

REQUEST FOR QUALIFICATIONS (RFQ) 2022-04

HOMEBUYER LOAN PROGRAM SERVICING

for

FLORIDA HOUSING FINANCE CORPORATION

March 14, 2022

SECTION ONE INTRODUCTION

Florida Housing Finance Corporation (“Florida Housing”) is soliciting competitive, sealed responses from qualified firms to provide single family homeownership loan servicing in accordance with the terms and conditions set forth in this Request for Qualifications (RFQ), and any other term and condition in any contract subsequently awarded. Respondents will be selected and determined through Florida Housing’s review of each response, considering the factors identified in this RFQ. Florida Housing expects to select one or more Respondents that propose to provide all of the services specified in this RFQ.

SECTION TWO DEFINITIONS

For purposes of this document, the following terms will be defined as follows:

“Automated Underwriting System” or “AUS”	A credit evaluation and underwriting system that evaluates borrower(s) eligibility based on specific guidelines imposed by FHA, USDA-RD, VA, Fannie Mae or Freddie Mac.
“Board”	The Board of Directors of Florida Housing Finance Corporation.
“Certificate”	A Freddie Mac Certificate, Fannie Mae Certificate or Ginnie Mae Certificate, as applicable.
“Committee”	The review committee composed only of employees of Florida Housing that is established pursuant to Rule 67-49.007, Fla. Admin. Code.
“Contractor”	A person or entity providing the professional services described in Section Four of this RFQ.
“Correspondent Lender”	A lender that has been approved by Florida Housing and the Servicer to originate loans under the Program but does not have the capacity to underwrite and table fund loans.
“Days”	Calendar days, unless otherwise specified.
“Effective Date”	The date the last party signs the contract that is awarded as a result of this RFQ.
“Fannie Mae”	Federal National Mortgage Association, a federally chartered and stockholder-owned corporation that purchases and securitizes mortgages.

“FHA”	Federal Housing Administration, a self-funded agency of HUD that insures mortgages.
“Florida Housing”	Florida Housing Finance Corporation, a public corporation and public body corporate and politic created by Section 420.504, Fla. Stat.
“Freddie Mac”	Federal Home Loan Mortgage Corporation, a federally chartered and stockholder-owned corporation that purchases and securitizes mortgages.
“Ginnie Mae” or “GNMA”	Government National Mortgage Association, a wholly owned corporation of HUD, which provides guarantees on mortgage revenue bonds backed by federally insured or guaranteed loans.
“Ginnie Mae Guaranty Agreement”	The agreement in which Ginnie Mae guarantees the timely payment of principal and interest on securities.
“HUD”	United States Department of Housing and Urban Development.
“Manual Underwriting”	A mortgage loan that is manually reviewed by a designated underwriter to determine if a borrower(s) credit history and income supports mortgage loan approval under FHA, USDA-RD, VA, Fannie Mae or Freddie Mac. Additional requirements may be imposed by FHA, USDA-RD, VA, Fannie Mae or Freddie Mac.
“Mortgage Loan”	Mortgage loans that are insured by FHA, Fannie Mae or Freddie Mac or guaranteed by USDA-RD or VA.
“Participating Lender” or “Lender”	A lender that has been approved by Florida Housing and the Servicer to originate loans under the Program.
“Program”	Florida Housing’s Homebuyer Loan Program.
“Respondent”	Any person or entity who has the capability in all respects to perform fully the requirements contained in this RFQ, and submits a response to this RFQ.
“Response”	The written submission by a Respondent to this RFQ.
“RFQ”	This RFQ, including all exhibits referenced in this document and all other documents incorporated by reference.

“Servicer”	The firm selected and approved by Florida Housing to provide servicing for the Program as defined by the Contract.
“Subordinate Loan”	Any subordinate loans made by Florida Housing in conjunction with a first mortgage loan made under the Program.
“TBA Market”	To Be Announced Market. The market in which mortgage backed securities (MBS) are sold.
“Trustee”	A financial institution that holds fiduciary responsibility and liability to enforce the terms of the trust indentures.
“USDA-RD”	An agency within the United States Department of Agriculture that is responsible for administering federal assistance, including single family loans, to rural areas of the United States.
“VA”	The United States Department of Veteran Affairs, a federal agency which provides benefits and services to veterans of the United States military, including single family mortgage loans.
“Website”	The Florida Housing Finance Corporation website, the URL of which is www.floridahousing.org .

