

Questions and Answers as of May 17, 2021 to CHFA 235-Request for Proposals (“RFP”) for Technology Solution for Administering Homeownership Assistance Funds:

Question: Is CHFA looking for an off-the-shelf solution/a product that already exists or is CHFA looking for a customized solution that fits exactly what the needs are requirements are?

Answer: CHFA is looking for a solution that will meet its needs.

Question: What is the anticipated go-live date?

Answer: CHFA would like to go live with the full program within the next three months.

Question: Is CHFA asking for the software to have ACH/Payment features within the solution?

Answer: No, it is not required

Question: Would an export of a payment file into .csv (spreadsheet) of all data be acceptable for CHFA to import into a financial management system for ACH/payment processing?

Answer: Yes, it is acceptable

Question: What tax forms is CHFA looking for the software to generate?

Answer: An export file (.csv format) to CHFA’s tax software is acceptable

Question: Is CHFA asking that the software solution provide a call center?

Answer: It is not required that the software solution provide a call center. CHFA is asking if the vendor has an optional call center service option as an add-on to a solution.

Question: Is CHFA looking for an optional feature to provide ACH/direct deposit functionality within the software?

Answer: It is not required. CHFA is asking if the vendor has an (optional) ACH/direct deposit add-on to the solution.

Question: Please define Connecticut presence?

Answer: Connecticut presence means having an office in the State of Connecticut.

Question: Please confirm the amount of HAF and/or other funding sources the state is looking to manage within our solution? Please confirm the State of Connecticut HAF allocation of \$123,136,792.00

Answer: Based on currently known information, the solution should manage a total of approximately \$123 million minus administrative costs.

Question: Is CHFA looking to launch a “Pilot Period”? If yes, what is the timeline proposed for the Pilot Period?

Answer: The duration of the Pilot Period is approximately 2-3 months. The Pilot Program will begin on or about May 25, 2021.

Question: What, if any, statewide contract does CHFA anticipate utilizing for the procurement of the products and services associated with this RFP/What type of contract will be used for this work?

Answer: CHFA anticipates utilizing its template contract for the products and services associated with this RFP.

Question: Does CHFA assign weights to the eight (8) items in the evaluation for the Technology Solution for administering Homeownership Assistance Funds?

Answer: CHFA does not have any information to share on the weighting assigned for each of the items identified in the RFP.

Question: How many staff users do you anticipate the system will need to support?

Answer: The solution will be utilized by CHFA staff and other program partners assisting the processing of applications. While the exact number of users is unknown, the system should allow unlimited users.

Question: How many program applicants do you anticipate the system will need to support?

Answer: The number of applications is unknown.
