



HAWAII HOUSING FINANCE & DEVELOPMENT CORPORATION

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ADDENDUM NO. 1

September 1, 2026

IFB NO: 27-001-FMB

IFB TITLE: Microsoft Dynamics GP 2018

BIDS DUE: September 10, 2026 NOT LATER THAN: 4:00 PM HST

This Addendum modifies or clarifies the solicitation documents only to the extent indicated herein, and all portions thereof not specifically affected by the addendum shall remain in full force and effect. All addenda shall be added to and form a part of the IFB documents.

Item #1 **Question:** We would appreciate clarification regarding the requirement to be registered and/or licensed to do business in the State of Hawaii. Could you please confirm whether this registration or licensing must be obtained at the time of proposal submission, or whether it may be obtained prior to contract execution or after contract award?

Answer: At the time of contract award, the bidder must be authorized to conduct business with the State of Hawaii and registered with the State of Hawaii Department of Commerce and Consumer Affairs. The State's Hawaii Compliance Express (HCE) system ensures that the business is compliant with all laws governing businesses in the State of Hawaii. The business must be compliant with Federal and State taxes and State of Hawaii Unemployment taxes.

Item #2 **Question:** Who is the current GP support provider and what is driving the rebid?

Answer: HHFDC's current GP support provider is Scalable Technologies Corp. and the current contract ends on October 28, 2026.

Item #3 **Question:** What exact GP build, service pack level, and SQL Server version are currently running?

Answer: GP 18.7.17.56 and SQL Server Management Studio 19.3.

Item #4 **Question:** Is the GP server on-premises only, and what remote access model is permitted?

Answer: The GP server is on HHFDC's premises and remote access is permitted in accordance with HHFDC's Information Technology Office. Access methods are VPN, Google Remote, or any third-party software the Contractor has a license to use and are willing to allow HHFDC to use.

- Item #5** **Question:** Is there a dedicated test environment for patches, upgrades, and client changes?
- Answer:** Yes, we have a GP TEST environment on the same server.
- Item #6** **Question:** What integrations, customizations, reports, or workflows are not listed in the IFB?
- Answer:** HHFDC workflow utilizes the following modules of Dynamics GP: Financial, Sales, Purchasing, Fixed Asset, Project, and Loans Management. GP functionality also used are interfund management via automatic fixed allocation of costs, check printing and generating customer invoices. HHFDC uses general journal integration to prepare batch entry from spreadsheet to GP posting. HHFDC customizes financial reports in Management Reporter.
- Item #7** **Question:** How many users actively use GP today versus licensed users?
- Answer:** We currently have 9 active users for the 9 active licenses.
- Item #8** **Question:** What are the highest-volume GP activities and month-end close pain points?
- Answer:** The highest-volume GP activities include customer billing and related cash receipts, project and administrative costs, and bond and loan activity. Month-end close issues stem from cost allocation and reimbursement to funds and programs, but these are primarily managed in spreadsheets outside GP.
- Item #9** **Question:** How many tickets were logged annually over the last two to three years?
- Answer:** There have been 35 total tickets logged for GP over the last three years.
- Item #10** **Question:** What recurring issues or unresolved backlog items should bidders know about?
- Answer:** None known at this time.
- Item #11** **Question:** Are there known performance, stability, reporting, security, or audit issues?
- Answer:** None known at this time. The GP system performs reliably on-premises, and user access security aligns with HHFDC IT Office protocols.
- Item #12** **Question:** How does HHFDC define “issue resolution” within 48 hours?
- Answer:** HHFDC fiscal staff is able to complete their tasks on time without issues. Reported issues (tickets) must be responded with progression towards resolution within 48 hours.
- Item #13** **Question:** Are there severity levels that change the response or resolution expectation?
- Answer:** HHFDC fiscal staff conduct daily and monthly data entry and posting activities, monthly closings and periodic report generation. Issues resulting in performance and report delays must be escalated for resolution.
- Item #14** **Question:** Does “resolution” include vendor escalation, workaround, or final production fix?

Answer: The Contractor is expected to resolve issues with a final production fix. If a final production fix is unavailable, then a workaround resolution will be considered.

Item #15 Question: Are after-hours, weekend, or State holiday support expectations excluded?

Answer: Contractor work should be coordinated with HHFDC's IT Office and may be handled during or after office hours as agreed upon. Any work during office hours requires as much advanced notice as possible so that fiscal staff are adequately notified and prepared accordingly.

Item #16 Question: May the Contractor provide a named support team and escalation path?

Answer: The Contractor may provide a support team and escalation path for HHFDC provided the 48- hour resolution period is adhered to.

Item #17 Question: What support activity requires HHFDC approval before work begins?

Answer: HHFDC fiscal staff will need to know if support work or updates requires all users to log off of GP. Any work during office hours requires as much advanced notice as possible so that staff can be notified and prepared. If remote access to a workstation is required, then IT Office and the individual staff member must be notified.

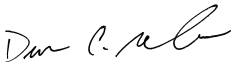
Item #18 Question: How should consulting requests be scoped, authorized, and tracked against the 450 hours?

Answer: All work done according to the contract must have the approval of HHFDC's IT Office and Contract Administrator. Invoices should include the number of hours, hourly rate, and related ticket description of services of support provided. A supplemental schedule may be attached to the invoice with the number of hours, hourly rate and ticket description of services.

Item #19 Question: Are support updates expected monthly, quarterly, or only with invoices?

Answer: Support updates of services provided should be fully described on the invoice.

All other terms and conditions of the original solicitation remain unchanged.



Dean Minakami, Procurement Officer

END OF ADDENDUM NO. 1