SECTION THREE PROCEDURES AND PROVISIONS

A. Respondents will submit their Response to:

<https://www.floridahousing.org/legal/procurements/RFQ-2022-04-Document-Upload>

Florida Housing must receive the entire Response on or before 2:00 p.m., Eastern Time, on April 13, 2022, as Responses will be opened at that time. Any Responses received after the deadline will be considered non-responsive. One complete copy of the response in PDF format is preferred, unless specified otherwise in Section Six below, and the file name ought to contain a reference to both the solicitation number (RFQ 2022-04) and the name of the Respondent. Please note that the site will ask for the Respondent’s contact information and the solicitation number prior to being able to upload the Response. Florida Housing will not accept a mailed or faxed Response.

B. This RFQ does not commit Florida Housing to award a contract to any Respondent or to pay any costs incurred in the preparation or mailing of a Response.

C. All services under the contract awarded are to be performed solely by the Contractor, unless subcontracted or assigned with the prior written approval and consent of Florida Housing.

D. Florida Housing reserves the right to:

1. Waive minor deficiencies and informalities;
2. Accept or reject any or all Responses received as a result of this RFQ;
3. Obtain information concerning any or all Respondents from any source;
4. Request an oral interview before the Board from any or all Respondents;
5. Select for contract negotiation or for award a Response other than (or in addition to) that with the highest score in order to serve the best interests of Florida Housing and the public; and
6. Negotiate with the successful Respondent with respect to any additional terms or conditions of the contract.

E. Any interested party may submit any question regarding this RFQ in writing via e-mail to the Contract Administrator at Contract.Admin@floridahousing.org. All questions must be submitted no later than 2:00 p.m., Eastern Time, on March 30, 2022. Phone calls will not be accepted. Florida Housing expects to respond to all questions in writing by 5:00 p.m., Eastern Time, on April 6, 2022. Florida Housing will post a copy of all questions received and the corresponding answers on Florida Housing's website at:

<http://www.floridahousing.org/legal/procurements/request-for-qualifications>.

Only written responses or statements from the Contract Administrator that are posted on our website will bind Florida Housing. No other means of communication, whether oral or written, may be construed as an official response or statement from Florida Housing.

F. Between the release of the solicitation and the end of the 72-hour period following the posting of the notice of intended award, respondents to this solicitation or persons acting on their behalf may not contact any member of Florida Housing's Board of Directors or any Florida Housing employee concerning any aspect of this solicitation, except in writing to the Contract Administrator. Violation of this provision may be grounds for rejecting a response.

G. Any person who wishes to protest the specifications of this RFQ must file a protest in compliance with Section 120.57(3), Fla. Stat., and Rule Chapter 28-110, Fla. Admin. Code. Failure to file a protest within the time prescribed in Section 120.57(3), Fla. Stat., will constitute a waiver of proceedings under Chapter 120, Fla. Stat.

H. The term of the contract will be for two years, subject to satisfactory performance at the sole discretion of Florida Housing. If the parties mutually agree in writing, the contract may be renewed once for an additional three years.

I. Florida Housing is not required to use the services of any selected Contractor or to assign any work to such provider, and may terminate the contract with any selected Contractor without cause and without penalty.

J. Pursuant to Rule 67-49.004, Fla. Admin. Code, Florida Housing may modify the terms of the RFQ at any point prior to the due date for Responses. A notice of such modification will be posted on Florida Housing's Website. Any Respondent will have at least seven days from the date of the posting of the notice of the modification to submit or modify its Response.

K. The terms of this RFQ, and any modifications thereto, will be incorporated into any contract offered as a result of this RFQ. Failure of a successful Respondent to accept these obligations in the final contract may result in cancellation of the award.

SECTION FOUR SCOPE OF SERVICES

Florida Housing intends to select a master servicer that will provide purchasing, pooling, selling and servicing of Mortgage Loans and consulting on overall performance design and performance. Multiple Participating Lenders¹ originate the loans for sale to the master servicer for FHA, USDA-RD, VA, Fannie Mae and Freddie Mac.

The Respondent must be able to provide the following services to be considered for selection under this RFP:

A. Lender Management - Provide lender approvals to eligible Lenders and execute contracts recognizing them as Participating Lenders. Provide annual recertification of Participating Lenders.

