Customizations List with Client</u>
<u>1.3.2</u>	<u>Implement Customizations</u>
<u>1.3.3</u>	<u>Review Customizations in UAT with Client</u>
<u>1.3.4</u>	<u>Customizations Data Migration</u>
<u>1.3.5</u>	<u>User Training - Customizations</u>
<u>1.3.5.1</u>	<u>Review new business processes with business sponsor</u>
<u>1.3.5.2</u>	<u>Conduct Training</u>
<u>1.3.5.2.1</u>	<u>Review best practices for use of the software</u>
<u>1.3.5.2.2</u>	<u>Review ProLinkHFA HelpCenter</u>
<u>1.3.6</u>	<u>Support and Track Client User Acceptance Testing - Customizations</u>
<u>1.3.7</u>	<u>Formal Customizations Implementation Signoff</u>
<u>1.3.8</u>	<u>Go-live - Customizations</u>
<u>1.4</u>	<u>Project Closeout</u>
<u>1.4.1</u>	<u>Formal Project Signoff</u>
<u>1.4.2</u>	<u>Project Close Meeting</u>
<u>1.5</u>	<u>Post Production</u>
<u>1.5.1</u>	<u>Heightened support - Base Product Release</u>
<u>1.5.2</u>	<u>Heightened support - Customizations</u>

3. Sample Project Management Plan

Introduction

Purpose of Plan

The project management plan will provide all stakeholders the definition of the ProLinkHFA implementation project. ProLink Solution will work Florida Housing to implement the ProLinkHFA product suite in response to the RFP for a Portfolio and Asset Management Software Solution. This plan will work as the working agreement between the Project Manager at ProLink Solutions, the Project Manager at Florida Housing, the Executive Sponsors at Florida Housing and ProLink Solutions, the Project Team at ProLink Solutions, the Project team at Florida Housing and other stakeholders of this project implementation.

Project History

The Florida Housing Finance Corporation (FHFC) created an Invitation to Negotiate for the Comprehensive Multifamily Line of Business Software in July of 2017. The intent of this project is to

work in partnership with a vendor experienced in business process automation, case management, or the state housing finance industry to design and implement a software system that will result in a comprehensive platform for the operation, automation, and analysis of both the multifamily housing development and asset management-related processes and data at Florida Housing. During the scope of this project, ProLink will meet all requirements outlined in the Scope of Services section of the ITN solicitation.

Project Approach

ProLink Solutions operates using the proven Agile framework of Scrum. This framework allows the company to minimize the impact of changes or additions of scope to the overall project. ProLink Solutions will conduct its planning processes using the Rolling Wave Planning technique. This is an iterative planning technique in which work to be accomplished in the near term is planned in detail, while work in the future is planned at a higher level. The definitions of near term and long term will be defined in the scope portion of this plan. ProLink Solutions believes all projects are a team effort from both parties. The overall project approach will incorporate any constraints or limitations as identified by the client so we can work together to see this project succeed.

Goals and Objectives

Business Goals and Objectives

Goals and Objectives are defined as follows:

Goals:

1. Management of the allocation and tracking, and possible disbursement of resources used to fund the acquisition, development, construction, and rehabilitation of affordable housing in Florida.
2. Comprehensive capability for data analysis, generation of data reports, and compliance process automation, tracking, and reporting.
3. Staff and task management including progress tracking, milestone tracking and internal and external document tracking.
4. Project and asset management for affordable housing developments.
5. The ability to automate supporting processes and track data from the entirety of the Housing Finance lifecycle, from program application submission through the development and compliance lifecycles. This includes: Application, Credit Underwriting, Carryover, Closing, Final Cost Certification, Construction, Compliance, and Asset Management

Objectives:

Update with objectives as defined in the SOW

Business Goals and Objectives

State the goals and objectives expected to be achieved as a result of implementing the project, and describe how meeting the goals and objectives will support the corporate objectives and goals. Set project objectives by establishing why the project has been commissioned and what it is expected to achieve for the enterprise. Identify the specific results to be realized and the benefits to be achieved. Be certain to establish the time frame in which the objectives are expected to be met. Define a visible method to monitor and measure progress in meeting the objectives.

To fill out together with <FLORIDA HOUSING>

Scope Management Plan

Overview:

The scope of this project will be defined via rolling wave planning and communicated via the standard communication process for this project. The project team will review the Statement of Work and its high level business requirements. Using this information ProLink Solutions will develop scope statements from the business requirements. The WBS will be updated and decomposed throughout the project as WBS items are broken down into deliverable work packages. The WBS will be communicated to the overall project team through the standard communication processes. WBS will be documented in the Appendix B of the Project Management Plan.

Overall Project Scope Statement:

The scope of ProLinkHFA Implementation project includes environment setup, business process verification, product configuration, data migration, and training. The scope of this project also includes access to the ProLinkHFA online Help Center.

In addition to the delivery of the standard ProLinkHFA Software Suite, this project will include customizations outlined in the ITN response. ProLink Solutions will follow a phased delivery approach in order to ensure client has access to standard product as soon as possible, with customizations iterated once the product is live in Florida Housing's environment.

Project completion will occur when the product production environment and client data has been successfully executed and the end to end business process training has been completed. Additionally, client acceptance will be completed once the client process verification is complete and all Acceptance Criteria has been approved by Florida Housing. Any updates to the scope as described above will be subject to the change control process as described within the project change management plan.

Requirements Management Plan:

The project team will utilize the overall business goals as identified within the Statement of Work and the RFP to create the requirements for the project. Then the project team will meet with the business onsite to further refine the requirements as specified within the Statement of Work and the RFP. The level of detail in the plan will be at the discretion of ProLink Solutions project team. The requirements will be documented within the Requirements Matrix that will be communicated to the project

stakeholders as described in the Project Communication Plan. Requirements Matrix will be documented in the Appendix A of the Project Management Plan.

Scope Variance Communication:

Scope progress and any updates to scope will be communicated within the stakeholder meetings of this project. The health of the project’s scope will be communicated via three colors. The following chart describes the definition of each color item:

<u>Project Status Color</u>	<u>Definition</u>
<u>Green</u>	<u>No scope items are at high risk of being excluded, modified, or added to the project.</u>
<u>Yellow</u>	<u>At least 1 scope item is at high risk of being excluded, modified, or added to the project. The scope item will need to be evaluated per the change control plan described in the Change Management Plan.</u>
<u>Red</u>	<u>At least 1 scope item at risk of being excluded, modified, or added to the project has been excluded, modified, or added to the project without following the process outlines in the Change Management Plan. The scope item will need to be evaluated per the change control plan described in the Change Management Plan as soon as possible.</u>

Schedule Management Plan

The project team will follow the following guidelines for the development and monitoring of the project schedule.

