

Date: July 16, 2025

To: Honorable Chairman Anthony Rodriguez
and Members, Board of County Commissioners

From: Daniella Levine Cava *Daniella Levine Cava*
Mayor

Agenda Item No. 8(P)(3)

Resolution No. R-763-25

Subject: Request for Additional Time and Expenditure Authority to a Contract for Emphasys Elite Maintenance and Technical Support

Summary

This item is requesting approval to extend the legacy contract for continued support and maintenance of the Emphasys Elite Financial Platform software (Emphasys) used by the Miami-Dade Department of Housing and Community Development (HCD). Additional three years and expenditure authority are being requested to ensure continuity of services for HCD. The contract provides essential maintenance, technical support, and professional services for Emphasys which is used by HCD in managing its Housing Choice Voucher (HCV) and Public Housing programs. By automating compliance checks and streamlining reporting, Emphasys ensures adherence to federal regulations set by the Department of Housing and Urban Development (HUD).

The additional time and expenditure authority will facilitate the upgrade of the Emphasys from an on-premises hosting model to a cloud-based environment. This transition will enable the Department to achieve cost efficiencies by eliminating hardware expenses and transitioning to predictable subscription pricing. In addition, this request will support HCD's continued purchase of the necessary maintenance and technical support services required for the effective operation of its housing programs. Any disruption to this software could have significant negative impacts, not only on HCD's operations but also on the citizens of Miami-Dade County who rely on these essential housing programs.

Recommendation

It is recommended that the Board of County Commissioners (Board) approve this non-competitive designated purchase for additional time and expenditure authority to *Contract No. L-7991, Emphasys Elite Software, Maintenance and Technical Support*, and Supplemental Agreement No.1, by a two-thirds vote of the Board members present, pursuant to Section 2-8.1(b)(3) of the Miami-Dade County Code for three additional years and \$2,979,338 in expenditure authority to continue purchasing maintenance and support services for the Emphasys Elite Financial Platform for HCD.

Background

This legacy contract was established on March 22, 2023, by the Board via Resolution No. R-107-22 in the amount of \$1,135,115 for a one-year term with two, one-year options to renew. HCD utilizes this contract to purchase Emphasys Elite Software, Maintenance and Technical Support to effectively manage its housing programs, maintain compliance with federal regulations and provide accessible services to residents and landlords. The software simplifies the administration of various housing programs, including Housing Choice Voucher (Section 8), Low-Income Public Housing, Multifamily/50059s (HUD Compliance form), Homeownership, and Moving to Work (MTW) program.

The software automates tasks such as applicant tracking, eligibility determinations, rent calculations, compliance reporting ensuring adherence to HUD standards. The software's self-service portal allows residents and landlords to access information and services online. Emphasys Elite enhances operations efficiency, ensures regulatory compliance, and improves service delivery for government entities managing public housing.

Research was conducted to assess the market for public housing software and to determine if there is compatible software that would meet the needs of HCD. Based on research, it was determined that there are vendors offering comparable software systems; however, none can provide the maintenance and support services needed for the existing system. Since the County acquired Emphasys Elite Software through a competitive process under RFP No. 77-85, which was approved by the Board through Resolution R-973-90, there have been significant investments and upgrades which have enabled HCD to meet their operational needs, and the software has become an integral component for management of HCD's housing programs.

The transition from on-premises hosting model to a cloud-based environment will enhance security and compliance through automatic updates and data encryption, while enabling remote access for flexible work and multi-agency collaboration. It will improve system performance and reliability by providing scalable resources and built-in disaster recovery, while reducing IT burdens by offloading software maintenance responsibilities. Adopting the cloud also ensures faster implementation of new features, supports advanced analytics, and enables agencies to stay compliant with evolving HUD and government regulations, ultimately driving greater efficiency and service delivery.

Competition is not practicable due to the proprietary nature of the software; no other vendor can provide maintenance and support and additional scope for the existing highly-customized system. Accordingly, it is in the County's best interest to approve this designated purchase pursuant to Section 2-8.1(b)(3) of the County Code to continue providing Emphasys Elite Software, Maintenance and Technical Support.

Scope

The impact of this item is countywide in nature.

Delegated Authority

The County Mayor or the County Mayor's designee will have the authority to execute Supplemental Agreement No. 1 and exercise all provisions of the contract, including any cancellation or extensions, pursuant to Section 2-8.1 of the County Code and Implementing Order 3-38.

Fiscal Impact/Funding Source

The contract expires on September 30, 2025, and has a current cumulative allocation of \$1,297,767. If this request is approved, the contract will have a modified cumulative allocation of \$4,277,105 and will expire on September 30, 2028. This amount includes approximately \$1.4 million for cloud hosting for three years and two months. The requested increase in expenditure authority is based on the costs to renew software, cloud server upgrade, maintenance and technical support. The additional expenditure for this year was approved by the Board as part of the Fiscal Year 2024-2025 County budget. The local funding includes Affordable Housing Trust Fund (AHTF) and Rental Assistance Demonstration (RAD) funds; no General Fund will be used.

