

City of Cleveland
Justin M. Bibb, Mayor
Department of Community Development
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Request for Proposals

**Professional Services for Acquisition, Project Management and
Implementation of a Comprehensive Loan Servicing System**

January 16, 2024

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OVERVIEW

The City of Cleveland, Department of Community Development (“CD”) invites interested vendors to submit proposals to provide professional services to implement a Comprehensive Loan Servicing System, to include Loan Tracking, Billing, Collections and Reporting functions.

The selected vendor will be required to provide project management for the implementation of the system(s).

The City of Cleveland, Department of Community Development (CD) is responsible for the management of approximately \$150,000,000.00 in loans. CD has a unique need for program and financial information due its responsibilities in meeting internal and external reporting requirements of these various loans.

The selected Vendor must demonstrate a broad knowledge and experience in providing project management, business process, change management, and consulting services related to system development and implementation for municipal organizations. Specific expectations of the Vendor are detailed in the Statement of Work and Deliverables sections below.

While the City intends to proceed with this RFP process, the City does not guarantee that it will contract for any or all intended services described herein. While it is the City’s intent to move forward with all components of the project, it may be necessary to focus on those components that have the highest value and/or priority from the City’s perspective.

ANTICIPATED TIMELINE

Listed below are specific and estimated dates and times of actions related to this Request for Proposal (“RFP”). Actions with specific dates must be completed as indicated unless otherwise changed by the City of Cleveland (“City”). In the event the City finds it necessary to change any of the specific dates or times in the calendar of events listed below, it will do so by issuing an addendum to this RFP. There may or may not be a formal notification issued for changes in the estimated dates and times.

Milestone	Timeframe
RFP Solicitation	February 1 to February 16, 2024
Deadline for Submitting Clarifying Questions to City	February 16, 2024
Distribution of City Responses to Vendor Questions	February 19, 2024
Vendor Proposals Due	February 29, 2024

DEFINITIONS

The following definitions are used throughout the RFP:

- Client or City means City of Cleveland, Ohio.
- Vendor or Proposer means a firm, company or organization submitting a proposal in response to this RFP.

STATEMENT OF WORK (SOW)

The Vendor's formal response to this RFP must show a clear understanding of the scope of services being requested by the City as prescribed in the Statement of Work ("SOW"). The selected Vendor will be required to work with the City's project team to lead the implementation project and must work with the selected Vendor's project manager and systems integrator as appropriate.

CD's current loan servicing system is a web application.

DELIVERABLES

- RFP for a Loan Servicing Software System
- Vendor evaluation documentation
- Project management plan approved by the City
- Project close out and post implementation review

MINIMUM QUALIFICATIONS

1. Demonstrated experience of the Vendor on work of a similar nature.
2. An enterprise solution that will facilitate automated billing and payment processing.
3. A scalable, modular software package that includes functionality for, but is not limited to: Accounting, Audit Trail, Amortization Scheduling, Billing, Collections Management, Compliance Management, Document Management and Integration, Escrow Administration, Insurance tracking/verification and Standard and Ad Hoc reporting.
4. A fully integrated enterprise solution that utilizes standard data import/conversion techniques to migrate existing customer account data from existing data sources into the new system database.
5. Electronic Data Interchange (EDI) capabilities with major Enterprise Resource Management (ERP) systems.

6. Ability to establish account alerts, notifications, and produce comprehensive mail/email distributions.
7. Dashboarding functions to enable comprehensive viewing/status of portfolio.
8. Demonstrated ability to provide continuity of skilled consultant resources throughout the duration of the project.
9. Ability to form effective working relationships with management, supervisory, operational and technical personnel from the City, other involved vendors, and any other stakeholders engaged in the success of the project.
10. Capacity and capability to manage milestones and perform the work within project schedule and budget.
11. Ability to consistently meet deadlines while exercising strong project and fiscal controls.

The software application data would reside on a cloud-based server while the software is installed on each workstation for which a software license has been purchased. This shared source for information (loan data, as well as documents) must allow users to seamlessly and instantly access the same information.

System must support group level permissions, produce user security profile report on demand, and must support all common printing formats.

