



# Indiana Hardest Hit Fund

Hardest Hit Fund Software Vender  
Request for Proposals

Date of Publication: Friday, October 1, 2010

Response Due Date: Friday, October 15, 2010 by 5:00 EST

## **Summary and Background**

### **Purpose of Request for Proposals.**

Indiana Housing and Community Development Authority (“IHCDA”) requests proposals from qualified Software Vendors to provide services for the Indiana Hardest-Hit Fund (“HHF”) as specified in this Request for Proposals (“RFP”).

### **About the Indiana Housing and Community Development Authority.**

#### Mission Statement

IHCDA’s mission is for every Hoosier to have the opportunity to live in safe, affordable, good-quality housing in economically stable communities. IHCDA believes that growing Indiana’s economy starts at home.

#### Overview

IHCDA was created in 1978 by the Indiana General Assembly and is a quasi-public financially self-sufficient statewide government agency. IHCDA’s programs are successful in large part because of the growing network of partnerships we have established with local, state, and federal governments, for-profit businesses and not-for-profit organizations. For-profit partners include investment banks, mortgage lenders, commercial banks, corporate investment managers and syndicators, apartment developers, investors, homebuilders, and realtors. Not-for-profit partners include community development corporations, community action agencies, and not-for-profit developers. For more information, please visit: <http://www.in.gov/ihcda/>.

#### Summary of Indiana Foreclosure Prevention Network and Hardest Hit Fund

In 2007, Indiana began addressing the problem of foreclosure with the launch of a major statewide initiative to assist Hoosiers in danger of losing their homes. The IFPN was developed by a coalition of community organizations, housing-related agencies, government agencies, lenders and banks.

Through this partnership of the public, private and nonprofit sectors, a toll-free helpline, 1-877-GET-HOPE was established (the “Helpline”). The Helpline is available seven (7) days a week, from 8 a.m. to 8 p.m. For anyone who may be at risk of foreclosure, the Helpline provides free and confidential financial consulting with no obligation or commitment. Helpline operators then refer the homeowner to a certified foreclosure intervention specialist. For more information, please visit: [www.877gethope.org](http://www.877gethope.org).

The U.S. Department of the Treasury established the Housing Finance Agency Innovation Fund for the Hardest-Hit Markets in early 2010 to provide financial assistance to families in the states most impacted by the downturn of the housing market. Subsequently on August 11, the U.S. Department of Treasury (“Treasury”) announced that Indiana received approximately \$83 million to help unemployed homeowners pay their mortgage. The Indiana Housing and Community Development Authority (IHCDA) will administer the program and use the funding to help families who have fallen behind on their mortgage loans due to the loss of employment.

Homeowners experiencing a financial hardship due to unemployment may begin submitting applications online or over the phone in early 2011. On September 29, Treasury announced that it would be awarding Indiana an additional \$139 million (approximately) to provide additional homeowner assistance.

IHCDA has worked with Lieutenant Governor Becky Skillman, the Indiana Department of Workforce Development and the Indiana Foreclosure Prevention Network partners to develop a comprehensive, statewide strategy. The plan aims to assist approximately 15,786 homeowners who are experiencing financial hardship and are at-risk of mortgage loan default or foreclosure. Indiana HHF program options will assist homeowners with financial hardships who have been unable to qualify for existing loan modification and foreclosure prevention programs.

For more information on the Indiana HHF program, please visit [www.877gethope.org](http://www.877gethope.org).

## Scope of Work

### **Overview of Services and Responsibilities.**

Contractor shall provide an appropriate web-based software framework with the following basic functionality outlined below.

### **Specific Services and Responsibilities.**

Contractor's services to be delivered under the contract awarded under this Request for Proposals ("RFP") shall include:

- The software framework will be offered as a service to IHCDA.
- Functionality of the framework includes:
  - o An appropriate consumer-facing Homeowner Application process;
  - o Functionality for counselors to assist, route, and monitor customer applications;
  - o Underwriting functionality;
  - o Control module; and
  - o Ability to communicate (on an available basis) directly with servicers on HAMP and other government mortgage loan modification programs.
- The software will have:
  - o Document imaging capability;
  - o Data and image export capability via FTP (File Transport Protocol);
  - o Generate reports as required by SCHC and US Treasury (information on report metrics available upon request);
  - o Create payment transactions as required; and
  - o Offer technical support to the homeowner, housing counselor, contract underwriter and IHCDA.

