



**NEW HAMPSHIRE  
HOUSING**

#	Question	New Hampshire Housing Response
1	Does New Hampshire Housing anticipate a call center in the delivery?	<p>New Hampshire Housing is seeking intake, customer service (call center) and housing counseling services for the NH HAF program.</p> <p>As stated in the RFI, respondents can propose to provide this service as part of a complete service package or as a single component.</p>
2	Does New Hampshire Housing service loans and have its own portfolio of borrowers that will be targeted? If so, how many?	<p>New Hampshire Housing has a servicing portfolio of approximately 8,000 mortgage loans. New Hampshire Housing uses Dovenmuehle Mortgage, Inc. as its servicer. Currently, 419 of these loans are in active forbearance. New Hampshire Housing will provide NH HAF information to its portfolio of borrowers.</p>
3	Does New Hampshire Housing have an idea on the Award Cap that will be applied for each borrower? (i.e., 15k, 20k)	<p>New Hampshire Housing is currently drafting its HAF plan for submission to Treasury, which will include a cap that has yet to be determined.</p>
4	How many borrowers do they estimate will be served?	<p>New Hampshire Housing does not have an estimate on the number of homeowners to be served. New Hampshire Housing is working on the data for the HAF Plan.</p> <p>Additionally, New Hampshire Housing needs to make the policy decisions about eligibility (homebuyer and expenses) before the number of homebuyers to be served could even be estimated.</p>
5	Does New Hampshire Housing anticipate only addressing homeowners past due (all escrowed – principal, insurance, and interest) or is the State contemplating additional programs?	<p>New Hampshire Housing is currently drafting its HAF plan, which will answer this question.</p>
6	New Hampshire Housing’s solicitation, “Request for Letters of Interest” also uses the terms “RFI” and “Proposal” throughout. Can New Hampshire Housing clarify and confirm which stage of the procurement process this Request represents, and whether a decision to award may be made based on this response, or if future solicitations will be issued?	<p>It is anticipated that the decision to award will be based on the responses to this RFI. New Hampshire Housing might pare down the proposals to a few finalists who may be contacted for presentations beyond what has already been submitted.</p> <p>Also, as stated in the RFI, our contract with the Governor’s Office of Emergency Relief and Recovery (GOFERR) states that New Hampshire Housing will consult with GOFERR and in some cases, obtain GOFERR’s approval of the selected vendor.</p>

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7	Does New Hampshire Housing have a sample contract available for review?	No.
8	The Solicitation states that this does not include staffing costs. The Solicitation states that the respondent will work from their own offices yet shall attend meetings at New Hampshire Housing offices as requested. Should we include a travel budget for these meetings? Do we know how often these meetings will occur? Should we include a day rate or hourly rate for staffers that do attend in person and/or online meetings?	Respondents should have sufficient experience to advise and also estimate how much in-person interaction will be needed to set up and administer the program. That said, it is expected that most of these meetings can be held in a hybrid fashion (in-person with remote access).
9	In the Section “Technical Requirements” it states under #1: “Paperless Functions including, but not limited to: “Perform all internal application processing” How does this differentiate from the need to support up to 300 remote application processors that are referenced in #7 of the same section?	It appears that question is based on an incorrect reading of the RFI. The reference to 300 is about 300 applications coming at once, not 300 processors to review applications.  These are similar in context; however, the point is that New Hampshire Housing needs the technology to be able to handle multiple online application submissions at one time. The stated metric is the ability to process 300 remote active applications at one time.
10	The 300 remote application processors have been broken out from the technology solution. Should we budget for 300 remote application processors?	See answer to question 9.
11	Should we budget for training and a help desk solution for those processors and those managers that New Hampshire Housing has hired?	Yes, Respondents should budget for New Hampshire Housing and any other third-party staff trainings that may be required to implement the NH HAF plan.
12	If budgeting for 300 remote application processors, for what length of time should we include them in the budget?	See answer to question 9.

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13	<p>In relation to Service #5 - Payment Processing:</p> <p>a. Can you describe in more detail, your expectations for providing Payment Processing?</p> <ul style="list-style-type: none"> <li>• Do you expect the service provider to cut a check and mail out payments issued from Agency held accounts?</li> <li>• Do you expect our software to interface with your accounting system – and if so, what accounting system do you use?</li> </ul> <p>b. Do you expect the service provider to reconcile and handle any returned funds, or process any potential loan/grant repayments that may be received down the road?</p>	<p>a. The NH HAF administrative structure has yet to be determined. Information submitted from Respondents from this RFI will help to inform New Hampshire Housing on the administrative structure of the NH HAF plan. One of the reasons the RFI discusses component services, such as payment processing, is to allow us to decide which process is best and most cost effective.</p> <p>We do expect the software to allow our finance department to have full access to the system and will interface with our internal accounting systems.</p> <p>b. To be determined.</p>
14	<p>In “Other Terms,” you state that the selected Respondent shall primarily work from the selected Respondent’s own office. However, the selected Respondent shall attend meetings at New Hampshire Housing’s office and other meetings as requested by New Hampshire Housing.</p> <p>a. As the frequency for onsite meetings is likely unknown, can we indicate that we will bill the Agency for any required travel?</p> <p>b. Are there any limits on travel, lodging, or meal expenses we should know about?</p>	<p>Respondents should have sufficient experience to advise and also estimate how much in-person interaction will be needed to set up and administer the program. That said, it is expected that most of these meetings can be held in a hybrid fashion (in-person, with remote access).</p>
15	<p>In Item 10 of your Technical Requirements, you talk about Interfaces. Please describe the type of 3<sup>rd</sup> party interface you envision and what types of data extract or file format the 3<sup>rd</sup> party may require or provide.</p>	<p>Currently New Hampshire Housing does not have specific requirements in terms of file formatting or data extracts.</p> <p>Technology vendor interfaces seen thus far reference ftps sites, API or HTTPREST data connectivity through VPN or other secure connection methods.</p> <p>At the minimum, Staff will be evaluating capabilities in terms of common data file transmission, data retention, reporting and how flexible a Respondent’s Technology solution may be.</p>