- Software must allow use of security class/profiles/roles that can be used as templates that can be modified for setting up new users.
- Software must provide a report manager utility to enable users to request, view, store, archive and restore reports. Report manager will also track multiple versions of reports and provide SQL ad-hoc report capability. Software must be capable of displaying and printing any report that is generated and export to Microsoft Excel/Word and Adobe PDF.
- Software must record and track transactions by user, date and time.
- Software must use transaction log data to build audit trails for accounts.
- Software must provide user-populated memo or notes field and have the capability to associate notes with a transaction.
- Software should include graphing tools to create charts and visuals from report data.
- Software must generate printed materials and forms compatible with standard financial formats (W2, 1099, etc.).
- Software must be able to index all electronic attachments and scanned documents.
- Software must provide area to upload documents (contracts, mortgages, promissory notes, etc.) into a specific loan account.
- Software must support role-based workflow levels (allow approvals on behalf of another user).

- Software must be compatible with MicroSoft Windows 10 and greater and Microsoft Internet Explorer.

Must have ability to provide multiple report generation schedules (daily, weekly, etc.).

Must provide built-in toolsets to enable CD form template creation.

Provide user access to definitions, data descriptions and business rules as would be available in a "Help" menu.

PREFERRED QUALIFICATIONS

1. Demonstrated success related to working with equal opportunity or diversity programs.
2. Directly consulted with at least one governmental entity or non-profit to achieve a functional loan system.
3. Demonstrated success related to migrating data from client loan systems into its own system.
4. A commitment to providing personal, efficient and quality customer service and support.

PROPOSAL GUIDELINES

Intent

It is the intent of the City through this RFP to establish to the greatest possible extent complete clarity regarding the requirements of both parties to the agreement resulting from the RFP.

Before submitting a proposal, the Vendor should be thoroughly familiar with all conditions referred to in this document and any addenda issued before the proposal submission date. Such addenda will form a part of the RFP and will be made a part of the contract. It is the Vendor's responsibility to ascertain that the proposal includes all addenda issued prior to the proposal submission date.

The RFP response must be signed by Company Officer.

Confidentiality

This Request For Proposal (RFP) document is the property of the City of Cleveland Department of Community Development. It contains proprietary information about the business of the City of Cleveland.

Information contained in the Vendor's proposal that is company confidential must be clearly identified in the proposal itself. The City will be free to use all information in the Vendor's proposal for the City's purposes. The Vendor understands that any material supplied to the City may be subject to public disclosure under the Freedom of Information Act.

Any information, including materials, drawings, designs, documentation, and other property or data, disclosed to the proposal responder shall not be used, reproduced, appropriated, or otherwise disseminated to anyone other than the City.

Tax Exempt Status

The City is exempt from Ohio State sales and use taxes on materials and equipment to be incorporated in the work. Tax Payer ID No. 34-6000646. Said taxes shall not be included in the RFP.

Proposal Preparation Costs

The Vendor is responsible for any and all costs incurred by the Vendor or his/her subcontractors in responding to this RFP.

Pricing Eligibility Period

All Vendor proposals are required to be offered for a term not less than 180 calendar days in duration. A proposal may not be modified, withdrawn or cancelled by Vendor during the 180-day time period following the time and date designated for the receipt of proposals.

Proposal Pricing and Fees

The City requests Firm Fixed Prices (FFP) on the required Price Form to complete the Statement of Work and to complete the Deliverables to the City's satisfaction.

The total price given in the Price Form must include all cost (including, but not limited to, insurance, travel, telephone and other direct costs) to provide services and deliverables identified in the Statement of Work and to complete the Deliverables sections of this RFP.

Additional Charges

No additional charges, other than those listed on the Price Form, shall be made.

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EVALUATION PROCESS AND CRITERIA

The City of Cleveland intends to enter into a relationship with a Vendor whose product most closely meets the City's needs. The selected Vendor must be a well-established, financially stable firm committed to providing an excellent product with superior support and service. Finally, there must be a good fit between Vendor staff and City staff to ensure a good working relationship.

Qualifications of Vendors will be considered in awarding a contract. The City is not obligated to accept any proposal if deemed not in the best interest of the City to do so. The City shall make award to the qualified proposal responder based on fees submitted and response to this RFP. Failure to include all required information outlined herein may be cause for rejection of the proposal.

Only proposals which are received on or before the submittal deadline, and which meet all the requirements of this Request for Proposal shall be considered. The City reserves the right to request a "best and final offer" from Proposers meeting the minimum requirements. The City reserves the right to short-list potential Proposers and invite them to participate in a web presentation to further demonstrate their capabilities.