Schedule Development:

ProLink Solutions will incorporate scope items within the overall sprint structure of ProLink Solutions Agile methodology. Any deviations to the schedule or newly identified constraints that impact the overall project schedule will be documented within project status meetings and associated appendix documents for the project plan and communicated to all stakeholders as described in the Project Communication Plan.

Schedule Tracking and Unit of Measure:

The overall project schedule will be maintained within Microsoft Project and available to stakeholders as needed. ProLink Solutions will track the original timeframe for items as well as any updated deviations to the schedule. The deliverable items will be incorporated into 2 week (10 business day) increments called sprints. The schedule progress will be communicated during stakeholder meetings as described in the Project Communication Plan. The project schedule will be tracked in Appendix D of the Project Management Plan.

Estimation Process:

All initial estimates have been conducted using past projects as a guide for the estimates. As planning and the project progresses, ProLink Solutions will update work packages with more detailed estimates using the bottom-up style of estimation. The bottom-up estimation does require more time to complete, but has a higher accuracy. If project stakeholders require estimation of an item before a formal bottom-up estimation meeting can be complete, ProLink Solutions will provide an estimate range using past data from prior implementations to support the need.

Schedule Variance Communication:

The schedule variance will be communicated during the project stakeholder holder meetings. The communication is done via three different colors. The following chart explains the different thresholds:

<u>Project Status Color</u>	<u>Definition</u>
<u>Green</u>	<u>Project schedule performance index (SPI) is greater than or equal to 0.90. SPI ≥ 0.90</u>
<u>Yellow</u>	<u>Project SPI is less than 0.90 but greater than or equal to 0.80. 0.90 > SPI ≥ 0.80</u>
<u>Red</u>	<u>Project SPI is less than 0.80. 0.80 > SPI</u>

Cost Management Plan

The project's costs associated with the implementation of the ProLinkHFA product suite as described in the project's Statement of Work, Scope Statements and WBS are included within the cost of the implementation project as this is a fixed price bid.

Project Quality Management

All members of the ProLink Solutions project team will play a role in quality management. It is imperative that the team ensures that work is completed at an adequate level of quality from individual work packages to the final project deliverable. The following are the quality roles and responsibilities for the ProLinkHFA Implementation Project:

- **The Project Sponsor** will sign off on the final acceptance of the project deliverable.
- **The Project Manager (ProLink Solutions) and Project Team** members are responsible for quality management throughout the duration of the project. The Project Manager is responsible for implementing the Quality Management Plan and ensuring all tasks and processes are compliant with the plan. The Project Manager is also responsible for communicating and tracking all quality standards to the project team and stakeholders.

All issues found during client testing and process verification will be documented and tracked within an issue tracking system. The issues will be reviewed and discussed within the project status meeting to determine priority and severity.

Issue Severity Chart:

Below is the issue severity chart:

<u>Severity Level</u>	<u>Definition</u>
<u>Critical</u>	<u>An issue has been found in the production environment that has caused the system to no longer be accessible or usable by users.</u>
<u>High</u>	<u>An issue has been found in the client test (UAT) environment or within the production environment that does not have a workaround. Users are unable to complete that specific business function until this bug is resolved.</u>
<u>Medium</u>	<u>An issue has been found in the client test (UAT) environment or within the production environment. A workaround has been identified for the business users but the issue does impact user efficiency.</u>
<u>Low</u>	<u>An issue has been found in the client test (UAT) environment or within the production environment. The issue does have a workaround and has minimal impact of user efficiency.</u>

Quality Baseline:

The ProLinkHFA Implementation Project must meet the quality standards established in the quality baseline. The quality baseline is the baseline, which provides the acceptable quality levels of the ProLinkHFA Implementation Project. The software must meet or exceed the quality baseline values in order to achieve success.

<u>Item</u>	<u>Acceptable Level</u>
<u>Product Go-Live Acceptance - Data Migration Review</u>	<u>Client has reviewed and verified within the agreed upon timeframe that data has been migrated correctly into the ProLinkHFA product.</u>
<u>Product Go Live Acceptance - Project Roadmap Checkpoints</u>	<u>ProLink Solutions has delivered reports on each phase and checkpoint. Project Sponsor has approved all checkpoint deliverables.</u>
<u>Product Go-Live Acceptance - Defects found in Product</u>	<u>No Critical, High, or Medium severity issues found during client process validation.</u>

Quality Communication:

The overall quality of the application will be communicated to stakeholders via three colors. The following chart explains the three thresholds:

<u>Project Status Color</u>	<u>Definition</u>
-----------------------------	-------------------

<u>Green</u>	<u>If defects are found, the issues are medium or low severity and the issues will not prevent planned training sessions or use of the application.</u>
<u>Yellow</u>	<u>A high severity issue has been found during client user acceptance testing and / or training and needs to be addressed prior to go-live.</u>
<u>Red</u>	<u>A critical issue has been found that will impact the overall schedule of user acceptance testing, training and preparation for go-live.</u>

Human Resource Management

Human resource management is addressed within ProLink Solutions and is not specific to this project as ProLink Solutions is a matrix organization in regards to project management.

Project Communication Management

Overview:

The project communication will follow ProLink Solutions standard communication process. The Project Manager at ProLink Solutions with the assistance of the Project Manager at Florida Housing will take the lead role in ensuring effective communications on this project and will follow the below communication frequency and protocol:

- Regular project status meetings will be held on a weekly basis with participants required from ProLink and Florida Housing staff. ProLink Solutions will produce and distribute an agenda/status report prior to each meeting. The purpose of this meeting is to determine and communicate the progress of each implementation project roadmap checkpoints. During the meeting, the team will review the Risk register, as discussed in the Risk Management section of this plan.
- A monthly Steering Committee meeting will be conducted with the intent to deliver project status to executive management and other key stakeholders, discussing with them the major checkpoints of the project vision, reaffirming their commitment to the vision or identifying any emerging issues with the vision. Any issue, roadblocks and change requests are addressed during this meeting. The Steering Committee meeting will double as a Change Control Board (CCB) meeting if Change Requests are required.
- A regular technical IT meeting will be scheduled on an as needed basis. These meetings are used to discuss any technical communications, or technical concerns from either ProLink Solutions or Florida Housing.
- Demos and training sessions will be scheduled at time reasonable and convenient to Florida Housing and ProLink Solutions near releases to the client UAT environment. During these sessions, ProLink will demonstrate how to use the new functionality and solicit feedback from users to better enhance the overall product.