B. Loan Purchases and Process

1. Accept loans underwritten with Fannie Mae Desktop Underwriter (DU), Freddie Mac Loan Prospector (LP) and/or Freddie Mac Loan Product Advisor (LPA), USDA-RD's Guaranteed Underwriting System (GUS) and other automated underwriting systems (AUS) as permitted by FHA and VA. Have the ability to accept loans manually underwritten to FHA, USDA-RD, VA, Fannie Mae and Freddie Mac guidelines.

2. Purchase loans, advance funds for lender compensation and reimburse funds for the Florida Housing second mortgages.

C. Lender Customer Service and Training

1. Provide quality customer service, including communication and consultation with Participating Lenders regarding operations issues such as the loan purchase process, final documents and servicing.

¹ There are currently 240 Lenders.

2. Hold training for Lenders via teleconference or webinar as requested by Florida Housing staff.

D. Loan Review, Purchase, Pooling and Securitization

1. Perform document custodian activities, including confirmation that all applicable Florida Housing documents are present, complete and correctly executed.

2. Perform loan-level review to ensure purchase compliance.

3. Pool loans per Florida Housing's instructions.

4. Issue Government National Mortgage Association (GNMA) certificates (in the form of GNMA I or GNMA II securities) and pool and delivery loans to Fannie Mae and Freddie Mac in exchange for securities expeditiously.

5. Sell securities and/or certificates to Florida Housing expeditiously.

6. Repurchase non-conforming loans for resale to originating lender.

7. Sell newly originated whole loans via the Fannie Mae/Freddie Mac cash window.

E. Loan Servicing

1. Service purchased, pooled, and sold loans.

2. Service first mortgages in compliance with FHA, USDA-RD and VA, Fannie Mae and Freddie Mac requirements.

3. Consult with Florida Housing on GNMA, Fannie Mae, Freddie Mac, FHA, USDA-RD and VA requirements specific to origination, servicing, securitization and pooling.

4. Consult with Florida Housing regarding regulatory compliance updates or changes that would impact the origination, and subsequently the delivery, of loans in Florida Housing's Homebuyer Loan Program.

5. Provide Florida Housing, with the data or reports required for securitization, IRS reporting, Preliminary Official Statement/Official Statement development, portfolio management and lender performance review. Provide bond accounting information that includes but is not limited to prepayments and curtailments.

6. Provide information at least monthly as to the number of Lender loan repurchases and non-purchased loans.

7. Purchase loans on a daily basis and warehouse loans as needed until such loans are pooled and settled.

8. Service subordinate liens.
9. Provide loss mitigation strategies and options that support sustainable homeownership.
10. Export data to and import data from a third-party origination and reservation system.
11. Provide customer service orientation to Participating Lenders and collaborate with Florida Housing in maintaining robust Lender participation.

SECTION FIVE CERTIFICATION

Do not reproduce the language of Section Five in the Response. By inclusion and execution of the statement provided in Section Six, subsection I, of this RFQ, each Respondent certifies that:

A. The Respondent submits this Response without prior understanding, agreement, or connection with any person or entity submitting a separate Response for the same services. However, any agreement with a person or entity with whom the Response is jointly filed and such joint filing is made clear on the face of the Response will be an exception so long as the Response is in all respects fair and without collusion or fraud.

B. Any material submitted in response to this RFQ is a public record pursuant to Chapter 119, Fla. Stat., and subject to examination upon request, but only after Florida Housing provides a notice of decision pursuant to Section 120.57(3), Fla. Stat., or within 30 days after the Response is opened, whichever is earlier.

C. The Respondent, if awarded a contract under this RFQ, will comply with Section 420.512(5), Fla. Stat. For the purpose of Section 420.512(5), Fla. Stat., “Prohibited Business Solicitation Communications” is defined by Section 420.503(33), Fla. Stat.

D. The Respondent further affirms it is in compliance with Section 420.512(5)(c), Fla. Stat.

E. The Respondent is in compliance with Section 287.133(2)(a), Fla. Stat.

F. The Respondent is in compliance with Section 448.095, Fla. Stat.

G. The Respondent understands and agrees to cooperate with any audits conducted in accordance with the provisions set forth in Section 20.055(5), Fla. Stat.

