

**Questions and Responses as of February 16, 2021 to CHFA 232 Request for Proposals for
Comprehensive Online Homebuyer Education Program:**

Question: Is there a current in-person training program in place for much of the online training that needs to be created? If so, is there an incumbent for this work or can CHFA provide a current list of instructors?

Response: There is no in-person training program in place; two internal staff members will administer the online homebuyer education program provided.

Questions: Is there an anticipated budget or budget range for this work?

Response: It is anticipated that the budget for the program may range from \$25,000 to \$75,000.

Question: Does CHFA have an indication of the number of potential courses that CHFA anticipates will be created under this contract?

Response: The current need is for one online homebuyer education program: the pre-purchase online homebuyer education course.

Question: Can CHFA provide some of the potential course titles or topics that will be created under this contract? Are these courses anticipated to be an hour in length?

Response: The pre-purchase online homebuyer education course is a 6-8 hour course.

Question: Does CHFA prefer the cost proposal to be bid on a per course price or based on hourly rates?

Response: CHFA prefers that the cost provided is per course.

Question: Does CHFA require the learning management system (LMS) to be a part of this bid or will the courses be hosted and housed in a CHFA website?

Response: The course(s) will be hosted and housed in a CHFA website.

Question: Is it an option to build a custom solution platform where all operations, content management, and user management can be customized based on CHFA's requirements?

Response: CHFA is willing to consider this option; while customization could be a benefit, CHFA is also considering firms who already have a comprehensive web-based education program created and available for use.

Question: Does the work have to be performed in the United States or can the platform be developed offshore?

Response: The work may be performed offshore.

Question: What is the expected timeline to implement this solution?

Response: The expected timeline is one to three months.

Question: Will the respective training material to be uploaded be provided by CHFA?

Response: While CHFA may provide training material specific to Connecticut law and/or guidelines, it is the expectation that the educational program has been created to meet the scope of services presented in the RFP.

Question: Can you provide more details on a custom solution (such as the number of expected users, the browser supported mobile application and hosting details)?

Response: The number of expected users annually can range from 1,000-2,000 individuals. CHFA is open to hosting the application on its website, or licensing the use of the application and providing a link to the host website.

Question: If a custom solution is proposed, how would the following evaluation criteria be applicable: “Meet or exceed the “National Industry Standards for Homeownership Education and Counseling” and endorsed by the U.S. Department of Housing and Urban Development.”

Response: This criteria will be evaluated for customized solutions based upon the provider’s experience and track record of building similar education programs for public use. Consideration will also be given to the provider’s communication of its understanding of the National Industry Standards and the homebuyer education and counseling requirements set by the U.S Department of Housing and Urban Development.

Question: Is it CHFA’s intention to continue to offer a single approved online homebuyer course, or is it to add another option for homebuyers?

Response: CHFA’s intention is to continue offering an online pre-purchase homebuyer education course; however CHFA is also seeking additional online homebuyer education courses that may be available to homebuyers/homeowners of Connecticut.

Question: Can you further explain this services requirement? “Capability to link with local HUD-approved housing counseling agencies.” What does “link” mean?

Response: “Link” means connecting the participant of the online course to a local, HUD approved agency should they have questions on the educational content or as an added resource for individuals who wish to seek additional education/counseling. This “link” can be built into the online program, where the participant is automatically connected to a specific agency (on a rotating basis) or the agency’s contact information can be provided within the course and the participant can then choose which agency they wish to contact.

Question: Does CHFA wish for applicants to submit insurance certificates along with the RFP?

Response: Responses to the RFP should include evidence of the requested insurance.

Question: Is there a desired format for RFP responses? Is a line by line response to each question expected?

Response: There is no desired format for responses. However, all requested questions must be answered and materials requested information provided.

Question: What is the review period for received proposals? Are there any additional activities that may be requested in the review period?

Response: CHFA may request additional information or clarification of information provided during the review period.

Question: Who is a part of the review committee for RFP responses?

Response: The review committee is comprised of CHFA staff members.