

**Request for Information**  
**American Rescue Plan – Housing Assistance Fund**  
**RFI # - 001-2021**

**Questions and Answers**

**Last Updated: 5/27/2021**

Please note that NCHFA has extended the deadline for responses from 5/26/2021 to 5/28/2021 5:00 p.m. EST.

Q: Will NCHFA be processing all applications or will they be working with external partners (such as geographically based non-profits) to assign and process applications?

**A: There is no current plan to work with geographically based non-profits, but that could change.**

Q: If NCHFA is working with external partners, how many partners and roughly how many people within each partner will need access to the solution? This will help us provide accurate license pricing.

**A: The purpose of the RFI is to get a better understanding of what services are being offered by vendors. The external partners have not been selected yet nor do we know if there will be 1, 2, 3 or more...**

Q: In order to provide accurate license pricing, how many internal NCHFA users will need access to the solution?

**A: That's currently indeterminable as we don't know what the solution is going to look like.**

Q: In order to provide accurate license pricing, how many applications for assistance does NCHFA expect to receive via this solution?

**A: We don't know as the qualifications guidelines haven't been finalized yet. We expect a fairly quick ramp-up period as word gets out, but that's all we know.**

Q: Does NCHFA expect the solution to identify qualifying households or does NCHFA have a current list of qualifying households?

**A: We do not have a list of current eligible households. If the solution provider has the means to identify eligible households that would be helpful.**

Q: Does NCHFA have existing e-signature licenses they would like to leverage (DocuSign or AdobeSign) or should we include pricing for this?

**A: We do not currently have an agreement with an e-signature provider. We are open to solutions.**

Q: Is NCHFA looking for the vendor to provide call center, outreach and application processing personnel or is NCHFA providing staff for these functions?

**A: We are looking to outsource all functions assuming we find a vendor or vendors for each of those services, but if we do not find an adequate solution externally, we would bring on staff to fulfill any services not fulfilled by an outside vendor.**

Q: Is NCHFA looking for the solution to generate ACH and check payments or to integrate approved payments with a financial system such as NCAS?

**A: At this time, NCHFA plans to handle the disbursement of funds.**

Q: What document management systems should the solution integrate with?

**A: The IT solution should have APIs that will allow NCHFA to pull data and electronic documents from the software for storage within NCHFA's on-premise data center.**

Q: Does NCHFA require external users other than the applicant (such as a mortgage provider) be able to log in and edit a submitted application or provide additional information such as documents?

**A: At this time, we do not believe that (non-applicant) third-parties will require access to a system.**

Q: How many emails will need to be sent for outreach per day? Is NCHFA looking for automated reminders?

**A: Unknown – A software solution would need to have the ability to send out reminders via email or text, as well as internal reminders to facilitate workflows.**

Q: What type of marketing materials would need to be sent (formatted newsletters, etc.)? Should the solution provide the capability to generate newsletters or marketing email materials?

**A: Marketing will most likely be handled by our Communications Department. If marketing to specific segments of the population is one of your strengths, we recommend you shine a light on it. We do anticipate the need for the system to auto-generate letters (e.g., approval letter) and other formal communication that will go to applicants, servicers, and other identified (TBD) program stakeholders.**

Q: Do you know the total amount of HAF funds the State will receive?

**A: \$273,337,247**

Q: Do you have an idea of percent allowable for admin?

**A: 15% total is allowable for admin.**

Q: Are you looking for a statewide vendor, or regional, or don't know just yet?

**A: At this time, we anticipate that we want the vendor to serve statewide in the capacity (or capacities) they serve.**

Q: Will the NCHFA consider allowing Appendix A responses to be included as an attachment to submittals and outside of the 20-page limit? Does the 11-point font requirement apply to tables, call-out boxes, and graphics?

**A: NCHFA is dropping the 11 point font and 20 page limit based on feedback received. We prefer 11 point font for the bulk of the response, but graphics, tables, call-out boxes, etc. can be represented in any format or font size.**

Q: The RFI states, "NCHFA anticipates a multi-year contract for these services with an initial contract term of up to three years with an option to renew, at NCHFA's discretion, for two additional one-year terms." However, the RFI also states, "The Vendor must demonstrate how HAF will be dispersed accurately to all eligible applicants in an extremely expedited timeframe." Please clarify the estimated timeframe for this contract.

**A: Yes, we anticipate an expedited timeframe for the distribution of funds. However, as we learned from the HHF program, we believe the program life cycle will extend for several years.**

Q: The RFI states, "Please list other state/local clients and programs supported by you and your product currently or in the past." For some companies, this list could be lengthy. Would the NCHAF accept a sampling (e.g., 20 projects/clients) in order to comply with the 20-page restriction?

**A: Yes, a sampling will be fine. Please note that we've lifted the 20 page restriction.**

Q: Section 1.1 of the RFI states, "This Request for Information...is not to be considered a contract or a promise of a future contract." This language appears to contradict section 3.5 which mentions awarding a contract as a result of the RFI. Please clarify that the costs of services requested will not be considered at this time in the awarding of a contract or a promise of a future contract.

**A: A revised RFI has been issued that clarifies this section.**

Q: Section 3.5 of the RFI states, "The cost of services is one of the factors considered in awarding this contract." What are the other factors considered in awarding this contract, and what weight is given to each criteria?

**A: A revised RFI has been issued that clarifies this section.**

Q: Is NCHFA handling the homeownership assistance program for the entire state or are there other entities partaking in similar programs?

**A: NCHFA will be administering the HAF program for North Carolina.**

Q: Approximately how many mortgages are delinquent in the state of North Carolina?

**A: While we have some estimates of delinquencies in the state of NC, they are not definitive. Our intent is to follow the Treasury guidelines to help anybody struggling with their mortgage due to a hardship, which may include people who are current on their mortgage at the time of their application.**

Q: Are pages 8-10 part of Appendix A? If so, are we to answer the work plan and approach under Appendix A or under section 3.2?

**A: Because our RFI covers all potential services a vendor could provide, Section 3.2 addresses any of those services, which can include software, call center capabilities, intake, etc. Pages 8-10 are a part of Appendix A, which is specific to software only. If any of your responses would be duplicative between Section 3.2 and the Appendix, you can respond to the duplicative question by referring us back to your response in another question.**