The City of Cleveland has a strong interest in working to provide business opportunities for socially and economically disadvantaged businesses located in the Cleveland business community, and promoting economic equity and stability among these businesses. The firm selected is expected to meet, and strongly encouraged to exceed, the City of Cleveland's participation goal of 10% Cleveland-Area Small Business ("CSB") subcontractor participation. To that end, when evaluating proposals submitted for through this RFP, the City will apply evaluating credit points for CSBs, Minority Business Enterprises (MBEs) and Female Business Enterprises (FBEs) certified by the City's Office of Equal Opportunity.

Responses to this RFP will be evaluated by a committee comprised of the City staff. City staff will present recommendations to the Board of Control of the City ("Board"). The Board may, but shall not be obligated to entertain formal presentations. The Board may award contracts to one or more firms.

Do not contact any other City officials while responding to this RFP. Failure to adhere to this process may result in rejection of the RFP response by the City selection team.

A numerical rating will be applied to quantify the Vendor's ability to provide services and meet the specific conditions and criteria included in this Request for Proposal. Points will be applied to the following proposal components:

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Part	Title	Maximum Points
1	Executive Summary	10
2	Company Background	10
3	Proposed System and Technical Specifications	50
4	Data Migration Plan	10
5	Client References	10
6	Other Required Forms and Attachments	10

The City will also apply evaluating credit points for CSBs, MBE and FBEs certified by the Office of Equal Opportunity. Evaluating credits for Regional Small Businesses (RSBs) will be applied, if no proposals are received from CSBs.

RIGHTS AND CLARIFICATIONS

If any person contemplating a proposal is in doubt about the true meaning of any part of this RFP, the individual may submit a written request for an interpretation thereof. The person submitting the request will be responsible for its prompt delivery. Any interpretation will be made only by an addendum. Failure on the part of the proposal responder to receive a written interpretation before the submission deadline will not be grounds for withdrawal of proposal. Vendor will acknowledge receipt of each addendum issued by stating so in its proposal. No oral explanation or instruction of any kind or nature whatsoever given before the award of a contract to a Vendor shall be binding.

All inquiries regarding this proposal must be delivered or emailed to:

Department of Community Development
601 Lakeside Avenue, Room 320
Cleveland, OH 44114
Attention: Joy Anderson

Email: janderson2@clevelandohio.gov

Inquiries regarding this RFP will be accepted no later than 5 pm on February 16, 2024 EST.

The City reserves the right to accept or reject any and all proposals, in whole or in part, that is deemed to be in the best interest of the City at its sole discretion.

The City reserves the right to negotiate separately the terms and conditions or all or any part of the proposals as deemed to be in the City's best interest at its sole discretion.

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Advice of Omission or Misstatement

The City reserves the right to waive any informalities or irregularities in proposals.

In the event it is evident to a Vendor responding to this RFP that the City has omitted or misstated a material requirement to this RFP and/or the services required by this RFP, the responding Vendor shall advise the Contact identified in the “Rights and Clarifications” section above of such omission or misstatement.

Vendors should monitor the City’s website for addenda to the RFP prior to the closing and include signed addenda with their RFP response.

Reserved Rights

The City reserves the right to waive any irregularities: accept the whole, part of, or reject any or all quotations; and to select the firm which, in the sole opinion of the City, best meets the City’s needs. The City also reserves the right to negotiate with potential Vendors so that the City’s best interests are served.

Right to Pertinent Materials

All responses, inquires, and correspondence relating to this RFP and all reports, charts, displays, schedules, exhibits and other documentation produced by the Vendors that are submitted as part of the proposal shall become the property of the City upon receipt, a part of a public record upon opening, and will not be returned.

The City reserves the right to accept any bid, to reject any or all bids, to waive any irregularities in the bidding and to accept any bid in the best interest of the City.

Right to Request Additional Information

The City reserves the right to request any additional information that might be deemed necessary after the completion of this document.

Right of Refusal

The City reserves the right to refuse any or all proposals in their entirety, or to select certain professional services, equipment or software products from various Vendor proposals, based on the best interests of the City.

PROPOSAL SUBMISSION AND FORMAT

Guidelines for Technical Proposal

This Request For Proposal (RFP) document is the property of the City of Cleveland Department of Community Development. It contains proprietary information about the business of the City of Cleveland.

