

**Addendum No. 1 to RFP 26-72**



CITY OF SOMERVILLE, MASSACHUSETTS  
Department of Procurement and Contracting Services  
**JAKE WILSON**  
**MAYOR**

To: All Parties on Record with the City of Somerville as Holding  
RFP 26-72 Grant Management and Loan Servicing Software

From: Thupten Chukhatsang

Date: 5/14/2026

Re: Question and Answers

**Addendum No. 1 to RFP 26-72**

---

**Please acknowledge receipt of this Addendum by signing below and including this form in your proposal package. Failure to do so may subject the proposer to disqualification.**

**NAME OF COMPANY / INDIVIDUAL:** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_

**CITY/STATE/ZIP:** \_\_\_\_\_

**TELEPHONE/FAX/EMAIL:** \_\_\_\_\_

**SIGNATURE OF AUTHORIZED INDIVIDUAL:** \_\_\_\_\_

**ACKNOWLEDGEMENT OF ADDENDA:**

**Addendum #1** \_\_\_\_\_ **#2** \_\_\_\_\_ **#3** \_\_\_\_\_ **#4** \_\_\_\_\_

## Addendum No. 1 to RFP 26-72

### Questions and Answers

#	Question	Answer
1.	<b>HIPAA:</b> Will the Grant Management and Loan Servicing Software process HIPAA-regulated ePHI? If not, will the City remove or mark HIPAA as not applicable for Quality Requirement 4?	The grant management software will not include any HIPAA regulated ePHI information. This can be marked as N/A for Requirement #4
2.	<b>Scope conflict:</b> Are the affordable housing lottery/waitlist, renter profile, owner/managing agent, contractor, and support call center requirements in References 1–2 in scope for this procurement, or are they legacy template language?	These are legacy template requirements and can be ignored or marked N/A
3.	<b>Support call center:</b> Is a Massachusetts-based customer care support call center mandatory, or is vendor technical support for City staff sufficient?	Vendor technical support is sufficient but must be available Monday-Friday 8:30am-4:30pm Eastern Standard time.
4.	<b>Munis:</b> Which Tyler/Munis modules must be integrated, and does the City have Tyler API access available for third-party integration?	Munis currently support multiple APIs; however, the City of Somerville is not actively utilizing any at this time. API requirements will be evaluated as part of future third-party integration efforts. Any associated API module costs will be funded by the requesting department.
5.	<b>Subledger:</b> What transactions must the new system pass to Munis: invoices, payments, cash receipts, journal entries, fund/account/project codes, customer records, or reconciliation reports?	Invoicing (Accounts receivable) and payments/cash receipts would pass directly to munis. This is strongly preferred but not required.
6.	<b>Payment processing:</b> Must the vendor process ACH/credit-card payments, or will Munis/City payment systems remain the payment processor?	Munis/City payment systems will remain the payment processor for the foreseeable future.

**Addendum No. 1 to RFP 26-72**

7.	<b>IDIS:</b> Does “integrates with IDIS” require direct system-to-system integration, or are IDIS-ready reports/exports acceptable?	Direct System to system integration would be preferred but not required. IDIS ready reports/exports would be acceptable. Most important functions to integrate would be loan payment processing and accounts receivable tracking
8.	<b>Loan portfolio:</b> How many active loans/projects must be migrated, and what loan types, interest structures, rate resets, forgiveness rules, and amortization schedules are currently used?	Currently there are approximately 300 active loans with various structure
9.	<b>Adjustable-rate loans:</b> What index, reset schedule, notice process, and recalculation logic apply?	The city uses several different loan structures but all are fixed rate with the exception of loans that offer an initial grace period for payment or interest only payments.
10.	<b>E-signature:</b> Does the City require a specific e-signature vendor such as DocuSign or Adobe Sign?	There is no requirement; however, we prefer that the vendor provide an e-signature solution.
11.	<b>Government cloud:</b> Does AWS commercial U.S.-based hosting satisfy “government cloud,” or is FedRAMP / AWS GovCloud required?	We require FedRAMP cloud hosting
12.	<b>Accessibility:</b> What evidence will the City require for WCAG AA and Section 508 compliance?	We require the current and future DOJ ADA requirements. (WCAG and VPAT)
13.	<b>Data repository:</b> What is the City’s municipal data repository, and what format/frequency is expected for data delivery?	For SaaS model, City of Somerville will not store any data onsite.

**Addendum No. 1 to RFP 26-72**

<p><b>14.</b></p>	<p><b>Go-live:</b> Is the City willing to accept a phased implementation: MVP within 90 days, followed by Munis/IDIS/payment automation enhancements?</p>	<p>Yes, the city will accept a phased implementation</p>
<p><b>15.</b></p>	<p>IDIS/HUD Functional Scope:</p> <p><i>IDIS encompasses multiple functional areas and records including activity setup, fund allocation, draw request processing, accomplishment reporting, and HUD performance report generation. Can the City identify which specific IDIS functional components it expects the proposed solution to address, automate, or integrate with and which components will continue to be managed directly by staff within the IDIS platform itself?</i></p>	<p>The city would prefer but not require that the system be compatible and/or integrate with the activity setup, reporting, and program income receipt functions in IDIS.</p> <p>Most important functions to integrate would be loan payment processing and accounts receivable tracking.</p>
<p><b>16.</b></p>	<p>Government Cloud Hosting:</p> <p><i>How does the City define 'government cloud' for hosting purposes — does this require FedRAMP authorization, or is a SOC 2 compliant, US-based cloud hosting environment with data segregation acceptable?</i></p>	<p>We require FedRAMP cloud hosting</p>
<p><b>17</b></p>	<p>Number of System Users:</p> <p><i>Can the City provide an estimated number of internal staff users who will require access to the system across the Finance and Housing Divisions, as well as any external user roles (e.g., contractors, support staff) anticipated to access the platform? This information is needed to provide accurate licensing cost estimates in our price proposal.</i></p>	<p>The city expects 4-6 core users will need access to the site.</p>