

**Responses to Questions Received with Respect to
Quality Assurance/Qualify Control (QA/QC) Vendor Solicitation**

Questions regarding 30 page limit:

- Can you confirm that the cover page, table of contents, and transmittal letter are excluded from the 30 page limit?
- The instructions note that the RFP response should not exceed 30 pages. Would TDHCA consider excluding some or all of the following from the 30 page requirement - Title Page, Transmittal Letter, Table of Contents, required Exhibit forms?

RESPONSE: Respondents may exclude a Cover or Title Page, Transmittal Letter, Table of Contents, and the Required Exhibits from the page count for purposes of the 30 page limit.

For the uploading of our proposal, can you confirm that we will use the same Serv-U account provided to us previously, or will you be providing credentials for a new account?

RESPONSE: Please email john.tomme@tdhca.state.tx.us to confirm the Serv-U account for upload of your proposal.

How many applications do you anticipate receiving in total, for the Mortgage Reinstatement Program and for the Property Charge Default Resolution Program?

RESPONSE: Based on current information and subject to plan changes that may be made in the future, TDHCA anticipates that approximately 80,000 applications will be received in total split 50/50 between the two programs.

Questions regarding the sampling of applications:

- What is the anticipated number of applications for the HAF program per year that will be monitored in scope item VI.12 (page 4 of the RFP)?
- What is the sampling percentage currently being considered by TDHCA for work performed in scope item VI.12 (page 4 of the RFP)?

RESPONSE: TDHCA anticipates that approximately 10% of applicant files will be part of the random sampling, to include sampling at the eligibility, payment calculation, and post-payment stages.

The RFP mentions the use of Yardi Systems, Inc. (page 1 of the RFP). What is TDHCA's approach to extract bulk data out of the Yardi system?

RESPONSE: TDHCA has the ability, at any time, to download any and all data fields from the Yardi system into an excel file.

Does the testing scope include system performance testing such as load testing, stress testing, spike testing, etc.?

RESPONSE: The scope of services of the QA/QC Vendor will not include system performance testing, such as load testing, stress testing, spike testing, etc.

Have the HAF Service Vendors incorporated fraud, waste and abuse detection elements into the system design? If yes, please describe these elements.

RESPONSE: Design elements have been incorporated, including the following:

- Duplicate checking on all homeowner applications.
- All Loan Servicers are vetted and proactively on-boarded into the system for processing. All homeowner applications must be agreed to and confirmed by the Loan Servicer.
- All Tax Authorities, Insurance Agents, Homeowner Associations are proactively on-boarded into the system for processing.
- The system accommodates application review and reporting access for members of TDHCA for oversight and review.
- Payments sent to loan servicer/property charge payee, not to homeowner
- ACH micro-deposit verification required before payments issued.
- Multi-level case review and approval process. Two persons required to approve any one case.
- Documentation required from homeowner to establish income level and financial hardship.
- Cap on allowable payments set at \$40,000

Has the State's HAF application, eligibility and disbursement program been designed by the HAF Service Vendors already? Is this scope of work intended to run concurrently with those design activities?

RESPONSE: Design and implementation of the HAF application, eligibility, and disbursement program are already in process by TDHCA and the HAF Service Vendors. The scope of work is not intended to run concurrent with those design activities.

The RFP indicates the initial pilot will be conducted on TDHCA's loan portfolio managed by its Master Servicer. Will the scope of work include direct interaction with the Master Servicer? If

yes, please provide the name of the Master Servicer and any additional servicers that the scope of work will include direct interaction.

RESPONSE: The scope of the work should not include direct interaction with any of the servicers, including the Master Servicer.