- Email and telephone communications should be responded to within one business day of receipt with an acknowledgement and an estimated resolution period.
- The ProLink Solutions and Florida Housing Project Managers reserve the right to schedule meetings as a result of multiple email correspondences under the same subject line.

Artifact Storage:

ProLink Solutions will provide Florida Housing with a Procorem WorkCenter. This WorkCenter will act as the artifact storage and general project communication. The WorkCenter will track the different versions for each to the different project artifacts.

Overall Project Status:

The overall project status will be communicated during stakeholder meetings and will be communicated via three colors. The chart below will indicate the definitions of each of the project status colors.

<u>Project Status Color</u>	<u>Definition</u>
<u>Green</u>	<u>Scope, schedule, risk, and quality are designated as green.</u>
<u>Yellow</u>	<u>At least one of the scope, schedule, risk or quality sections have been designated as Yellow but no items are marked as Red.</u>
<u>Red</u>	<u>At least one of the scope, schedule, risk or quality sections have been designated as Red.</u>

Project Risk Management

Overview:

The approach for managing risks for the ProLinkHFA project includes a methodical process by which the project team identifies and ranks various risks. The project manager, working with the project team and project sponsors, will ensure that risks are actively identified, analyzed, and managed throughout the life of the project.

Risk Identification:

Risk identification will involve the project team, appropriate stakeholders, and will include an evaluation of Project Management Plan and SOW. Careful attention will be given to the project deliverables, assumptions, constraints, WBS, resource plan, and other key project documents. A Risk Register, which includes a prioritized list of all project risks, will be generated and updated throughout the life of the project to be reviewed on a weekly basis. See Appendix F for the registry.

Risk Analysis:

All risks identified will be reviewed to determine range of possible project outcomes. The project manager, project sponsor, and project team will work together to categorize risk probability and impact on the project.

Risk Response:

High probability risks with high impact on the project will require risk response planning which may include both a risk mitigation and risk contingency plan. Key project stakeholders will determine an approach to avoid, mitigate, or accept project risk. For each risk mitigated, the project team will identify ways to prevent the risk from occurring in the future. This may include adding tasks and pulling in additional resources to support the project implementation.

Risk Communication:

The risk of the overall project will be communicated to stakeholders through the use of three colors in the stakeholder meetings. The chart below describes the different colors and their definitions:

<u>Project Status Color</u>	<u>Definition</u>
<u>Green</u>	<u>Risks have been identified and risk response documented if the risk occurs.</u>
<u>Yellow</u>	<u>A risk that has been identified has occurred but the risk response did not fully resolve the issue, residual risk to be documented.</u>
<u>Red</u>	<u>A risk that was not identified has occurred and requires immediate resolution.</u>

Project Communication Management

All work related to this project will be conducted by either ProLink Solutions or Florida Housing. No external procurement processes will be required.

Project Change Management

If any project stakeholders deem a change request is necessary for this project a request is submitted to the Project Manager at ProLink Solutions. Some examples of a change request are updates to the overall project plan, methodology, scope, or acceptance criteria. The Project Manager at ProLink Solutions will present the request to the project team for review and analysis. The Project Manager at ProLink Solutions will review with the team to verify the update is outside of the project plan and determine the impact. The Project Manager at ProLink Solutions will communicate the change request impact to the Project Manager at Florida Housing via the change request registry, Appendix E. At that time, the Project Managers will prepare the item for the CCB. The Project Manager at ProLink Solutions will present the change request to the CCB. The CCB will determine if the change request should be approved. If declined the change request will be marked as declined in the registry. If approved by the CCB, a signed copy from both party executive sponsors is required and kept within the project documents. The change request registry is updated and any payment processes associated with the request are sent out.

The Change Control Board (CCB) required attendees are documented in Appendix C of the Project Management Plan.

Project Stakeholder Management

The Project Manager at ProLink Solutions and at Florida Housing will work to maintain stakeholder involvement and sharing of information with stakeholders throughout the process. Successful projects are ones that have transparency throughout the project cycle. The Project Managers will maintain a stakeholder log that will include all project team members, project sponsors and anyone else that will be impacted or involved with the project. The registry can be found in Appendix C of the Project Management Plan.

Project Plan Approvals

The project plan will be approved by the project team, project sponsors, project managers and key stakeholders as identified by the team.

E. Customer References

ProLink Solutions' clients will universally attest to on-time and on-budget delivery. ProLink Solutions is proud to state a 100% success rate in our software project and product implementations. A development team comprised of more than 30 professionals, ProLink has implemented ten large scale enterprise applications during the previous five years, five of which have been delivered to Housing Finance Agencies.

With over a decade focused specifically within the affordable housing industry, the complexity of these enterprise applications are extremely high. The sophisticated nature of automating business processes often contains thousands of business rules. The implementation timeline for these software packages have ranged from 7-days to approximately one year, dependent on the level of customizations.

ProLink is proud to serve the client references that follow:

ProLink's HFA Client References	
Virginia Housing Development Authority Alena Henderson Business Analyst 601 South Belvidere Street Richmond, VA 23220 804-343-5908 alena.henderson@vhda.com	West Virginia Housing Development Fund Joshua Brown Managing Director – Asset Management and Technical Services 5710 MacCorkle Avenue Southeast Charleston, WV 25304 304-391-8635 jbrown@wvhdf.com
Colorado Housing Finance Authority Paula Harrison Tax Credit Program Administrator 1981 Blake Street	Kansas Housing Resources Corporation Laurie Fritz Director – Asset Management 611 S. Kansas Avenue, Suite 300