H. Pursuant to Section 119.0701(2)(b), Fla. Stat., the Respondent, if awarded a contract under this RFQ, will be required to comply with public records laws, specifically to:

1. Keep and maintain public records required by Florida Housing to perform the service.

2. Upon request from Florida Housing’s custodian of public records, provide Florida Housing with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in this chapter or as otherwise provided by law.

3. Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the contract term and following completion of the contract if the contractor does not transfer the records to Florida Housing.

4. Upon completion of the contract, transfer, at no cost, to Florida Housing all public records in possession of the contractor or keep and maintain public records required by Florida Housing to perform the service. If the contractor transfers all public records to Florida Housing upon completion of the contract, the contractor shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the contractor keeps and maintains public records upon completion of the contract, the contractor shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to Florida Housing, upon request from Florida Housing’s custodian of public records, in a format that is compatible with Florida Housing’s information technology systems.

If the Contractor has questions regarding the application of Chapter 119, Florida Statutes, to the Contractor’s duty to provide public records relating to this contract, contact the Corporation Clerk at:

**Corporation Clerk
227 N. Bronough Street, Suite 5000
Tallahassee, Florida 32301-1329
Phone: 850.488.4197
E-mail: Corporation.Clerk@floridahousing.org**

Notwithstanding anything contained herein to the contrary, the provisions and requirements of this paragraph will only apply if and when the Contractor is acting on behalf of Florida Housing.

I. The Respondent acknowledges that if awarded a contract it will be prohibited from engaging in activities in connection with services related to Florida Housing transactions that produce direct or indirect financial gain for the Respondent other than for the compensation agreed upon in the contract that results from this RFQ, unless that Respondent has Florida Housing’s written consent after Florida Housing has been fully informed of such activities in writing.

J. The Respondent acknowledges that if awarded a contract it will be prohibited from engaging in any actual, apparent, or potential conflict of interest. Should any such actual, apparent, or potential conflict of interest come into being subsequent to the effective date of the contract and prior to the conclusion of the contract, the Respondent will provide written notification (Notice of Conflict of Interest) to Florida Housing’s Contract Administrator within 10 working days for

review by Florida Housing’s Executive Director in consultation with the Ethics Officer. If the Respondent is found to be in non-compliance with this provision, any compensation received in connection with this contract will be subject to forfeiture to Florida Housing.

K. The Respondent, in submitting this Response, acknowledges and agrees that the terms and conditions of this RFQ, as well as any modifications thereto, will be incorporated into any contract offered as a result of this RFQ.

L. CERTIFICATION STATEMENT:

THE FOLLOWING WILL BE REPEATED IN THE RESPONDENT’S RESPONSE AND SIGNED BY AN INDIVIDUAL AUTHORIZED TO BIND THE RESPONDENT. THIS IS A MANDATORY ITEM. FAILURE TO INCLUDE THE CERTIFICATION STATEMENT BEARING AN ORIGINAL SIGNATURE, EXACTLY AS STATED AND WITHOUT ANY ADDITIONS, DELETIONS OR CAVEAT LANGUAGE, WILL RESULT IN REJECTION OF THE RESPONSE.

“I agree to abide by all conditions of RFQ 2022-04 and certify that all information provided in this Response is true and correct, that I am authorized to sign this Response as the Respondent and that I am in compliance with all requirements of the RFQ, including but not limited to, the certification requirements stated in Section Five of this RFQ.”

Authorized Signature (Original)

Print Name and Title

**SECTION SIX
INFORMATION TO BE PROVIDED IN RESPONSE**

In providing the following information, restate each item and sub-item (with its letter and number), limit your Response to one attachment. Responses to the items must be included immediately after the restated items without any reference to any appendix.

A. COVER LETTER

Each proposal must be accompanied by a cover letter that contains a general statement of the purpose of submission and includes the following information.

1. The name, job title, address, office and cellular telephone numbers, and e-mail address of a primary contact person, who will be responsible for day-to-day contact with Florida Housing, and any backup personnel who would be accessible if the primary contact cannot be reached.

2. Legal business status (individual, partnership, corporation, etc.) and address and telephone number of the Respondent.

