

INDIANA HOUSING & COMMUNITY DEVELOPMENT AUTHORITY



Indiana Foreclosure Prevention Network and Indiana Hardest Hit Fund

IFPN and Hardest Hit Fund File Monitoring Services
Request for Proposals

Date of Publication: Tuesday, February 22, 2011

Response Due Date: Friday, March 11, 2011 by 5:00 EST

Summary and Background

Purpose of Request for Proposals.

Indiana Housing and Community Development Authority (“IHCDA”) requests proposals from qualified for-profit and non-profit entities, as established by Indiana statutes, to provide file monitoring services under the Indiana Foreclosure Prevention Network Program (“IFPN”) and the Indiana Hardest-Hit Fund Unemployment Bridge Program (“UBP”) as specified in this Request for Proposals (“RFP”).

*Note that IHCDA may select multiple housing counseling agencies under this 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.

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 homeowners 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 mortgages followed by approximately \$139 million in funds being awarded on September 29, 2010. IHEDA will administer the program and use the funding to help homeowners who have fallen behind on their mortgage loans due to their loss of employment. Homeowners experiencing a financial hardship due to unemployment may begin submitting applications online or over the phone in early 2011.

IHEDA 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. UBP 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 UBP program, please visit www.877gethope.org.

Scope of Work

Overview of Services and Responsibilities.

IHCDA is requesting proposals from qualified organizations with demonstrated experience with monitoring federal programs to ensure program activities are in compliance with all program requirements, evaluate the effectiveness of the activities, and provide corrective technical assistance services to program recipients. Experience with reviewing client files, evaluating processes and procedures and creating program will be acceptable.

While IHCDA cannot anticipate the precise number of participants, it is projected that approximately 50,000 clients will be sent through the IFPN/HHF system each year, requiring the Contractor to monitor up to 5,000 client files during a twelve-month period.

Specific Services and Responsibilities.

File monitoring services to be delivered under the contract awarded under this RFP shall include:

- Client File Review – Contractor must verify that each client receiving assistance under the IFPN and/or HHF is handled appropriately. Ten percent (10%) of all client files from the electronic IFPN/HHF client tracking system will be selected at random, and a Client File Review worksheet will be completed for each file selected. The review will consist of client file number, information documentation, application dates, appropriate screening for non-HHF alternatives to foreclosure and any and all appropriate client signatures. Specifically, Contractor is to look for the following:
 - o HHF clients are income eligible and also are compliant with all of the regulations as stipulated under www.877gethope.org.
 - o HHF documentation is complete.
 - o HHF Specialist properly screened the client for non-HHF solutions prior to submission of an HHF Action Plan to IHCDA.
 - o Clients denied HHF assistance were properly denied and denial was appropriately documented in client tracking system.
 - o IFPN clients are counseled according to guidelines outlined at www.877gethope.org. These include guidelines under the National Foreclosure Mitigation Counseling Program as well as National Housing Counseling Standards and HUD best-practices.
- Fiscal Review – As part of the review, the Contractor will randomly select files for fiscal testing. During this process, the Contractor will check to ensure that all parties (enrolled client debtors and other grantees) are paid in a reasonable period of time, costs were charged to various grants appropriately, and claim submissions have appropriate backup.
- Recommendations for Improvement – The Contractor will provide recommendations for improvement to agencies to strengthen file documentation processes. When advisable, recommendations may occur via phone, email, or in an on-site visit on a daily basis, and should be scheduled in advance when possible.
- Corrective Action – The Contractor is expected to analyze and document all file deficiencies in implementation of all applicable laws, regulations, policies and guidance. An exit conference will be held at the end of each monitoring visit and will be attended by the agency's executive staff and the Contractor. During this conference, the Contractor will verbally summarize findings that were discovered during the review period and make recommendations for corrective measures to the agency. It will be the responsibility of the agency to implement all appropriate corrective measures.
- Reporting – The Contractor is expected to prepare monitoring reports which identify findings and necessary corrections, and which may include a review of reports and files relative to

previous monitoring visits. The Contractor will be responsible to schedule all monitoring follow-up activities, including all correspondence and meetings.

- Tracking System – The Contractor will develop a tracking system to determine if appropriate corrective actions were completed in a timely manner and appropriate reports filed, and to keep IHCDA informed of sub-grantee progress.

Eligible Costs

- Applicants must submit a detailed schedule of costs for which the monitoring services, including reports, will be provided. The all-inclusive fee structure must include the estimated number of hours per task, salary per hour per job classification, fringe rate, and training and travel costs. All of these costs may be included in a flat fee.

Contractor Training

Once a contract is awarded, IFPN/HHF staff will provide training to the Contractor on the foreclosure process and procedures, as well as information on relevant HUD, NFMC, HHF, Making Home Affordable and other government programs. Information on internal IHCDA policies as well as the scope of the monitoring activities and other pertinent information will also be provided at that time.

In order to assist the Contractor in preparing for and implementing monitoring activities, IHCDA will provide updates on all contract-related requirements on an ongoing basis.

Program Period

All monitoring services for this contract must be completed by April 1, 2012.

Period of Performance

The contract awarded shall be for a one-year period with the option to extend the contract for two additional one-year periods based on need, performance, and funding availability.