<p>Denver, CO 80202 303-297-7316 pharrison@chfainfo.com</p>	<p>Topeka, KS 66603 785-217-2055 lfritz@kshousingcorp.org</p>
<p>Michigan State Housing Development Authority Nicole Miller Analyst, Asset Management 735 East Michigan Avenue Lansing, MI 48912-1451 517.373.1975 millern@michigan.gov</p>	<p>New York State Homes & Community Renewal Ken Kramer Chief Technology Officer 641 Lexington Ave New York, NY 10458 917-647-6838 ken.kramer@nyscr.org</p>
<p>Alabama Housing Finance Authority Mike King Single Family Administrator 7460 Halcyon Pointe Drive, Suite 200 Montgomery, AL 36117 334.244.9200 mking@ahfa.com</p>	<p>New Jersey Housing and Mortgage Finance Agency Katone Glover Manager of Servicing / HHF Programs 637 South Clinton Ave, P.O. Box 18550 Trenton, NJ 08650-2085 609-278-7380 kglover@njhmfa.gov</p>

Virginia Housing Development Authority

(Mar. 2006 – Present)

The Virginia Housing Development Authority (VHDA) provides affordable housing for the residents of the State of Virginia, and Low-Income Housing Tax Credits for investor partners participating in these multifamily developments. VHDA’s business processes begin at the development stage and then move through construction management, tax credit allocation, asset management, compliance, finance, and risk assessment. ProLink Solutions designed and delivered an enterprise system to centralize all required data and documents, while standardizing their processes into one automated system. At the 2012 NCSHA Annual Conference, VHDA was recognized for excellence in technology innovation.

West Virginia Housing Development Fund

(Sept. 2013 – Present)

The West Virginia Housing Development Fund (WVHDF) provides affordable housing for the residents of the State of West Virginia and Low-Income Housing Tax Credits for investor partners participating in multifamily developments. In 2013, WVHDF performed due diligence on enterprise software solutions to enable their business processes which begin at the development stage and then move through construction management, tax credit allocation, asset management, compliance, finance, and risk assessment. In 2014, ProLink Solutions delivered an enterprise system to centralize all required data and documents, while standardizing all of their processes into one automated system. The solution was implemented and in production in less than 6 months.

Kansas Housing Resources Corporation

(Aug. 2014 – Present)

The Kansas Housing Resources Corporation (KHRC) provides affordable housing for the residents of the State of Kansas and Low-Income Housing Tax Credits for investor partners participating in these multifamily developments. In 2014, KHRC performed due diligence on enterprise software solutions to enable their business processes for tax credit allocation, asset management, compliance, finance, risk assessment. ProLink Solutions delivered an enterprise system to centralize all required data and documents, while standardizing many of their processes into one automated system in less than 90 days from contract signing.

Colorado Housing Finance Authority (July 2015 – Present)

The Colorado Housing Finance Authority (CHFA) strengthens Colorado by investing in affordable housing and community development. CHFA offers financial resources to strengthen homeownership, affordable rental housing, and businesses which has resulted in over \$12.2 billion invested in Colorado's economy. CHFA initially adopted the tax credit allocation module of ProLinkHFA in 2015 and has now completely automated the tax credit allocation process with electronic application submission, Excel and Word integration for scoring and analysis, as well as a centralized database for all tax credit compliance information. In Q4 2016, CHFA expanded their implementation of the ProLinkHFA Software Suite to include the Development Module in order to support multifamily lending requirements for grants, bonds, loans, and other non-tax credit based lending programs.

Michigan State Housing Development Authority (Sept 2008 – Present)

The Michigan State Housing Development Authority (MSHDA) Office of Asset Management provides affordable housing for the residents of the State of Michigan. The Office of Asset Management provides oversight for projects that have financing provided by MSHDA. This oversight includes operating budgets, annual financials, monthly income and expense reporting, escrow draws and deposits, site visits, and other document tracking. ProLink Solutions designed and delivered a system for the Office of Asset Management to centralize all required data and documents, and helped standardize their processes into a single automated system. At the 2013 NCSHA Annual Conference, MSHDA's Office of Asset Management was recognized for excellence in their use of automation in delivering service to their constituents.

Alabama Housing Finance Authority (Nov. 2010 – Present)

The Alabama Housing Finance Authority (AHFA) was awarded approximately \$162 million to provide assistance targeted at Alabama's unemployed homeowners. ProLink Solutions designed and developed a grants management system, [ProLinkHHE](#), which allowed AHFA to begin quickly administering desperately needed funds with a limited staff. This solution provided the State of Alabama with a streamlined process for homeowner application submission through a secure public portal, verification of homeowner eligibility, approval, and finally tracking of the funds disbursed to each homeowner.

New Jersey Housing and Mortgage Finance Agency (July 2016 – Present)

The New Jersey Housing and Mortgage Finance Agency (NJHMFA) is dedicated to increasing the availability of and accessibility to safe, decent and affordable housing to families in New Jersey. In some cases, this may mean working with traditional affordable housing developments, serving New Jersey's most needy families. With the recent allocation of \$1 billion in funds under the Hardest Hit Fund (HHF), NJHMFA decided to put the technical support of this program out to RFP from their previous vendor. In less than three months, ProLink Solutions implemented the ProLinkHHF system, which includes agency, counselor, and homeowner portals to manage all aspects of the hardest hit fund and treasury reporting requirements.

New York State Housing and Community Renewal (Aug. 2016 – Present)

The New York State Housing and Community Renewal (NYSHCR) is embarking on a major initiative to modernize and update the majority of the Agencies' outdated individual business applications into a cohesive system. The software programs chosen to lead this effort are a combination of SAP, for accounting, finance, and procurement, and the ProLinkHFA Software Suite for all Multifamily Agency activity including loans/underwriting, debt issuance, asset management, project tracking, tax credits, compliance, and insurance.

F. Price Proposal

Included Software Modules, Support Services, and System Customizations

ProLinkHFA Modules

Tax Credit Allocation (TCA Module) – The Tax Credit Allocation module includes: tax credit and allocation cycle management, linkage of qualified property-level award and allocation cycles, allocation events calendar, application intake scoring and approval, allocation information snapshot within each stage of the yearly cycle, and rank of potential project allocations.

Loan Origination & Multifamily Lending (DEV Module) – The ProLinkHFA Development module streamlines HFA Origination and Construction by providing an end-to-end system that facilitates the intake of applications, deal underwriting, fund allocation, construction monitoring, and hands it off to your Asset Management team when the time is right.

Asset Management (AM) Module – The ProLinkHFA Asset Management module provides a framework for HFAs to proactively coordinate all agency asset management activities across their entire portfolio. The Asset Management module includes: real-time financial statement tracking, operating budget management, portfolio level analysis, automated and configurable risk criteria, property insurance tracking, resident feedback tracking, and reporting for financial and organizational analysis.