Department	Existing Cumulative Allocation	Additional Allocation Requested	Modified Cumulative Allocation	Funding Source	Contract Manager
HCD	\$1,297,767	\$2,979,338	\$4,277,105	Federal/State/Local Funds	Christina Salinas Cotter
Total	\$1,297,767	\$2,979,338	\$4,277,105		

Track Record/Monitor

Natalya Vasilyeva of the Strategic Procurement Department (SPD) is the Procurement Contracting Manager.

Awarded Vendor

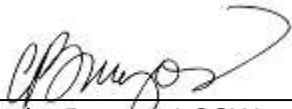
Vendor	Principal Address	Local Address	Principal
Emphasys Computer Solutions, Inc.	1200 SW 145 Avenue Suite 310 Pembroke Pines, FL	None	John F. Wilkens

Due Diligence

Pursuant to Resolution No. R-187-12, due diligence was conducted in accordance with SPD's Procurement Guidelines to determine vendor responsibility, including verifying corporate status and that there are no performance and compliance issues through various vendor responsibility lists and a keyword internet search. The lists that were referenced included convicted vendors, debarred vendors, delinquent contractors, suspended vendors, and federal excluded parties. There were no adverse findings relating to vendor responsibility.

Applicability of Ordinances and Contract Measures

- The two percent User Access Program does not apply.
- The Living Wage Ordinance does not apply.



Cathy Burges, LCSW
Chief Community Services Officer



MEMORANDUM

(Revised)

TO: Honorable Chairman Anthony Rodriguez
and Members, Board of County Commissioners

DATE: July 16, 2025

FROM: 
Glen Bonzon-Keenan
County Attorney

SUBJECT: Agenda Item No. 8(P)(3)

Please note any items checked.

- ☐ "3-Day Rule" for committees applicable if raised
- ☐ 6 weeks required between first reading and public hearing
- ☐ 4 weeks notification to municipal officials required prior to public hearing
- ☐ Decreases revenues or increases expenditures without balancing budget
- ☐ Budget required
- ☐ Statement of fiscal impact required
- ☐ Statement of social equity required
- ☐ Ordinance creating a new board requires detailed County Mayor's report for public hearing
- ☐ No committee review
- ☒ Applicable legislation requires more than a majority vote (i.e., 2/3's present ☒, 2/3 membership ☐, 3/5's ☐, unanimous ☐, majority plus one ☐, CDMP 7 vote requirement per 2-116.1(3)(h) or (4)(c) ☐, CDMP 2/3 vote requirement per 2-116.1(3) (h) or (4)(c) ☐, CDMP 9 vote requirement per 2-116.1(4)(c) (2) ☐) to approve
- ☐ Current information regarding funding source, index code and available balance, and available capacity (if debt is contemplated) required

Approved _____ Mayor
Veto _____
Override _____

Agenda Item No. 8(P)(3)
7-16-25

RESOLUTION NO. R-763-25

RESOLUTION AUTHORIZING A NON-COMPETITIVE DESIGNATED PURCHASE PURSUANT TO SECTION 5.03(D) OF THE HOME RULE CHARTER AND SECTION 2-8.1(B)(1) OF THE COUNTY CODE BY A TWO-THIRDS VOTE OF THE BOARD MEMBERS PRESENT; APPROVING SUPPLEMENTAL AGREEMENT NO. 1 TO CONTRACT NO. L-7991, EMPHASYS ELITE SOFTWARE, MAINTENANCE AND TECHNICAL SUPPORT, FOR THREE ADDITIONAL YEARS AND ADDITIONAL EXPENDITURE AUTHORITY IN AN AMOUNT UP TO \$2,979,338.00 FOR A TOTAL MODIFIED CONTRACT AMOUNT OF \$4,277,105.00 FOR THE DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT; AND AUTHORIZING THE COUNTY MAYOR OR COUNTY MAYOR'S DESIGNEE TO EXECUTE THE AGREEMENT AND EXERCISE ALL PROVISIONS OF THE CONTRACT, INCLUDING ANY CANCELLATION OR EXTENSIONS, PURSUANT TO SECTION 2-8.1 OF THE COUNTY CODE AND IMPLEMENTING ORDER 3-38

WHEREAS, this Board desires to accomplish the purposes outlined in the accompanying memorandum, a copy of which is incorporated herein by reference,

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF COUNTY COMMISSIONERS OF MIAMI-DADE COUNTY, FLORIDA, that:

Section 1. This Board finds it is in the best interest of Miami-Dade County to authorize a non-competitive designated purchase pursuant to section 5.03(D) of the Home Rule Charter and section 2-8.1(b)(1) of the County Code by a two-thirds vote of the Board members present; and approving Supplemental Agreement No. 1, in substantially the form attached hereto, for Contract No. L-7991, Emphasys Elite Software, Maintenance and Technical Support, for three additional years and additional expenditure authority in an amount up to \$2,985,387.00 for a total modified contract amount of \$4,277,105.00 for the Department of Housing and Community Development.