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, March 11, 2011. 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: IFPN/HHF File Monitoring Services 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) Describe your organization's qualifications, including at least three years' experience in providing similar services and any expertise in the field of housing counseling, loss mitigation and/or the lending industry (1 page).
- 3) 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).
- 4) Three (3) or more firm references (1 page). At least two (2) of the references must deal directly with the firm's delivery of file monitoring services.
- 5) Description of services to be provided by the firm which meets the services requested by the Scope of Work section of this RFP (up to 5 pages). This must include:
 - a. A list of the counties or other geographic areas your organization will serve.
 - b. Explain how your organization will schedule and conduct the on-site monitoring visits to IFPN/HHF Specialists.
 - c. Describe the process for preparing and issuing comprehensive narrative reports of monitoring visits, monitoring activities, findings, recommendations for corrective actions, and follow-up reports. Include a timeline for this process.
 - d. Describe the process for conducting follow-up activities to determine whether appropriate corrective actions were completed and documented.
 - e. Explain how recommendations for improvement, where appropriate, will be provided.
 - f. Provide a detailed service delivery timeline, with benchmarks, to ensure project completion by the end of the program timeframe.
- 6) Provide a complete line-item budget and an accompanying budget narrative (up to 3 pages) for each anticipated project expense listed below. Include the following components:

- a. The annual time commitment and eligible costs for each position associated with the monitoring activities, including fringe benefits. Explain how fringe benefits rates were computed.
 - b. All anticipated outsourcing expenses, if any, which are necessary to complete the contract. Note: all outsourcing by the Contract Monitor must be pre-approved by IHCDA.
 - c. Projected travel costs for all related personnel.
 - d. All indirect and direct administrative expenses, including overhead, training costs, etc.
 - e. Any additional anticipated expenses and rationale.
- 7) 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 hfh@ihcda.in.gov for additional information or clarification. IHCDA will hold a telephonic briefing of interested applicants on March 4, 2011 from 11:00am-12:00pm EST. The briefing will be the only opportunity to ask real-time questions to IHCDA staff. Information on how to access the briefing is found on page 8. Questions before or after the briefing should be addressed to hfh@ihcda.in.gov.

Evaluation Criteria

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

Criteria	Total Possible	Total Awarded	Evaluator's Comments
1. Compliance with all items set forth in the "Requirements for Proposal Response" section	2 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	7 points maximum		
3. Skills, abilities, and knowledge of firm relating to the delivery of the services set forth in the "Scope of Work" section	5 points maximum		
4. Firm's references, financial standing and past performance on IHCDA contracts over the past five (5) years	8 points maximum		
5. Firm's service delivery plan	7 points maximum		
6. Cost to provide all services set forth in the "Scope of Work" section	8 points maximum		
7. Firm is an Indiana based organization, employing primarily residents of Indiana	2 points maximum		
8. Firm is a MBE/WBE	1 point maximum		

Timeline

Solicitation and Publication of Request for Proposals*:	Tuesday, February 22, 2011
Telephone Briefing of Interested Applicants:	Friday, March 4, 2011 11:00am-12:00pm EST 1-800-992-0185, Participant Code 6598172#
Deadline for Proposal Submission**:	Friday, March 11, 2011 by 5:00pm EST
Execute contract with selected provider:	Friday, April 1, 2011
Start Date of Services:	Friday, April 1, 2011

* *Written questions on this RFP may be directed to hhf@ihcda.in.gov and answers will be posted on the HHF page at www.877gethope.org*

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

Terms and Conditions

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

1. This RFP is not an offer and shall under no circumstances be construed as an offer.
2. IHCDA expressly reserves the right to modify or withdraw this RFP or any part of this RFP at any time, whether before or after any proposals have been submitted or received.
3. IHCDA reserves the right to reject and not consider any or all of the proposals that do not meet the requirements of this RFP, including but not limited to: incomplete proposals and/or proposals offering alternate or non-requested services.
4. IHCDA reserves the right to reject any or all proposals, 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.
5. A copy of IHCDA’s Contract Boilerplate is attached as “Exhibit A” to this RFP. By submitting a response to this RFP, Respondent acknowledges the acceptance of IHCDA’s Contract Boilerplate and the understanding that such Boilerplate is non-negotiable.
6. In the event the Respondent selected does not enter into the required contract to carry out the purposes described in this RFP, IHCDA may withdraw the selection and commence negotiations with another party.
7. In no event shall any obligations of any kind be enforceable against IHCDA unless and until a written contract is executed.
6. Each Respondent agrees to bear all costs and expenses of its proposal and there shall be no reimbursement for any costs and expenses relating to the preparation of proposal submitted hereunder or for any costs or expenses incurred during negotiations.
7. By submitting a proposal in response to this RFP, each Respondent waives all rights to protest or seek any remedies whatsoever regarding any aspect of this RFP, 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.
9. IHCDA reserves the right to split the award between multiple Respondents.
10. All proposals received will become the property of IHCDA and will not be returned.

Respondent’s Name: _____

Title: _____

Address: _____

Phone: _____ Fax: _____

Signature: _____ Date: _____