

Questions and Answers for RFI 2016-04 Enterprise Line of Business Application for Housing Finance Workflow

Q: The RFI indicates that the solicitation is for informational purposes only and will not result in a contract award. Is there an expectation that FHFC would be publishing an RFP?

A: At this time, Florida Housing is conducting market research. Any decisions about next steps will be made once staff has had an opportunity to review RFI submissions and gather more information.

Q: What exactly does 'line of business' mean to FHFC?

A: To Florida Housing, this RFI is primarily interested in products that facilitate or automate our Multi-Family portfolio lifecycle processes. This system should include tracking applications, awards (could be multiple), construction, and all remaining phases through the complete life cycle of the development, e.g. compliance (could be multiple programs), refinancing, and asset management.

Q: Is the intended solution to provide the online developer application submission or will that remain in the current FHFC environment?

A: Florida Housing will review the capability and flexibility of all proposed solutions as to their ability to augment or replace existing Florida Housing business processes.

Q: When you refer to Asset Management is it the financial position of the property as in audited financials or are we talking loan servicing? Is FHFC using Benedict for loan servicing and Great Plains for GL?

A: Both. Asset Management to Florida Housing is the process of overseeing a property's financial performance, physical condition and compliance with applicable regulations. Florida Housing is currently utilizing Benedict for loan servicing and Great Plains for GL.

Q: Knowing that FHFC has service providers assisting them or charges with UW, compliance and other duties. Is this a process that will continue or is FHFC looking to bring services in house? Is FHFC looking for efficiency changes in process as well in that they would be looking for the service entities to also engage in the use of the same software or interface with is as well?

A: At this time, Florida Housing does not intend to alter our current servicer model by bringing those functions in house but will review any proposed solutions in terms of impact and efficiencies in our communications and interactions with our 3rd parties. If the gains are significant, we will consider working with our 3rd parties to adopt and implement.

Q: Is FHFC looking for a Hosted or cloud based solution?

A: FHFC does not have a preference. Solutions presented will be evaluated for cost, ease of support, business continuity and ease of access which will be highly dependent on whether the solution is hosted on-site or cloud-based.

Q: Do you anticipate that a conversion of data would be required for the implementation from current to the proposed solution?

A: Yes.

Q: Item B.3. addresses firm reliance on commercial off the shelf, non proprietary equipment. Can you elaborate on what you mean by this?

A: We are asking if there are any support or training needs in terms of the hardware and software required in any proposed solution. For example, if you are proposing a system that utilizes a MySQL DBMS hosted on a Linux-based server, we would need to either already have or build skill-set and familiarity in the IT group. All details you can provide in responding to this section will assist Florida Housing in its decision making about resources needed to support the solution.