Section 2. This Board authorizes the County Mayor or County Mayor's designee to execute Supplemental Agreement No. 1 and exercise all provisions of the contract, including any cancellation or extensions, pursuant to section 2-8.1 of the Code of Miami-Dade County, Florida and Implementing Order 3-38. A copy of the contract document is on file with and available upon request from the Strategic Procurement Department.

The foregoing resolution was offered by Commissioner **Marleine Bastien** , who moved its adoption. The motion was seconded by Commissioner **Danielle Cohen Higgins** and upon being put to a vote, the vote was as follows:

Anthony Rodriguez, Chairman	aye		
Kionne L. McGhee, Vice Chairman	aye		
Marleine Bastien	aye	Juan Carlos Bermudez	aye
Sen. René García	aye	Oliver G. Gilbert, III	aye
Roberto J. Gonzalez	aye	Keon Hardemon	absent
Danielle Cohen Higgins	aye	Eileen Higgins	aye
Natalie Milian Orbis	aye	Raquel A. Regalado	aye
Micky Steinberg	aye		

The Chairperson thereupon declared this resolution duly passed and adopted this 16th day of July, 2025. This resolution shall become effective upon the earlier of (1) 10 days after the date of its adoption unless vetoed by the County Mayor, and if vetoed, shall become effective only upon an override by this Board, or (2) approval by the County Mayor of this resolution and the filing of this approval with the Clerk of the Board.



MIAMI-DADE COUNTY, FLORIDA
BY ITS BOARD OF
COUNTY COMMISSIONERS

JUAN FERNANDEZ-BARQUIN, CLERK

By: Basia Pruna
Deputy Clerk

Approved by County Attorney as
to form and legal sufficiency.

A handwritten signature in dark ink, appearing to read "mjs", is written over a horizontal line.

Melanie J. Spencer

Miami-Dade County, FL

Supplemental Agreement No. 1 to Contract No. L-7991

SUPPLEMENTAL AGREEMENT NO. 1Contract Number: **L-7991**Contract Title: **Emphasys Elite Maintenance and Technical Support Services**

Contractor: **Emphasys Computer Solutions Inc.**
1200 SW 145th Avenue, Suite 310
Pembroke Pines, Florida 33027

County: **Miami-Dade County, a political sub-division of the State of Florida**

In accordance with the above referenced Contract, this Supplemental Agreement No. 1 ("Supplemental Agreement"), when properly executed, shall become part of the Contract, and shall:

1. Provide for the Contract to be extended for a period of thirty-six (36) months with all existing terms and conditions commencing the date of the Parties' execution, and expiring September 30, 2028, pursuant to Article 5 and subject to the approval of the Board of County Commissioners.
2. Amend Appendix A. Scope of Services to incorporate **Appendix A-1. Additional Scope of Services**.
3. Amend Appendix B. Price Schedule to add **Appendix B-1. Additional Price Schedule** to incorporate the negotiated and applicable price schedule for the contract extension period through, to September 30, 2028.
4. **Add Article 53. Contracting with Entities of Foreign Countries of Concern Prohibited**
Pursuant to Section 287.138, Florida Statutes ("F.S."), entities submitting a bid, proposal, quote or other response, or otherwise entering into a contract with a governmental entity are required to affirm by way of an Affidavit that the entity is not giving a government of a foreign country of concern, as listed in Section 287.138, F.S., access to an individual's personal identifying information if: a) the entity is owned by a government of a foreign country of concern; b) a government of a foreign country of concern has a controlling interest in the entity; or c) the entity is organized under the laws of or has its principal place of business in a foreign country of concern as is set forth in Paragraphs 2(a)–(c) of Section 287.138, F.S. The affirmation by the Contractor shall be in the form attached to this Agreement as Exhibit A - Entities of Foreign Countries of Concern Prohibited Affidavit. This Agreement shall not be effective unless and until Contractor executes such Affidavit.
5. **Add Article 54. Kidnapping, Custody Offenses, Human Trafficking and Related Offenses**
By entering into, amending, or renewing this Contract, including, without limitation, a grant agreement or economic incentive program payment agreement (all referred to as the "Contract"), as applicable, the Contractor is obligated to comply with the provisions of Section 787.06, Florida Statutes ("F.S."), "Human Trafficking," as amended, which is deemed as being incorporated by reference in this Contract. All definitions and requirements from Section 787.06, F.S., apply to this Contract.

This compliance includes the Contractor providing an affidavit that it does not use coercion for labor or services. This attestation by the Contractor shall be in the form attached as the Kidnapping, Custody Offenses, Human Trafficking and Related Offenses Affidavit (the "Affidavit") and must be executed by the Contractor and provided to the County when entering, amending, or renewing this Contract.

