

## Questions and Answers for RFQ 2016-07 Advisor Agencies for the Hardest Hit Fund Program

**Q: When is the deadline date to submit the response?**

A: Please refer to Section III, Item A. Florida Housing must receive any Responses on or before 2:00 p.m., Eastern Time, on December 13, 2016.

**Q: Can you please confirm this statement “NOTE: Current advisor agencies wishing to continue with the program MUST re-apply at this time.” We have just executed a one-year contract renewal. Are you still saying we must re-apply to participate in this program?**

A: Yes, unless your agency would like to exit the program at the end of your renewal term.

**Q: Why do we need to apply if we are under a current contract?**

A: The initial contract contemplated a two-year original term with three, one-year renewal options and the bulk of these agreements expire in 2017. Florida Housing does not have statutory authority to extend the terms of these existing agreements any further.

**Q: With regard to the number of homeowners we have assisted both in foreclosure and underwater assistance, is there a specific time period that is covered (e.g. 2 years, 3 years, etc.)?**

A: No specific time period is stated or required. The Respondent should provide enough information to accurately describe their operations with regard to providing foreclosure and underwater assistance.

**Q: How do Advisor Agencies become eligible to participate in the MEP and ELMORE programs?**

A: At present, Florida Housing has adequate Advisor Agency capacity to process ELMORE and MEP applications. Should that change, we will reach out to agencies who showed interest in these programs.

**Q: Please explain the "x1" column located in the Table 1 - Fees in Section Six, Item D. Is FHFC looking for a number or a count as to the number of clients intended to be served, or should be basically disregard a count and indicated the dollar amount of compensation per client?**

A: “x 1” means what is your Agency’s proposed fee for performing one Eligibility Determination, one Closing, one Quarterly Touch, and one Ineligible Determination. Please provide the dollar amount of compensation per client.

**Q: Are the tiers being removed?**

A: Florida Housing anticipates keeping the tier structure in the resulting contract; however, for the purposes of scoring price, please follow the directions laid out in Section Six, Item D of the RFQ.

**Q: Regarding pg. 10, Section Six, Item B.5. of the RFQ, what Advisor Agency Survey are you referring to?**

A: Surveys are form templates to be completed by Advisor Agency Administrators which describe Agency staffing and contact information. A copy of a blank survey may be requested from Florida Housing's Contracts Manager.

**Q: Will there be a fee for finding a previously Ineligible file, that is re-evaluated as an "Up" file, that is again found to be ineligible?**

A: Florida Housing will discuss the final fee schedule with the Advisor Agencies selected for contract negotiations. For the purposes of scoring price, please follow the directions laid out in Section Six, Item D of the RFQ.

**Q: Will a fee be available for previously eligible funded files that have MLRP funds still available, for a new successful qualifying hardship? Currently there is no new closing fee or eligibility fee for this type.**

A: Florida Housing will discuss the final fee schedule with the Advisor Agencies selected for contract negotiations. For the purposes of scoring price, please follow the directions laid out in Section Six, Item D of the RFQ.

**Q: Could there be one fee for CBB/Cancelled by Homeowner Inactivity (\$75), and a separate fee for Ineligible files that are re-evaluated later on?**

A: Florida Housing will discuss the final fee schedule with the Advisor Agencies selected for contract negotiations. For the purposes of scoring price, please follow the directions laid out in Section Six, Item D of the RFQ.

**Q: What documentation do you need me to provide to show 5 years of experience under a HHF Contract (you have a copy of the contract and addenda already) or should I just mention that we have such experience?**

A: A Respondent that has five years of satisfactory experience under a Hardest Hit Fund contract should state as much, and provide support documentation, regardless of what Florida Housing has outside of this RFQ.

**Q: In regard to Section 6, subsection D - Fees - IF we agree with the tier system can we just state that or do we have to write the entire tier system out?**

A: Florida Housing anticipates keeping the tier structure in the resulting contract; however, for the purposes of scoring price, please follow the directions laid out in Section Six, Item D of the RFQ.

**Q: Is there a stream-lined procedure for existing agencies?**

A: All agencies applying at this time must follow the guidance given in the RFQ for submitting a Response.

**Q: If a law firm/agency is currently approved for UMAP, MLRP, and PRP, can the agency now be eligible to be considered for MEP and/or ELMORE as well?**

A: At present, Florida Housing has adequate Advisor Agency capacity to process ELMORE and MEP applications. Should that change, we will reach out to agencies who showed interest in these programs.

**Q: Is there any guidance available regarding a realistic range of what fair and practical fees should be?**

A: Section Seven of the RFQ outlines how proposed fees will be scored. Florida Housing advises Respondents to propose fees that represent the best value possible.