B. REQUIRED DOCUMENTATION

In addition to being able to provide the services listed in Section Four, the Respondent must meet the following requirements to be considered for selection under this RFP:

1. Provide documentation demonstrating that the Respondent:
 - a. Is approved by GNMA to issue mortgage backed certificates insured by GNMA;
 - b. Is an FHA, USDA-RD and VA-approved mortgagee;
 - c. Meets all the issuer eligibility requirements of Ginnie Mae; and
 - d. Is approved by GNMA to issue mortgage-backed certificates guaranteed by GNMA.
2. Provide documentation demonstrating that the Respondent is approved by Fannie Mae and Freddie Mac to sell and service conventional mortgage loans, meet all of the eligibility requirements of Fannie Mae and Freddie Mac and is approved by Fannie Mae and Freddie Mac to deliver qualified mortgage loans to Fannie Mae and Freddie Mac to back Fannie Mae and Freddie Mac Certificates, respectively, and is approved to service such mortgage loans.
3. Provide documentation demonstrating that the Respondent has at least three years of current experience with state and local housing finance authorities in a mortgage revenue bond mortgage backed securities (MBS) program (threshold applies to the company not individual employees of the company).
4. Provide evidence that the Respondent is qualified to do business in the State of Florida.
5. Provide evidence that the Respondent is an entity qualified to service loans in the State of Florida.
6. Provide evidence that the Respondent has the ability to service Subordinate Loans and is able to purchase loans on a daily basis.
7. Provide evidence that the Respondent can provide a current attestation report, in accordance with the Statement on Standards for Attestation Engagements (SSAE) No. 18, Service Organization Controls (SOC) as issued by the AICPA, or superseding guidance, addressing controls at the organization relevant to the organization's processing for Florida Housing. This report, at a minimum a SOC 1 Type 2 report, should be performed at least annually covering a period of 12 months. For the successful Respondent, the report must cover, at a minimum, 6 months of the Florida Housing fiscal year (January through December) being audited. If a minimum of 6 months of the Florida Housing fiscal year is not covered by the report, a bridge letter for the period not covered must be provided. A copy of the report, and bridge letter when required, should be provided to Florida Housing's program contact upon

issuance but must be provided no later than the last day of the first quarter of each calendar year.

C. GENERAL INFORMATION

1. Provide an overview of the Respondent's firm that includes the length of time that the Respondent has been in business, with reference to any significant changes in the management and/or structure or holding company, including any mergers that occurred in the last three years or are expected to occur.

2. Describe any ongoing or planned systems integration and its impact on human resources and systems capacity.

3. Describe any merger-related costs and their impact on the Respondent's capital requirements of local, state or federal regulatory entities.

4. Identify any servicing contracts that expired and were not renewed in the past 12 months. Identify any servicing contracts that were terminated before expiration. Include an explanation for each termination.

5. Provide the total number and dollar amounts of HFA and non-HFA loans purchased and the total number of HFA and non-HFA loans currently serviced by your company as of the end of your most recent fiscal year.

6. For each of the last five years, provide the ratings for your current MRB MBS portfolio(s) and specifics including delinquency rates to include the percent of loans at 30-days, 60-days, 90+ days (excluding loans in foreclosure), loans in foreclosure and the number and dollar amount of loans currently serviced.

7. Provide the most recent ratings, if applicable, by third party rating agencies including customer service rating, regulatory rating, and credit rating.

D. WORK PLAN FOR SCOPE OF SERVICES

Describe the Respondent's ability to provide the services required in Section Four of this RFP. Include a list of HFAs currently being served and the composition of the portfolio(s) currently being serviced, including loan type, property type, and geographic location.

E. EXPERIENCE AND RESOURCES

1. List the names and titles of all the Respondent's personnel who will be assigned to perform the services requested in Section Four of this RFP.

2. Describe the approach to maintaining and ensuring compliance with policies and procedures manuals for employees.

3. Describe the identified personnel's assigned responsibilities, length of time in the employ of the Respondent, and provide resumes of the identified personnel.

4. List the person who will be the primary contact for Program service and support. State where located, hours of availability, and list the other clients for which this person also serves as a primary contact.

F. SYSTEM SOFTWARE

1. Describe the system and software used for Program administration and loan servicing. Include a description of the reporting capabilities of the system, identify the types of reports that Staff will be able to download or access from the system independently, and indicate the system's capacity to import historical program data for the purposes of analysis and reporting. (Note: Florida Housing may require that the Respondent provide a software demonstration.)

2. Describe the technology systems used by your company pre and post purchase to facilitate data transfers (such as a data diagram that describes the data flow), reporting, loan inventory, and Florida Housing's access.