Program Compliance (AM) Module – The ProLinkHFA Compliance module provides comprehensive compliance management for tax credits, grants, and additional set-asides. The Compliance module

includes: the ability to track building and unit level compliance data, a web based portal to support the electronic submission of tenant event data from property managers, automated compliance audits, physical inspections, and property reviews.

Procorem & SmartDox

Procorem – Full access to leverage the Procorem web portal to support agency operations.

SmartDox – Complete Microsoft Excel and Word Integration through SmartDox.

Implementation Support Services

Environment Setup and Configuration – ProLink will assist in the creation of all product environments, outlined in Section XI. Support Requirements of this ITN response. In addition to the environment setup, ProLink will assist in the creation of user logins as well as the configuration of Picklists, Data Views, Workflow, and Configurable Security Roles within the system.

Business Process Review – Mapping a comprehensive workflow of your organization’s business processes and related business requirements. We do this by interviewing all impacted stakeholders to identify issues and potential areas for improvement. Core elements of the business process review include the identification of existing processes, future state goals, identification of existing spreadsheets and organizational templates, review of workflow, tasks, and notifications, identification of data to be migrated into the system, additional system integration requirements, and identification of any potential system customizations.

Data Migration – Upon project kickoff, ProLink will provide a Data Migration Questionnaire to identify data types, formats, and the desired data migration approach to best fit SCSHFDA’s requirements. Data migration is typically divided by functional groups with service availability to clean data during the process. Data Migration stakeholders and approvals will be identified during project implementation and fully documented in the Project Management Plan.

Training – During the implementation of the application, ProLink Solutions will provide multiple-day onsite training classes to introduce and train business users and technical staff on the application. These trainings are typically provided in different sessions aligned to Florida Housing’s specific departments. ProLink will support the Florida Housing’s technical team with ongoing user and application maintenance training.

ProLink will support the above activities through completion and the satisfaction of Florida Housing with no caps in the number of hours dedicated to each activity.

Post-Implementation Support Services

HFA Program Support – Phone and email support to resolve non-technical issues, data management support, provide additional training on released features, and provide best practices for use of the product suite. HFA Program support is automatically included in the subscription pricing.

ProLinkHFA User Group – Provides membership voting rights upon start of maintenance. 30% of all annual fees from [ProLinkHFA User Group](#) members will be added to the enhancement budget. ProLinkHFA User Group voting rights are automatically included in the subscription pricing.

Regulatory Updates – Includes all regulatory changes which impact existing ProLinkHFA functionality.

Technical Support – Phone and email support to resolve technical issues related to the ProLinkHFA Software Suite.

Hosting – Hosting of Florida Housing’s data in Amazon’s AWS environment.

System Customizations

Based on discussions and feedback from Florida Housing staff during the “Demonstrations and Negotiations” phase of this ITN, ProLink Solutions will address the feedback provided by Florida Housing by including a number of system customizations to ensure full alignment with Florida Housing’s business processes. ProLink will address these customizations within the ProLinkHFA product during the Installation and Configuration component of the project implementation.

- Custom Asset Management Fields
- Configurable Line Items for Financials and Operating Budgets
- Enhanced Financial Reporting
- Configurable AMI Calculations Based on Year and/or Deal Stage
- Ability to Include Income and Rent Limits In Addition to those Provided by HUD
- Special Assets Tracking
- Risk Engine Configurations
- Occupancy Reporting
- Ability to Create Funding Sources from SmartDox

ProLink is confident in the ability to deliver these enhancements per Florida Housing requirements within the timeline outlined in the Project Organization Plan section of the ITN response. ProLink will include these items within the application at no additional cost to Florida Housing.

Table I - Price Proposal (UPDATED FOR BAFO)

Item	Cost
Business Process Mapping	\$21,575
Development and Implementation	\$43,225
Licensing	\$252,340
Installation and Configuration	No Charge
Training	\$10,902
<hr/>	
Annual Licensing and Maintenance - Year Two	\$259,910
Annual Licensing and Maintenance - Year Three	\$267,708
Annual Licensing and Maintenance - Year Four	\$275,739
Annual Licensing and Maintenance - Year Five	\$284,011
<hr/>	
Annual Licensing and Maintenance - Optional Renewal Year One	\$292,531
Annual Licensing and Maintenance - Optional Renewal Year Two	\$301,307
Annual Licensing and Maintenance - Optional Renewal Year Three	\$310,346
<hr/>	
Total Proposed Contract Cost	\$2,319,594

~~* Additional implementation services and data migration support will be billed at a blended rate of \$185/hr.~~

~~** Any increase in subscription fee will not exceed 3% annually.~~

~~*** Pricing may vary dependent on modules selected by Florida Housing. User Group and Program Support participation may also impact annual subscription pricing.~~

Optional ProLinkHFA Modules

In addition to the ProLinkHFA modules outlined above, ProLink has provided additional software module and integration options available for Florida Housing’s consideration.

Diversity Compliance Module (Optional) – The Diversity Compliance module tracks Minority and Women-Owned Business Enterprise (M/WBE) and Service Disabled Veteran Owned Business (SDVOB) processes. Manage cost analysis, utilization requirements, affirmation payment reporting, and much more. Includes a General Contractor and Owner Portal for 3rd party compliance and reporting.

At no additional cost, Procorem out-of-the-box can be used to support MWBE / SDVOB compliance by creating a secure environment for the transmission of document between Florida Housing and external users, and task management to keep track of MWBE / SDVOB compliance.

Third Party Integrations – Should additional integration into OnBase, or other systems, be required, ProLink will propose a fixed bid quote. Quote will be based upon Integration scope and any required maintenance estimates. All fixed bids must be agreed upon by Florida Housing and ProLink Solutions.

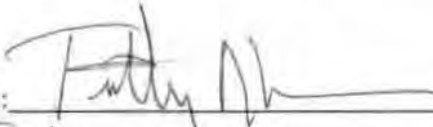
Item	Cost
Implementation (One Time)*	
Implementation Services & Data Migration	\$18,500
<u>Third Party Integrations</u>	<u>Time & Materials</u>
Product Subscription (Annual)	
ProLinkHFA Diversity Compliance Module	\$45,612

~~* Additional implementation services and data migration support will be billed at a blended rate of \$185/hr.~~

~~** Any increase in subscription fee will not exceed 3% annually.~~

Drug-Free Workplace

I hereby certify on behalf of the Respondent, under the terms of ITN 2017-04, that the Respondent has implemented a drug-free workplace program pursuant to Section 287.087, Fla. Stat.