## Requirements for Proposal Response

The application package consists of one (1) original proposal and two (2) copies. The deadline for accepting applications is 5:00 PM, Eastern Standard Time, on Friday, October 15, 2010. Mail all information to the following address:

Ms. Stephanie Reeve  
Indiana Housing & Community Development Authority  
30 S. Meridian Street, Suite 1000  
Indianapolis, IN 46204  
Attention: HHF Software Vendor RFP

A complete response includes the information listed below. Responses received without all of the items will be considered incomplete, and will be withdrawn from consideration.

- 1) Name, address, phone number, fax number, email address, and brief description of firm (1-2 pages).
- 2) Résumés of key personnel to be assigned to this project, highlighting skills, abilities, and knowledge relating to the delivery of the proposed services (1-3 pages).
- 3) A one (1) page narrative as to firm's skills, abilities, and knowledge relating to the delivery of the proposed services (1 page).
- 4) Three (3) or more firm references (1 page).
- 5) Description of services provided to or for IHCDA within the past five (5) years by firm (1-2 pages).
- 6) Description of services to be provided by the firm which meets the services requested by the Scope of Work section of this RFP. If firm cannot provide the specific service requested, firm will indicate this in the response and have the option of proposing an alternate service (2-4 pages).
- 7) Cost of providing services listed in the Scope of Work (See page 4 of this RFP) (1-2 pages). This should be comprehensive. For example, if it is necessary that, in order to meet the criteria outlined in this RFP, a firm must partner with another vendor to provide services, those costs must be included in the total cost estimate submitted to IHCDA. This must include all start-up costs and any transaction costs associated with the services.
- 8) Financial statements for previous two (2) years, preferably audited (2-3 pages).

All complete responses received on or before the deadline will be reviewed for selection. Please contact Ms. Stephanie Reeve at [sreeve@ihcda.in.gov](mailto:sreeve@ihcda.in.gov) for additional information or clarification.

## Evaluation Criteria

IHCDA will evaluate responses on the following rubric (maximum score of 40 points) shall include:

<u>Criteria</u>	<u>Total Possible</u>	<u>Total Awarded</u>	<u>Evaluator's Comments</u>
1. Compliance with all items set forth in the "Requirements for Proposal Response" section of this RFP	4 points maximum		
2. Skills, abilities, and knowledge of key personnel to be assigned to the project relating to the delivery of the services set forth in the "Scope of Work" section	4 points maximum		
3. Skills, abilities, and knowledge of firm relating to the delivery of the services set forth in the "Scope of Work" section	4 points maximum		
4. Firm's references, financial standing and past record of performance on IHCDA contracts over the past five (5) years	4 points maximum		
5. Services to be provided to meet "Scope of Work" requirements and the plan to provide these services	12 points maximum		
6. Cost to provide all services set forth in the "Scope of Work" section of this RFP	10 points maximum		
7. Firm is an Indiana based organization, employing primarily citizens of Indiana	2 points maximum		
	40 points maximum		

## **Timeline**

Solicitation and Publication of Request for Proposals\*: Friday, October 1, 2010  
Deadline for Proposal Submission\*\*: Friday, October 15, 2010 by 5:00pm EST  
Execute contract with selected provider: Friday, October 22, 2010  
Start Date of Services: Monday, November 1, 2010

\* *Written questions on this RFP may be directed to [hhf@ihcda.in.gov](mailto:hhf@ihcda.in.gov) and answers will be posted on the HHF page at [www.877gethope.org](http://www.877gethope.org)*

\*\* *Respondents will be notified by mail and/or email stating if they are awarded the contract or not.*

## **Terms and Conditions**

This request is issued subject to the following terms and conditions:

1. IHCDA expressly reserves the right to modify or withdraw this request at any time, whether before or after any responses have been submitted or received.
2. IHCDA reserves the right to reject and not consider any or all respondents that do not meet the requirements of this RFP, including but not limited to: incomplete responses and/or responses offering alternate or non-requested services.
3. IHCDA reserves the right to reject any or all firms, to waive any informality in the RFP process, or to terminate the RFP process at any time, if deemed to be in its best interest.
4. In the event the party selected does not enter into the required agreement to carry out the purposes described in this request, IHCDA may, in addition to any other rights or remedies available at law or in equity, commence negotiations with another respondent.
5. In no event shall any obligations of any kind be enforceable against IHCDA unless and until a written agreement is entered into.
6. Each respondent agrees to bear all costs and expenses of its response and there shall be no reimbursement for any costs and expenses relating to the preparation of responses submitted hereunder or for any costs or expenses incurred during negotiations.
7. By submitting a response to this RFP, each respondent waives all rights to protest or seek any remedies whatsoever regarding any aspect of this request, the selection of a respondent or respondents with whom to negotiate, the rejection of any or all offers to negotiate, or a decision to terminate negotiations.
8. IHCDA reserves the right not to award a contract pursuant to this RFP.