



# VIRGIN ISLANDS HOUSING FINANCE AUTHORITY

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## REQUEST FOR PROPOSALS

for

### EMERGENCY RENTAL ASSISTANCE CASE MANAGEMENT SERVICES **ADDENDUM 4**

RFP 002-2022-STT/STX

**Issue date:**

**February 22, 2022**

**Submittal deadline:**

**March 24, 2022**

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<https://www.vihfa.gov/procurement/solicitation>

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### REQUEST FOR PROPOSALS EMERGENCY RENTAL ASSISTANCE CASE MANAGEMENT SERVICES ADDENDUM 4

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**This addendum is issued to modify the previously issued RFP document and/or given for informational purposes and is hereby made a part of the RFP document. The Respondent must acknowledge the receipt of any and all addenda by acknowledging it in the RFP Cover Letter, Enclosure Document A.** The Virgin Islands Housing Finance Authority (“VIHFA”) is providing responses to the questions asked by potential Respondents. Below are the questions and the responses as follows:

- 1. Page 5 of RFP, Section 2.1 Minimum Technical Requirements – Case Management Software System: Is this “Hybrid” solution meant to provide local access to all Case Management System (CMS) functionality to continue processing in the event of power/Internet loss, or is VIHFA just looking to have a local backup of the data itself? As context, our proposal would be to host the CMS in a national brand-name Government Cloud environment that would provide access to all data and all functionality, such that anyone on the islands will be able to access the system (full functionality) and the data any time they have power and Internet access. The Cloud solution includes geographically diverse replication of data and functionality so the Island-based physical backup server would be redundant data-only backup. Would this be an acceptable approach?**

**Answer:** The "Hybrid" solution should ensure that VIHFA will have CMS functionality to continue processing in the event of power/Internet loss (natural disaster). The physical server will serve as a backup. Still, it should have current information and allow all functionality as the cloud version until a connection to the cloud has been re-established.