Authorized Signature: 
Print Name: Timothy N Neumann
Print Title: CFO

G. Certification

"I agree to abide by all conditions of ITN 2017-04 and certify that all information provided in this Response is true and correct, that I am authorized to sign this Response as the Respondent and that I am in compliance with all requirements of the ITN, including but not limited to, the certification requirements stated in Section Five of this ITN."


Authorized Signature (Original)

Timothy N Neumann
Print Name and Title

EXHIBIT C
DESCRIPTION OF SERVICES, ANCILLARY SERVICES, FEES, AND PAYMENT TERMS

1. DESCRIPTION OF THE SERVICES:

ProLinkHFA Software Suite

The ProLinkHFA Software Suite is a web-based software application that simplifies the complexities in providing affordable housing to qualified tenants. ProLinkHFA is delivered as a single, back-office database to improve data accuracy and program management to support Housing Finance Agency missions. ProLinkHFA supports HFA multifamily processes to include tax credit allocation, multifamily lending, construction management, compliance, asset management, finance & accounting, as well as ongoing property risk management and reporting.

The implementation for Florida Housing Finance Corporation (FHFC) for the ProLinkHFA Software Suite includes the following capabilities:

Loan Origination & Multifamily Lending (DEV) Module:

The ProLinkHFA Development module streamlines HFA Origination and Construction by providing an end-to-end system that facilitates the intake of applications, deal underwriting, fund allocation, construction monitoring, and hands it off to your Asset Management team when the time is right.

Tax Credit Allocation (TCA) Module:

The Tax Credit Allocation module includes: tax credit and allocation cycle management, linkage of qualified property-level award and allocation cycles, allocation events calendar, application intake scoring and approval, allocation information snapshot within each stage of the yearly cycle, and rank of potential project allocations.

Program Compliance (AM) Module:

The ProLinkHFA Compliance module provides comprehensive compliance management for tax credits, grants, and additional set-asides. The Compliance module includes the ability to track building and unit-level compliance data, a web-based portal to support the electronic submission of tenant event data from property managers, automated compliance audits, physical inspections, and property reviews.

Asset Management (AM) Module:

The ProLinkHFA Asset Management module provides a framework for HFAs to proactively coordinate all agency asset management activities across their entire portfolio. The Asset Management module includes real-time financial statement tracking, operating budget management, portfolio level analysis, automated and configurable risk criteria, property insurance tracking, resident feedback tracking, and reporting for financial and organizational analysis.

Procorem Portal:

Procorem is a secure portal technology that facilitates collaboration for all involved parties. Procorem integrates with ProLinkHFA and is often used as a secure portal to accept financial budgets & operating statements, manage compliance and tenant-based activity submissions, support core asset management milestones, and more.

SmartDox Microsoft Word & Excel Integration:

SmartDox is a Microsoft Excel and Word integration tool that directly integrates with ProLinkHFA. With SmartDox, the agency does not have to abandon existing Excel and Word templates. SmartDox allows users to integrate these existing templates directly into the ProLinkHFA database with the push of a button.

2. LICENSED SOFTWARE:

Seller hereby grants to Purchaser a non-exclusive license to use the following software:

ProLinkHFA Software Suite:

Web-based enterprise software application subscription. Purchaser will receive access to ProLinkHFA capabilities outlined in Section 1 of this Exhibit for unlimited internal users.

Procorem:

Web-based enterprise software application subscription. Purchaser will receive access to Procorem for unlimited users under one account.

SmartDox:

Web-based enterprise software application subscription. Purchaser will receive access to SmartDox for unlimited internal users.

3. SERVICES PRICING SCHEDULE AND PAYMENT TERMS:

Pricing Terms:

Item	Cost
Business Process Mapping	\$21,575
Development and Implementation	\$43,225
Licensing	\$252,340
Installation and Configuration	No Charge
Training	\$10,902
Annual Licensing and Maintenance - Year Two	
Annual Licensing and Maintenance - Year Two	\$259,910
Annual Licensing and Maintenance - Year Three	\$267,708
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Annual Licensing and Maintenance - Optional Renewal Year One	\$292,531
Annual Licensing and Maintenance - Optional Renewal Year Two	\$301,307
Annual Licensing and Maintenance - Optional Renewal Year Three	\$310,346
Total Proposed Contract Cost	\$2,319,594

Payment Schedule:

Milestone	Item	Payment
Contract Signing	50% of Development and Implementation and Business Process Mapping	\$32,400
Contract Signing	50% of Licensing	\$126,170
Completion of 1 st onsite training session	100% of Training	\$10,902
Completion of Acceptance Period for 'Standard Product Functionality'**	50% of Development and Implementation and Business Process Mapping	\$32,400
Completion of Acceptance Period for 'Standard Product Functionality'**	50% of Licensing	\$126,170
Annual subscription fee due upon anniversary date of Contract Signing*	Annual Licensing and Maintenance – Year Two	\$259,910

*Annual Subscription Fee is due upon anniversary date of Contract Signing. Any increase in recurring subscription fees will not exceed 3% annually.

** Standard Product Functionality shall mean any software or service that is generally available to Seller's customers or potential customers without modification. Excludes work items documented in section 5 Additional Services and Contingent Work.

4. DESCRIPTION OF ANCILLARY SERVICES:

Data Migration

- FHFC's license includes support for data migration.

SmartDox Template Mapping

- FHFC's license includes support for mapping of existing organizational templates and spreadsheets required for Go-Live as well as SmartDox mapping training for FHFC users. These templates will be scoped out and agreed upon after the onsite business process review.

Initial Training

- FHFC's license includes onsite training and heightened pre-production training support. Initial training will be performed onsite. ProLink Solutions will conduct two multiple-day onsite training sessions.

Application Set Up

- FHFC's license includes user login creation, configuration of application, and application installation support.

Program Support

- FHFC's license includes phone and email support to resolve non-technical issues, data management support, provide additional training on released features, and provide best practices for use of the product suite.

Regulatory Updates

- ProLink will integrate all regulatory updates which impact the product within the next release.

Technical Support

- Service levels outlined in Exhibit D.