Miami-Dade County, FL

Supplemental Agreement No. 1 to Contract No. L-7991

This Contract shall be void if the Contractor submits a false Affidavit pursuant to Section 787.06, F.S., or the Contractor violates Section 787.06, F.S., during the term of this Contract, even if the Contractor was not in violation at the time it submitted its Affidavit.

All other terms, covenants and conditions of the original Contract shall remain in full force and effect.

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Miami-Dade County, FL

Supplemental Agreement No. 1 to Contract No. L-7991

IN WITNESS WHEREOF, the parties have executed this Supplemental Agreement No. 1 to County Contract No.

Contractor

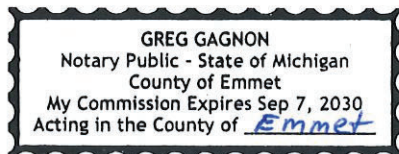
By: Daniel Lee

Name: Daniel Lee

Title: Secretary

Date: 4/9/2025

Attest: [Signature]
Corporate Secretary/Notary



Corporate Seal/Notary



Miami-Dade County

By: _____

for

Name: Daniella Levine Cava

Title: Mayor

Date: _____

Attest: Juan Fernandez-Barquin
Clerk of the Court and Comptroller

By: _____

(Deputy Clerk Signature)

Print Name: _____

Approved as to form
and legal sufficiency

[Signature]
Assistant County Attorney

Miami-Dade County, FL

Supplemental Agreement No. 1 to Contract No. L-7991

APPENDIX A – SCOPE OF SERVICES

Software Maintenance Agreement

Contractor will provide standard support to the County as outlined below. The County will alert Contractor of support issues through the Zendesk Ticket Portal system or via phone at (800) 349-0575. Standard support is available Monday through Friday 8am-8pm Eastern Time, excluding holidays:

- Technical troubleshooting and assistance with Application Software in order to restore the Application Software's functionality to its operational condition prior to any known errors and to comply with related published Documentation, the current published software manuals and HUD Managed Changes.
- Corrections of errors, interruptions, malfunctions or defects in the Application Software to enable the Application Software to substantially conform to published Documentation.
- Assistance with errors cause by routine Software Fixes or Enhancements that are correctly installed, as directed in writing by Contractor.

Elite Hosting

Elite Hosting is available via Azure FedRAMP capable Dedicated environment with Premium Managed Services through Azure Virtual Desktop (AVD) connection for 365 named users, included MFA. 50 Excel licenses are included. Hosting includes a Live, Train and Test Environment of the Elite Modules and Portals in the hosted environment, all anti-virus software, online back-ups, server maintenance, support and updates. Login is through Azure Virtual Desktop (AVD) environment accessible from anywhere within an internet connection provided staff has the credential information to login. If additional users are required, costs will be provided on a separate quote. Internet connection, workstations, and printers are the agency's responsibilities. At a minimum, a stable broadband internet connection with at least 15mb going down per user, and 2mb going up per user.

All Hosting Fees are due annually in advance. The Contractor will monitor the usage of the number of users and report back to PHCD if any adjustments are necessary. If additional products are purchased by the agency, additional hosting fees may apply.

Dedicated Environment with Premium Managed Services:

- Azure Virtual Desktop (AVD) password resets
- Resolution of problems with infrastructure
- Support for Customer Care team that manages Elite software-related problems
- After-hours Elite Updates at agreed-upon time
- Yearly fail-over environment testing on agency schedule
- Priority disaster failover support over non-premium clients
- One additional designated point of contact from the PHA
- Access to existing security and regulatory documentation
- Ability to request a monthly copy of their EliteLive DB
- Ability to request one data refresh from the client's live environments to all of the same client's non-live environments monthly
- Designated Emphasys hosting administrator contact for the purposes of highlighting urgent issues related to the hosting environment. This means one member of the team will be designated as their point of contact. The client will have their direct work contact information (though not personal contact info) and can reach out to the designated engineer to have them check the status of support issues related to hosting, and assure the client it is moving and give the client a status update.
- Optional Biannual user report for the client to review and ensure active accounts are still authorized.

Miami-Dade County, FL

Supplemental Agreement No. 1 to Contract No. L-7991

Elite DB Access for Reporting:

Dedicated Environment Standard Protocol: We will give read/write permissions to Elite Train or secondary environments. We will initially give read only to Elite Live. With established clients that we have experience with, we will give read/write to Elite Live. We are very cautious about this and have only done this with a few clients thus far.

Protocol to request access: We must have a POC, preferably two POCs, to verify request for access to the DBs for Elite Live/Train. This is a security protocol to ensure the individual getting access has the skills necessary to be in the client's DB.

Hosting Benefits:

- Hosted in a FedRAMP capable Data Center

The Federal Risk and Authorization Management Program (FedRAMP) is a government-wide program that provides a standardized approach to security assessment, authorization, and continuous monitoring for cloud products and services.

FedRAMP was established to provide a standardized approach for assessing, monitoring, and authorizing cloud computing products and services to federal agencies, and to accelerate the adoption of secure cloud solutions by federal agencies.