3. Describe your process in importing and exporting data with a third-party compliance administrator.

4. Describe your ability to export data compiled by you from Lenders, and your review and delivery to Florida Housing.

5. Describe the system's compatibility with HUD's current tracking system, Integrated Disbursement and Information Systems (IDIS), and describe the commitment of the Respondent to continuing compatibility with any successor HUD tracking system.

6. Describe your business continuity plan in the event of computer system failure, natural disasters, etc. Describe any Service Level Agreements with third-party providers of online loan reservation and tracking systems.

7. Provide a list of standard reports available to Florida Housing through your servicing system and process for obtaining custom reporting through your servicing system by Florida Housing.

G. LOAN REVIEW AND PURCHASE PROCESS

Describe your company's proposed loan purchase service level and technology:

1. Provide credit requirements which may include, but are not limited to, minimum FICO scores, debt-to-income ratios, and any unallowable products or property types. Provide a copy of your current credit overlays that exceed the credit underwriting requirements of FHA,

USDA-RD, VA, Fannie Mae and Freddie Mac for AUS or manually underwritten loan approval.

2. Describe your process in communicating file deficiencies and assisting Lenders in clearing deficiencies so that loans are purchased timely. This may include but is not limited to: frequency of Lender contact, updating of cleared deficiencies in the system, updating of deficiency reporting, and method of communication to Lenders.

3. Describe the average number of days from receipt of a loan file from Lender to review and assign deficiencies for your HFA clients.

4. Provide the average number of days to clear loan file deficiencies for your HFA clients.

5. Provide the average number of days from file receipt to loan purchase.

6. Describe your loan purchase and funding process.

7. Provide your policy and process regarding the application of waivers and/or exceptions granted by Florida Housing to facilitate Program compliance deficiency resolution in regard to applicable loan program and collateral documents which may include, but is not limited to, second mortgage disclosure documents and second mortgage security documents.

8. If you determine that a loan is non-purchasable, please describe your procedures in notifying lender and processing required assignments of mortgage and notes.

9. Provide a sample of a payoff statement for an HFA first and second mortgage and describe the process title companies, borrowers or other interested parties are required to follow in order to obtain a payoff statement.

H. LENDER AND HFA COMMUNICATION

1. How do you communicate updates, changes and other important Program announcements to Participating Lenders?

2. Describe your lender training process, methodology and any tools that may be provided to Lenders to aide them in the delivery of purchasable loans.

3. Describe your process and timeline for implementing new Programs and products put forth by your HFA partners.

I. FEES

The selected Servicer will pay to Florida Housing a Servicing Release Premium (SRP). For this section, please provide the following:

1. SRPs for Ginnie Mae, Fannie Mae and Freddie Mac MBS for each of the servicing structures listed in Table 1 below.

TABLE 1 SERVICING RELEASE PREMIUMS PROVIDE PRICING AS OF APRIL 6, 2022						
Servicing Release Premium (%)						
Monthly Servicing Fee	0.190%	0.315%	0.440%	0.565%	0.690%	0.250%
FHA						N/A
RD						N/A
VA						N/A
FNMA HFA Preferred	N/A	N/A	N/A	N/A	N/A	
FHLMC HFA Preferred	N/A	N/A	N/A	N/A	N/A	
As of 2/18/2022, the government lending rate was 3.75% and the conventional lending rate 4.25%. The minimum FICO is 640 and the average home loan amount is \$210,296.						

2. Upfront, ongoing or new program fees to be charged for subordinate mortgages.
3. Identify any other fees or expenses payable by Florida Housing or borrower or seller in connection with your purchase of loans and the creation of MBS.
4. Identify if you are able to offer servicing for FICO scores that are lower than outlined in Table 1 above and discuss the SRP one might receive for this lower FICO loan.
5. Identify if you offer servicing for mobile homes and land. If so, outline program parameters to include minimum FICO and Maximum Debt to Income Ratios, and the SRP paid to the HFA for this option

NOTE: Program support costs shall be borne by the Respondent and include all costs relating to providing services required under this contract. These services include but are not limited to: new lender review and monitoring, lender training expenses, lender compliance manuals, , and any cost or fee incurred in carrying out the obligations of the Respondent under this RFQ and Contract. Florida Housing will not reimburse the Respondent for any costs incurred prior to, during, or after the contract term.

FINAL FEE SCHEDULE WILL BE SUBJECT TO NEGOTIATION.