Hosting

- FHFC's license includes complete hosting services managed on ProLink's secure cloud environment.

5. ADDITIONAL SERVICES AND CONTINGENT WORK:

Purchaser may request from the Seller additional services, enhancements or modifications to the System that are beyond the scope of the current SOW. These services, enhancements or modifications to the System will be put through Seller's Change Control process.

The Seller and Purchaser have agreed upon the below customizations to ProLinkHFA software that are reflected in the payment schedule:

Custom Asset Management Fields:

ProLink Solutions will complete the ability to add custom fields to the ProLinkHFA Asset Management module. The system custom fields will be accessible for the Property record from a custom field tab. The custom fields will be accessible within SmartDox and data view functionality.

Configurable Line Items for Financials and Operating Budgets:

ProLink will include the ability to add custom financial line items to audited financial statements and operating budgets. In addition, configurable line items will be available via SmartDox for financial statement collection.

Enhanced Financial Reporting:

ProLink Solutions will provide the ability to view and compare audited financial statements, as well as operating budgets, year over year (up to five years) within the ProLinkHFA system.

Configurable AMI Calculations Based on Year and/or Deal Stage:

Within ProLinkHFA, users will be able to create an AMI% target calculation for each year of the deal. The system will record all historical AMI% calculations and allow for future changes.

Ability to Include Income and Rent Limits In Addition to those Provided by HUD:

ProLinkHFA will provide the ability to import rent and income limits from HUD, or any other source which comply with the HUD input format. This will allow FHFC to override rent and income limits from HUD on a county by county basis.

Special Assets Tracking:

ProLink Solutions will create a special asset tracking screen within the application. This will include the ability to track status reports, events, and workout plans. In addition, ProLink will create a special denotation in order to mark a particular property as a special asset.

Risk Engine Configurations:

ProLink Solutions will expand the current risk engine to track up to 10 additional automated risk criteria to meet FHFC's current risk analysis requirements. The 10 additional risk criteria will be identified during the business process review. These items will be added to the overall risk engine by ProLink Solutions. This feature enhancement will enable FHFC the ability to evaluate the custom risk metrics, set agency thresholds, and assign a point value for each risk category.

Occupancy Reporting:

ProLink Solutions will work with FHFC to provide improved occupancy reporting functionality to meet this requirement. ProLink Solutions is confident that we currently track the bulk of information required to meet this requirement and will add the remaining fields required during implementation to support FHFC's business process requirements.

Ability to Create Funding Sources from SmartDox:

ProLink will provide the ability to add funding source information to the ProLinkHFA system via SmartDox. Original Funding Source amounts will have to be set within the ProLinkHFA system itself. Funding sources to be added must pass system validation requirements such as current year, funding amount remaining, etc.

EXHIBIT D
PROLINK SOLUTIONS SERVICE LEVEL AGREEMENT (SLA)

Service Levels

ProLink represents and warrants that (except for periods of Normal Maintenance) the System shall be fully operational and available to Purchaser or its customers a minimum of 99% of the available hours during each thirty (30) day period. ProLink and Purchaser shall work together, no less than once quarterly, to review the service level uptime of the System during the applicable reporting period. In the event the System is not available 99% of the time during any thirty (30) day period, ProLink acknowledges and agrees that it will take all reasonable steps to correct the availability of the System. In the event the System is not fully operational 99% of the available hours during a thirty (30) day period, on three (3) separate occasions during a rolling twelve (12) month period, such failure shall be deemed a material breach or default of ProLink's obligations under this Agreement and Purchaser shall be entitled to exercise its right to terminate this agreement and receive a pro rata refund of any fees paid in advance.

System Availability

All servers are Windows servers running as Elastic Compute Cloud (EC2) instances and utilize Elastic Block Store (EBS) volumes for data drives. EBS volumes are scalable depending on total expected load and performance needs and are designed for 99.999% availability by automatically replicating within its Availability Zone to protect from component failure.

All backup data is stored in AWS Simple Storage Service (S3), which is an object storage service designed to deliver 99.999999999% durability and is then automatically replicated to multiple geographic locations and facilities within the North American Region.

All Production data at rest is only accessible by ITS staff at ProLink Solutions. Amazon staff does not have access to the data in any form, even if requested by ProLink.

Normal Maintenance

Purchaser acknowledges that, from time to time, ProLink will have to disable the System in order to provide preventative and corrective maintenance services for such resources. The primary maintenance window for such activities will be outside client business hours. ProLink reserves the right to perform any required maintenance services outside the primary maintenance window; however, ProLink will use its commercially reasonable efforts to limit maintenance outside the primary window to a minimum. ProLink will also use commercially reasonable efforts to alert Purchaser of any maintenance operations in advance of such operations.

Help Desk Support

To support our application, we accept support requests via email, fax or phone calls. We have a team of 10 to 15 employees that provides support for our applications and at least 4 are available at any time to receive and act upon a request. They will secure additional resources as needed. Each project is also assigned a Project Manager or Customer Success Manager and that individual is available to assist with any urgent issues.

Help Desk Hours		
All times are at Mountain Standard Time.		
Day	Open *	Closed *
Monday - Friday	8:00 am	6:00 pm
Saturday, Sunday	closed	closed
Holidays	closed	closed

There is on-call support for any hours listed above. Contacting us can be accomplished by telephone at 877-237-3163 option 8, or by sending email to support@prolinksolutions.com. For critical issues, contact your assigned Project Manager or Customer Success Manager for direct phone and email support. The user can expect to receive a response within 2 hours.

After Hours Support

For after-hours urgent computer or network urgencies that require an immediate response, we request that users contact their assigned Project Manager or Customer Success Manager. The user will be requested to leave a message, including a description of the problem, and the user’s name and number for the on-call Technical Support representative to make contact. The user can expect to receive a response within 12 hours.

Resolution of Errors

ProLink will use commercially reasonable efforts to provide an initial response acknowledging Errors (defined as reproducible defects in the System when operated on a supported environment, which causes the System not to operate substantially in accordance with the specifications contained in this Agreement) reported by Purchaser as soon as reasonably practicable. Thereafter, ProLink shall use commercially reasonable efforts to provide a Resolution (defined as a modification or workaround to the System and/or other information provided by ProLink to Purchaser intended to resolve an Error) to the Error. ProLink will acknowledge each Purchaser report of an Error by written acknowledgment, in electronic form, setting forth the severity of the Error and acknowledging the urgency of a response to the Error. Resolution of any Errors, as described in this Section, shall be provided by ProLink at no additional charge to Purchaser.