Emphasys Elite Hosted Environment is SOC 2 Type 1 compliant and will be SOC 2 Type 2 compliant by Q1 2025. SOC 2 is an auditing procedure that ensures your service providers securely manage your data to protect your organization's interests and its clients' privacy. SOC 2 compliance is a minimal requirement for security-conscious businesses when considering a SaaS provider. SOC 2 reports focus on controls at a service organization that are relevant to security, availability, processing integrity, confidentiality, and privacy.

- Secure from Data Breach (malware, ransomware, etc.)
- 99.5% uptime SLA
- All server updates are automated, and maintenance provided
- All software upgrades included for SQL, MS, Azure, etc.
- Elite Software updates completed by Emphasys
- Emphasys Hosting will establish a daily maintenance window from 12am-2am for routine maintenance and a weekly maintenance window from 10pm EST Saturdays through 6am EST Sundays. Emphasys Hosting technical staff will utilize this window at their discretion.
- Back-ups maintained by Emphasys. Emphasys will conduct Elite Software database backups daily with log backups taken every 1-2 hours. All hosted servers are backed up daily and the backups are retained for 28 days.
- Full Disaster Recovery
 - full redundancy / geo-located mirrored environment utilizing Azure Site Recovery
 - geo-located failover site
 - available within hours

Miami-Dade County, FL

Supplemental Agreement No. 1 to Contract No. L-7991

Service Level Agreement Elite Software and Hosting

Front Line Support - Severity			SLA	
Level	Support Request Classification	Description: Any Service Error Comprising or Causing any of the Following Events or Effects	Initial Response	Incident Resolution
1	Urgent Service Error	- Issue affecting entire system or single critical production function; - System down or operating in materially degraded state; - Data integrity at risk; - Declared a Critical Support Request by the State; or - Widespread access interruptions. - Hosted profile resets as requested by designated contact. - Hosted User Password Resets requested by designed contact.	1 hour	Issue will be worked on until resolution is found.
2	High Service Error	- Primary component failure that materially impairs its performance; or - Data entry or access is materially impaired on a limited basis.	4 hours	Issue will be worked on until resolution is found.
3	Normal Service Error	- Hosted Service operates with minor issues that can be addressed with an acceptable (as determined by the agency) temporary work around. - Request for assistance, information, or services that are routine in nature	24 hours	Issue will be worked on until resolution is found.

Escalation Procedure

Contractor and County will manage, track and work to resolve project and software issues, decisions, and action items. In the event of a resolution conflict on an issue, decision, and/or action item, the Director, or his delegate, from the County and the CEO, or his delegate, from Contractor will have authority for the final decision to resolve the conflict.

Support Tickets are created to track all software issues and can be escalated through your Customer Care Account Representative, via email or phone at (800) 968-6884. If further escalation is required, Steve Mikrut, Director of Customer Care can be reached via phone at (800) 968-6884 or email smikrut@emphasys-software.co. All tickets are tracked upon receipt, with acknowledgement of the ticket sent to the client upon creation as well as upon closure of all tickets.

Miami-Dade County, FL

Supplemental Agreement No. 1 to Contract No. L-7991

Software Updates

Contractor releases maintenance updates typically on a quarterly basis. Tax/legislative updates come out by the end of each calendar year. Updates are released as Service Packs that are available for download from our secure website, and an email is sent to clients as soon as they become available. Contractor supports the current version and one prior release and encourages clients to be up-to-date on current releases.

Content for maintenance releases are determined in the following priority order:

1. HUD/Government/Tax compliance regulatory changes
2. Bug/Fixes
3. Customizations (Client paid rolled into general release)
4. Free Enhancements

Implementation Plan

From the initial project deployment to ongoing support and training, there are numerous services designed to enhance the overall experiences of the Emphasys product line. Some key services include:

1. Project Management led Implementation Services
2. Consulting on industry best practices
3. Remote or in-person training

1. Project Management led Implementation Services

The Emphasys Project Manager will work closely with the PHCD team members to manage the project scope. At a high level, this includes:

- Identifying and tracking project milestones
- Developing contingency plans
- Managing Emphasys' project resources
- Verifying completion of all contracted deliverables
- Assist PHCD in each step of the process
- Verifying the status of all project team assignments and the time used against the time estimated.

The Emphasys Project Manager will be responsible for:

- Staffing and personnel matters
- Management of technical staff
- Planning and direction
- Evaluation of results and status reporting
- Error reporting and status throughout the project
- Incorporation of the PHCD's functional and technical requirements
- Incorporation of required software modifications
- Version control throughout the project with documentation of changes, including dependencies and functional impact.