J. LOSS MITIGATION

1. Describe your loss mitigation strategy for Program loans.
2. What is your servicing tier ranking/rating with HUD FHA, USDA-RD, VA, Fannie Mae and Freddie Mac? What is your success rate?
3. List years of experience in management and staff engaged in loss mitigation efforts and include the number of loan servicing staff and the number of delinquent loan servicing staff.
4. What is the default servicing make-up between different segments of your team (i.e. collections, bankruptcy, foreclosure, etc.). How do they interact?
5. What is your process for outreach and solicitation to borrowers?
6. What is your philosophy in loss mitigation efforts?

K. LENDERS

1. Describe Lender performance evaluation process and reporting. Provide a sample of your Lender scorecard with the parameters and thresholds used in determining scoring or rating of Lender.
2. Describe your process for determining eligibility requirements and approving Lender applications for participation in the Program.
3. Once approved as a Participating Lender, are there any additional requirements to originate specific property types or products? Such programs or products may include, but are not limited to condominiums, manufactured housing, rehabilitation, and renovation programs.
4. Describe any planned or anticipated changes to your company's current lender management policies and processes.

REMAINDER OF PAGE INTENTIONALLY LEFT BLANK

L. DRUG-FREE WORKPLACE

If the Respondent has implemented a drug-free workplace program, the Respondent must submit the following certification indicating that it meets all of the requirements of Section 287.087, Fla. Stat.:

I hereby certify on behalf of the Respondent, under the terms of RFQ 2022-04, that the Respondent has implemented a drug-free workplace program pursuant to Section 287.087, Fla. Stat.

Authorized Signature: _____
Print Name: _____
Print Title: _____

M. MINORITY BUSINESS ENTERPRISE

If the Respondent is a minority business enterprise as defined in Section 288.703, Fla. Stat., the Respondent must submit the following certification:

I hereby certify on behalf of the Respondent, under the terms of RFQ 2022-04, that the Respondent is a “minority business enterprise” as defined in Section 288.703(3), Fla. Stat.

Authorized Signature: _____
Print Name: _____
Print Title: _____

N. CERTIFICATION (Mandatory Item)

FAILURE TO INCLUDE THE CERTIFICATION STATEMENT LOCATED IN SECTION FIVE OF THIS RFQ BEARING AN ORIGINAL SIGNATURE WILL RESULT IN REJECTION OF THE RESPONSE.

REMAINDER OF PAGE INTENTIONALLY LEFT BLANK

**SECTION SEVEN
EVALUATION PROCESS**

The individual Committee members will independently evaluate the Responses by reviewing the answers to each of the items identified in Section Six of this RFQ and assigning points up to the maximum points allowed for each item. The points available for items in Section Six are to be evaluated are as follows:

<u>Item Reference</u>	<u>Maximum Points</u>
C. General Information	20
D. Work Plan for Scope of Services	40
E. Experience and Resources	35
F. System Software.....	45
G. Loan Review and Purchase Process	25
H. Lender and HFA Communication	25
I.1. Fees.....	60
I.2.-I.5. Fees.....	15
J. Loss Mitigation	35
K. Lenders	50
Total Points Available.....	350

In the event of a tie, Florida Housing will give preference in the award process to the Response certifying a drug-free workplace has been implemented in accordance with Section 287.087, Fla. Stat. If a tie continues to exist, Florida Housing will give preference to minority business enterprises as defined in Section 288.703, Fla. Stat.

The Committee will conduct one or more public meetings during which members will discuss their evaluations and develop a recommendation or series of recommendations to the Board. The Committee’s recommendation will be based on the cumulative scoring and information gathered from the non-scored items. The Board may use the Responses, the Committee’s scoring, the non-scored items in the Responses, any other information or recommendation provided by the Committee or staff, and any other information the Board deems relevant in its selection of Respondents to whom to award a contract.

**SECTION EIGHT
AWARD PROCESS**

Florida Housing will provide notice of its decision, or intended decision, for this RFQ on Florida Housing’s Website the next business day after the applicable Board vote. After posting, an unsuccessful applicant may file a notice of protest and a formal written protest in accordance with Section 120.57(3), Fla. Stat. Failure to file a protest within the time prescribed in Section 120.57(3), Fla. Stat. or failure to post the bond or other security required by law within the time allowed for filing a bond will constitute a waiver of proceedings under Chapter 120, Fla. Stat.