The Technical Proposal should be organized as follows:

Part	Title
1	Executive Summary
2	Company Background
3	Proposed System and Technical Specifications
4	Data Migration Plan
5	Client References
6	Other Required Forms and Attachments

Part 1: Executive Summary

This part of the response to the RFP should be limited to a brief narrative not to exceed two (2) pages describing the proposed solution. The Executive Summary should not include cost quotations.

Part 2: Company Background

Vendors must provide information about the company so the City can evaluate the Vendor's stability and ability to support commitments set forth in the RFP. The City, at its option, may require the Vendor to provide additional documentation to support and/or clarify requested information. Details the Vendor should provide in this section are as follows:

1. Vendor legal name, state-registered office address, telephone and fax numbers, Internet web address, e-mail address(es), stock exchange listing and symbol, and the names of the directors or other responsible officers who would have ultimate responsibility for management of the contract, if awarded.
2. Name, title, address, telephone and fax numbers and email address of the Vendor's primary contact for ongoing communications regarding the RFP.
3. Brief summary of the Vendor's corporate description, which should include but not be limited to: number of years in loan software operations; how the Vendor differentiates itself from competitors; how the Vendor adds value to the services it provides; and how the Vendor approaches support and maintenance of its systems.
4. Describe how Vendor will guarantee services provided by the company.

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The Vendor is required to submit financial information (audited preferred) for the past completed fiscal year (one full year) that includes income statements, balance sheets, and statement of cash flows.

Please provide background information on subcontractor(s) the Vendor is proposing to use (if applicable), as well as the relationship with that firm and the specific services and/or products the subcontractor will provide on the project. A complete list of subcontractors is required. The City has the right to approve or reject all subcontractors of the Vendor at any time.

Part 3: Proposed Solution and Technical Specifications

Successful Proposer must address all criteria contained in this RFP, which outlines the City's expectations for the scope of work and services to be rendered by the Vendor (SOW), expected outcomes, required/preferred qualifications, and project management plan.

Part 4: Data Migration Plan

Vendor must detail the type and amount of implementation support to be provided (*e.g.*, number of personnel, skill level of personnel, time commitment, etc.). Include a plan for transferring data from the current SQL server to the Vendor's system and Vendor's prior experience with this task (difficulty level estimate).

If Vendor is using a subcontractor, please include information on subcontracting staff and their specific roles on the project. Additionally, the Vendor should address the following items:

- Identify the degree to which Vendor staff will be onsite versus off-site during the project;
- Demonstrated ability to provide continuity of skilled consultant resources throughout the duration of the project;
- The degree to which activities will be performed during normal business hours versus off-hours.

Part 5: Client References

The Vendor must provide at least three (3) references from clients that are similar in size and complexity to the City. The format for completing the Vendor references is herein provided.

Part 6: Other Required Forms and Attachments

Please include all other required forms, including:

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- Non-Collusion Affidavit
- Notice to Bidders and Schedules (Chapter 187)
- Non-Competitive Bid Contract Statement, whichever is applicable.

Proposals should be prepared as simply as possible and provide a straightforward, concise description of the Vendor's capabilities to satisfy the requirements of the RFP. *EMPHASIS SHOULD BE CONCENTRATED ON ACCURACY, COMPLETENESS, AND CLARITY OF CONTENT.* All parts, pages, figures, and tables should be numbered and labeled clearly.

Requirements for Signing Proposal

Each Vendor, by making a proposal, represents this document has been read and is fully understood. The proposal must be signed in ink by an individual authorized to legally bind the person, partnership, company, or corporation submitting the proposal.

All signatures must have the name typed directly under the line of the signature.

LATE SUBMISSIONS WILL NOT BE ACCEPTED OR REVIEWED.

Proposals may be delivered via e-mail.

SUBMISSION OF COST PROPOSAL

Costs for the Vendor's proposed solution should be submitted on Proposal Pricing Forms provided. Costs should include the complete costs for the solution.

AWARD OF CONTRACT

Award of contract for the overall solution will be made to one or more Vendor(s) whose proposal provides the most favorable solution to the City. The Vendor shall be deemed as having been awarded a contract when the formal notice of acceptance of his proposal has been duly served upon the intended awardee by an authorized agent of the City.

Information and/or factors gathered during interviews, negotiations and any reference checks, and any other information or factors deemed relevant by the City, shall be used in the final award. The final award of a contract is subject to approval by the City of Cleveland, Board of Control.

Advertising

This Request For Proposal (RFP) document is the property of the City of Cleveland Department of Community Development. It contains proprietary information about the business of the City of Cleveland.