2. Consulting on Industry Best Practices

The Emphasys Professional Services will provide consulting services on industry best practices to include:

- Review setup options to ensure optimal setup of the modules based on the way PHCD does business
- System Testing Assistance
- Analysis and design of custom enhancements

Miami-Dade County, FL

Supplemental Agreement No. 1 to Contract No. L-7991

3. Remote or In-Person Training

The Emphasys Professional Services team has extensive experience with employee-specific training programs that address an understanding of the program and of the automated systems that support it. Training will include:

- Remote or in-person training, ranging in class sizes up to 12 staff
- Training in the operation of the system
Training to provide a thorough understanding of the rules, regulations and procedures that the system supports.
- We recommend that training be in small groups and in classrooms with computer terminal installations
- Software manual and/or specific process sheets will be provided during the training

4. Custom Development & Reporting (Optional, additional costs may apply)

Custom development (programming) is an option when your organization desires functionality outside the current scope of our product. As a fee-based service, our Business Analysts will scope out the desired result, document the solution, and present it to you for approval and signature. Once the quote is signed, the development work will be added to a future workstream for completion. You will be notified when the custom work is completed. In addition to custom product functionality, we can also build custom reports, custom data extracts, and batch correspondence letters.

Miami-Dade County, FL

Supplemental Agreement No. 1 to Contract No. L-7991

APPENDIX B – PRICE SCHEDULE

Cost Item Description	Year 1 - 7/1/25 to 6/30/26	Year 2 - 7/1/26 to 6/30/27	Year 3 - 7/1/27 to 6/30/28	7/1/28 to 9/30/28 (3 Months)	Total 3 Year Budget
Current Annual Maintenance Fees	\$403,747.70	\$442,911.23	\$485,873.62	\$133,250.84	\$1,465,783.39
Additional New Annual SaaS & Elite Hosting	\$385,419.58	\$422,805.28	\$463,817.39	\$127,201.92	\$1,399,244.17
Implementation Services	\$114,310.00	\$0.00	\$0.00	\$0.00	\$114,310.00
Total Software/Hosting and Implementation Services:	\$903,477.28	\$865,716.51	\$949,691.01	\$260,452.76	\$2,979,337.56

**** Important Notes****

1. Annual Maintenance Fees renewal will be moved from 1/1/2025 to 7/1/2025. Services proposed to be performed on-site will incur travel expenses at actual cost plus per diem.
2. Class size are 12 people per class, if additional classes are needed the proposal may need to be adjusted to accommodate the class sizes.
3. If services proposed are performed on-site, PHCD will incur travel expenses at actual cost plus per diem.
4. Annual hosting fee for 365 named users in a Dedicated Environment on Azure FedRAMP capable environment with MFA. If additional users are required, costs will need to be reconsidered (maintenance and inspection staff only accessing Elite through the Mobile App do not require a user account on the hosted environment). Hosting includes a Live, Train and Test Environment of Elite Modules and Portals in hosted environment, all anti-virus software, online back-ups, server maintenance, support and updates. Login is through Azure Virtual Desktop (AVD) environment accessible from anywhere with an internet connection provided staff has the credential information to login. Internet Connection, Workstations and Printers are the responsibility of the HCD (Miami-Dade Housing and Community Development Department). A stable broadband internet connection with at least 15mb going down per user, and 2mb going up per user, is recommended. Excel Licensing is provided for 50 users. Premium Managed Services are included. Through execution of this agreement, you agree to be bound to a 3 year commitment related to Elite Hosting and products purchased under this proposal. You agree that if cancelled within the 3 year term, from the date hereof, the balance of the 3 year fee is due and payable immediately.