Internal Controls and Compliance

ProLink follows industry best practices in restricting data access to only key personnel. Only ProLink ITS staff will have access to server level Production data in AWS, AWS security controls and AWS resource creation, deletion, modifications to configuration and/or security as well as basic file system access.

Access to production environments is controlled by multi-factor authentication, standards based WS-Federation protocol, and Security Assertion Markup Language (SAML). ProLink Solutions expects the formal audit associated with SOC 2 Type 2 Compliance to be available for customers in Q2 2018.

Hosting with AWS Cloud Computing Services

All ProLink Solutions Production sites and data are hosted via Amazon Web Services (AWS) utilizing various services within the AWS family of products including Elastic Compute Cloud (EC2), Elastic Block Store (EBS), Simple Storage Service (S3), Elastic Load Balancing (ELB), Simple Email Service (SES), as well as several backend AWS services for management and reporting. AWS security is designed around a Shared Responsibility Model, where the AWS manages the security of the cloud, however ProLink Solutions manages the security of the resources within the private cloud infrastructure. AWS security allows clients to meet multiple compliance requirements, including (but not limited to) FISMA, PCI DSS, ISO 27001, 27017, 27018, SOC 1/SSAE 16/ISAE 3402 (formerly SAS 70 Type II), SOC 2, and HIPAA compliant.

Geographic and Physical Independence

The AWS Cloud Infrastructure and the resulting ProLink Solutions production environment is built around concepts of Regions and Availability Zones (AZ's). Each region is a separate geographic area whereas AZ's consist of multiple discrete data centers, each with redundant power, networking and connectivity, housed in separate facilities within a specific region. All data will be stored within the North American region to ensure no client data is located outside of the United States for regulatory reasons, with majority of production systems running within the US-EAST-1 zones.

Business Continuity

ProLink Solutions utilizes several AWS technologies, including EC2, EBS, and S3 to address multiple Disaster Recovery scenarios. ProLink Solutions maintains warm standby servers located in separate geographic regions from our Production systems.

Production application and database servers are snapshotted on a nightly basis with a 7 day retention period and stored in AWS Simple Storage Service (S3). These point-in-time snapshots allow for simple retrieval of infrequently accessed data as well as quick recreation of static production application servers within a 24-hour interval.

All production SQL databases are set up in a SQL log-shipping configuration with transaction log backups occurring every 5 minutes to S3 to ensure complete data protection and isolation from the source database. The transaction log backups are then copied back down to a separate geographic region located in the US-WEST region and restored to a warm standby server on 5 minute intervals, resulting in a Recovery Point Object (RPO) of less than 5 minutes.

In addition to the SQL databases, the application server data is also synced to S3 and back down to a corresponding warm standby server in the US-WEST region. In the event of the Production application(s) being unavailable, a final refresh of the data will be synced down to the warm standby servers and all clients will be redirected to use the secondary servers located here.

Upon return to normal services and verifying that the primary production systems are fully functional, ProLink Solutions would then coordinate a fail back to the primary Production environment afterhours.

Penetration Testing

ProLink Solutions runs regularly scheduled penetration testing on a monthly basis against each code version. These tests are run from third party penetration testing tools located outside of the production private cloud and include but not limited to SQL Injections, cross-site scripting, command injections, server-side request forgeries, HTTP header injections, as well as local and remote file inclusions. The resulting scan generates a Detailed Scan Report, which is available upon request.

DDoS Protection

All Production and User Acceptance Testing environments are protected 24/7 against DDoS attacks by utilizing AWS Shield protection for EC2 instances. AWS Shield protects from SYN floods, ACK floods, UDP floods and Reflection attacks.

Monitoring

ProLink uses enterprise-class monitoring to monitor the health, performance and availability of all resources within the AWS infrastructure on a 24x7x365 basis from both internal to the network as well as externally. This monitoring allows ProLink to report on of a wide variety of performance characteristics from an application, server and OS level, as well as be notified in the event of most system failure or bottlenecks affecting the end user experience.

Data Backup and Restore Policy

Every evening, ProLink provides a complete database snapshot of our client's data directly to them via a secure FTP server. Our clients can use this data to run additional Business Intelligence (BI) reports, maintain fresh copies of all existing system data, and provide integration into 3rd party applications. The database backup is delivered as a SQL Server database backup file, which automatically overwrites the previous backup file, to ensure our hosted clients always have the most up to date version of their existing database.

Environments

ProLink Software Suite maintains database redundancy to for both the rollout and testing of new features. ProLink Software works through four product environments:

- **Development** – All new development is first completed on ProLink's development server to ensure no impact on any production servers.
- **Quality Assurance (QA)** – Manual and automated testing takes place on a server environment specifically designated for testing.

- **User Acceptance Testing (UAT)** – ProLink Solutions tests all releases in our User Acceptance Testing (UAT) environment before promoting to each client’s individual UAT environment. This testing is accomplished with both automated and manual testing.
- **Production** – Once approved by the User Group, new features are pushed to the production environment for use by our clients.

Issue Severity & Response

ProLink defines the issue severity chart as outlined below:

Severity Level	Definition
Critical	An issue has been found in the production environment that has caused the system to no longer be accessible or usable by users.
High	An issue has been found in the client test (UAT) environment or within the production environment that does not have a workaround. Users are unable to complete that specific business function until this bug is resolved.
Medium	An issue has been found in the client test (UAT) environment or within the production environment. A workaround has been identified for the business users but the issue does impact user efficiency.
Low	An issue has been found in the client test (UAT) environment or within the production environment. The issue does have a workaround and has minimal impact of user efficiency.

The service level response time will be driven by the severity of each identified issue.

Severity Level	Response
Critical	Critical defects / bugs are addressed immediately and pushed to code via a “hot-fix” with a goal release time of 24 hours from initial notification by client.
High	High bugs identified by client are confirmed by ProLink and scheduled to be fixed within following sprint, or two-week interval. High defects / bugs may have “hot-fix” scheduled based on the specific bug’s impact on the system.
Medium / Low	Once identified, Medium and Low defect / bug fixes are scheduled throughout upcoming sprints with goal to release fix by the following scheduled product release. ProLink Solutions adheres to quarterly releases with the ProLinkHFA Software Suite.