Miami-Dade County, FL

Supplemental Agreement No. 1 to Contract No. L-7991

Year 1- IMPLEMENTATION SUMMARY

SERVICES PRICE DISCOUNT FINAL PRICE						
OVERALL SERVICES COSTS:			\$154,670	(\$40,360)	\$114,310	
DESCRIPTION OF SERVICES	PRICING SUMMARY			FINAL PRICING		
	TOTAL HOURS	RATE	OVERALL COST BREAKDOWN	DISCOUNT ON RATE	CONTRACT RATE	OVERALL COST BREAKDOWN
A. Elite Hosting - Initial Setup Fee - Remote	100	\$250	\$25,000	-\$75	\$175	\$17,500
B. Project Management - Remote	32	\$215	\$6,880	-\$105	\$110	\$3,520
C. Elite Utilization Review - On-Site Elite HCV, LPH and Admin Suite - 40 hours remote = 4 days on-site A. Perform a detailed Utilization Review of Elite products to determine what features are not currently being utilized and what functionality can be optimized Initial module walk through Discovery and analysis of the effectiveness of the areas of modules in use Discovery and analysis of the reasons for the areas not in use Discovery and analysis of the current business process D. Deliverables Make setup changes that will provide quick efficiencies or will result in clear improvements to workflow/process. Provide training to go with changes. An additional quote may be provided to assist with implementing additional system changes or for additional staff training	120	\$215	\$25,800	-\$50	\$165	\$19,800
D. Elite User Training - Remote Remote Elite HCV, LPH and Admin Suite End User Training as determined by Utilization Review	120	\$215	\$25,800	-\$50	\$165	\$19,800
E. Installation - Remote Remote Installation Insight Analytics. Remote Installation of MyHousing Landlord Portal Remote Installation of Mobile WO API Remote Installation of NSPIRE-V Host System and API	16 12 4 4	\$250 \$250 \$250 \$250	\$4,000 \$3,000 \$1,000 \$1,000	-\$75 -\$75 -\$75 -\$75	\$175 \$175 \$175 \$175	\$2,800 \$2,100 \$700 \$700
F. Insight Analytics Implementation - Remote Remote setup, configuration and end user training for Elite Insight Analytics.	24	\$215	\$5,160	-\$50	\$165	\$3,960
G. Landlord Portal Implementation - Remote Remote Services to implement the Landlord Portal. Services include Initial Branding, Admin Training and Setups, Setup Review and Go Live Assistance for Test and Live Environment.	32	\$215	\$6,880	-\$50	\$165	\$5,280
H. Mobile WO App Implementation - Remote Remote services for System Setup, Testing & End User Training for the new Mobile WO App.	16	\$215	\$3,440	-\$50	\$165	\$2,640
I. NSPIRE-V Mobile for HCV Inspections Implementation - Remote Remote configuration, setup, testing, and end user training of NSPIRE-V Scheduling and Mobile App inspections.	12	\$215	\$2,580	-\$50	\$165	\$1,980
J. Emphasys University Implementation - Remote Remote setup and administrator and user training.	12	\$215	\$2,580	-\$50	\$165	\$1,980
K. Elite Procurement Upgrade Implementation - Remote Procurement - SaaS Upgrade from Procureit to Elite Procurement, maintenance will continue at current contracted rate. Materials Inventory and Fixed Assets will be available at a later date. Elite Procurement requires Elite 2.5 which has the following important pre-requisites necessary prior to installation. These include: •Client servers running .NET Framework 4.8. •Microsoft SQL Server 2019 (minimum). Remote Consulting for Elite Procurement upgrade to include Assessment, Configuration of base procurement, catalog, inventory, new rules and budget, end user training and Go Live & Post Go Live Assistance.	0 120	\$0 \$215	 \$25,800	 -\$50	 \$165	 \$19,800
L. Contingency Dollars (to be used as requested and approved by PHCD) A. Technical Services - For Scaling and Monitoring of MyHousing WebApp Waiting List Openings B. Consulting/Training/Education	20 50	\$250 \$215	\$5,000 \$10,750	-\$75 -\$50	\$175 \$165	\$3,500 \$8,250

Miami-Dade County, FL

Supplemental Agreement No. 1 to Contract No. L-7991

ANNUAL MAINTENANCE, SUPPORT, & HOSTING SUMMARY

Status	Renewal	Billing Freq	Product	Year 1 - 7/1/25 - 6/30/26	Year 2 - 7/1/26 - 6/30/27	Year 3 - 7/1/27 - 6/30/28	3 Months 7/1/27 - 9/30/28
			Admin Suite	\$123,841.22	\$135,853.82	\$149,031.64	\$40,871.93
Active	1	Q	Administration Accounting Suite-Core Financials (AP, AR, GL, BB)-SMA				
Active	1	Q	Administration Accounting Suite-Inventory-SMA				
Active	1	Q	Administration Accounting Suite-Fixed Assets-SMA				
Active	1	Q	Administration Accounting Suite-Procurement-SMA				
Active	1	Q	Administration Accounting Suite-Budget Maestro Open Link Interface-SMA				
			Housing Suite	\$131,793.94	\$144,577.95	\$158,602.01	\$43,496.60
Active	1	Q	LIPH Housing Suite-LIPH-SMA				
Active	1	Q	LIPH Housing Suite-Work Order-SMA				
Active	1	Q	LIPH Housing Suite-UPCS Touch-SMA				
Active	1	Q	LIPH Housing Suite-UPCS Inspections (Host)-SMA				
Active	1	Q	HCV Housing Suite-HCV-SMA				
Active	1	Q	HCV Housing Suite-HQS Inspections (Host)-SMA				
Active	1	Q	HCV Housing Suite-HQS Touch-SMA				
Active	1	Q	HCV Housing Suite-Rent Reasonableness-SMA				
			Portal Hosting	\$3,858.75	\$4,233.04	\$4,643.65	\$1,273.52
Active	1	Q	3rd-Party Add-ons-MyHousing Web App-Hosting				
Active	1	Q	3rd-Party Add-ons-MyHousing Test Environment-Hosting				
			Additional Modules				
Active	1	Q	Portals-Web App-SMA	\$31,832.08	\$34,919.79	\$38,307.01	\$10,505.70
Active	1	Q	Portals-Partner Portal-SMA	\$28,900.16	\$31,703.47	\$34,778.71	\$9,538.06
Active	1	Q	MyHousing-MyHousing Web App-SaaS	\$13,023.00	\$14,286.23	\$15,672.00	\$4,298.04
Active	1	Q	Portals-Applicant Portal-SaaS	\$49,765.26	\$54,592.49	\$59,887.96	\$16,424.27
			Third Party Products				
Active	10	A	3rd-Party Add-ons-UNIDATA Runtime Server Edition-SMA	\$20,733.30	\$22,744.43	\$24,950.64	\$6,842.71
Active	10	Q	Third Party Product - Centage-Planning Maestro-Annual Fee	TBD	TBD	TBD	TBD
			Current Products Annual Fees:	\$403,747.70	\$442,911.23	\$485,873.62	\$133,250.84
Pending	Pending	Q	Insight Analytics (HCV and LIPH Reporting Dashboard)	\$32,557.98	\$35,716.10	\$39,180.57	\$10,745.27
Pending	Pending	Q	Landlord Portal (increase to amount paid for Partner Portal)	\$4,633.30	\$5,082.73	\$5,575.75	\$1,529.15
Pending	Pending	Q	Mobile WO App	\$20,749.40	\$22,762.09	\$24,970.01	\$6,848.03
Pending	Pending	Q	NSPIRE-V Inspection Scheduling for HCV (upgrade from HQS Host)	\$0.00	\$0.00	\$0.00	\$0.00
Pending	Pending	Q	NSPIRE-V Inspection Mobile App	\$15,628.90	\$17,144.90	\$18,807.96	\$5,158.08
Pending	Pending	Q	Emphasys University (50 Users)	\$22,500.00	\$24,682.50	\$27,076.70	\$7,425.79
Pending	Pending	Q	Elite Hosting - Dedicated with Premium Services (365 Users)	\$289,350.00	\$317,416.95	\$348,206.39	\$95,495.60
			Additional New Annual SaaS and Elite Hosting:	\$385,419.58	\$422,805.28	\$463,817.39	\$127,201.92
			GRAND TOTAL:	\$789,167.28	\$865,716.51	\$949,691.01	\$260,452.76

Professional Services

Resource	Rate
Consulting/Training – On-Site	\$8,600.00 for 4 days plus Travel Expenses
Consulting/Training - Remote	\$215.00 per hour
Custom Letters/Reports – Remote	\$215.00 - \$250.00 per hour
Sr. Consultant	\$215.00 per hour
Implementation Specialist / Trainer	\$215.00 per hour
Technical Resources	\$250.00 per hour
Data Conversion	\$250.00 per hour
Custom Programming	\$250.00 per hour
Project Management	\$215.00 per hour

Exhibit A

**CONTRACTING WITH ENTITIES OF FOREIGN COUNTRIES OF CONCERN PROHIBITED
AFFIDAVIT**

The Contracting with Entities of Foreign Countries of Concern Prohibited Affidavit Form ("Form") is required by [Section 287.138, Florida Statutes \("F.S."\)](#), which is deemed as being expressly incorporated into this Form. The Affidavit must be completed by a person authorized to make this attestation on behalf of the Bidder/Proposer for the purpose of submitting a bid, proposal, quote, or other response, or otherwise entering into a contract with the County. The associated bid, proposal, quote, or other response will not be accepted unless and until this completed and executed Affidavit is submitted to the County.

Emphasys Computer Solutions, Inc. does not meet any of the criteria set forth in Paragraphs 2 (a) – (c)

Bidder's/Proposer's Legal Company Name

of [Section 287.138, F.S.](#)

Pursuant to Section 92.525, F.S., under penalties of perjury, I declare that I have read the foregoing statement and that the facts stated in it are true.

Print Name of Bidder's/Proposer's Authorized Representative: Daniel Lee

Title of Bidder's/Proposer's Authorized Representative: Secretary

Signature of Bidder's/Proposer's Authorized Representative: Daniel Lee

Date: Apr 09 2025 12:46 EDT



KIDNAPPING, CUSTODY OFFENSES, HUMAN TRAFFICKING AND RELATED OFFENSES AFFIDAVIT

The Kidnapping, Custody Offenses, Human Trafficking and Related Offenses Affidavit is required by Section [787.06](#), Florida Statutes ("F.S."), as amended by [HB 7063](#), which is deemed as being expressly incorporated into this Form. The Form must be completed by a person authorized to make this attestation on behalf of the Contractor (Nongovernmental Entity) for the purpose of executing, amending, or renewing a Contract with the County (Governmental Entity). The term Governmental Entity has the same meaning as in [Section 287.138\(1\), F.S.](#)

Emphasys Computer Solutions, Inc. does not use coercion for labor or services as defined in Section [787.06, F.S.](#)
Contractor's Legal Company Name

Pursuant to Section [92.525, F.S.](#), under the penalties of perjury, I declare that I have read the foregoing statement and that the facts stated in it are true.

Print Name of Contractor's Authorized Representative: Daniel Lee

Title of Contractor's Authorized Representative: Secretary

Signature of Contractor's Authorized Representative: *Daniel Lee*

Date: Apr 09 2025 12:46 EDT