Vendor shall not advertise or publish the fact that the City has awarded a contract without prior written consent from the City, except as may be necessary to comply with a proper request for information from an authorized representative of a governmental unit or agency.

Trademarks

The City warrants that any and all trademarks the City may require the Vendor to affix to articles purchased, are owned by the City; and it is understood that the Vendor shall not acquire or claim any rights, title, or interest therein, or use any of such trademarks on any articles produced for itself or anyone other than the City.

Compliance with the Cleveland Area Business Code

The *Cleveland Area Business Code*, Chapter 187 of the Codified Ordinances Cleveland, Ohio, 1976, any *Regulations* promulgated under the *Code*, and the *CD Notice to Bidders & Schedules* are incorporated in and made part of this solicitation and any resulting contract, by this reference, as fully as if attached.

The City of Cleveland is committed to providing opportunities for minority-owned businesses, female-owned businesses, and Cleveland-area small businesses to participate in City contracting. The City intends to contract with a Vendor that shares that commitment.

The standard subcontracting goal for professional services contracts is 10% Cleveland Area Small Business (“CSB”) subcontractor participation. Please review any attached documents to review the goal for this contract. Proposers are required to make a good faith effort to subcontract with certified Minority Business Enterprise (“MBE”), Female Business Enterprise (“FBE”) and CSB firms in line with the applicable subcontracting goals included in this request for proposal.

To document its good faith effort to use certified MBE, FBE and CSB sub-consultants each proposer must complete Schedules 1 through 4 found in the Cleveland Area Business Code Notice to Bidders and Schedules in attached document (**See Cleveland Area Business Code - Notice to Bidders and Schedules Chap187.docx**). These schedules document the use of MBE, FBE and CSB subcontractors on the project, as well as the good faith effort of the Vendor in seeking the participation of certified sub-consultants on the proposed work. The completed forms will be forwarded to the City for evaluation. Failure to submit complete schedules may result in the rejection of your proposal.

Proposers can obtain information on CSBs, MBEs and FBEs that are certified by the City by checking the City’s website at <http://www.clevelandohio.gov>. From the home

page, select Business from the dropdown menu, then select Office of Equal Opportunity (OEO) page to access the *Certified Vendor Directory*.

Proposers are responsible for obtaining the most current list and for contacting potential CSB/MBE/FBE sub-consultants. The City assumes no responsibility for matching prime consultants with qualified MBE, FBE, and/or CSB sub-consultants.

The participation of MBE, FBE, and/or CSB sub-consultants will be monitored by the Community Development throughout the duration of the project. The successful Vendor will be responsible for providing Community Development with any and all information necessary to facilitate this monitoring.

Equal Opportunity Clause

No Proposer shall discriminate against any employee or applicant for employment because of race, color, religion, age, sex, national origin, ancestry, disability, genetic information, or sexual orientation. Contractors shall take affirmative action to ensure that applicants are employed and that employees are treated during employment without regard to race, color, religion, age, sex, national origin, ancestry, disability, genetic information, or sexual orientation. As used in this document, "treated" means and includes without limitation the following: recruited whether by advertising or other means; compensated, whether in the form of rates of pay or other forms of compensation; selected for training, including apprenticeship, promoted, upgraded, demoted, transferred, laid off and terminated. Contractors shall post in conspicuous places available to employees and applicants for employment, notices to be provided by the hiring representative of contractors setting forth the provisions of this nondiscrimination clause.

REQUIRED FORMS

Non-Collusion Affidavit

**THE AFFIDAVIT SET FORTH BELOW MUST BE EXECUTED ON BEHALF OF
THE VENDOR AND FURNISHED WITH EVERY PROPOSAL
NON-COLLUSION AFFIDAVIT**

STATE OF: _____

CITY OF: _____

TAX ID NUMBER: _____

_____, being duly sworn, deposes and says he/she is the _____ (Name)(Title)

of _____ the proposal responder that has
(Company)

submitted to the *City of Cleveland, Ohio* a proposal for **Professional Services for the Acquisition and Project Management for the Implementation of a Loan Servicing and CD Project Tracking System**

all as fully set forth in said proposal and that except as specified below, the aforementioned proposal responder constitutes the only person, firm, or corporation having any interest in said proposal or in any contract, benefit, or profit which may, might or could accrue as a result of said proposal, said exceptions being as follows:

(If no exceptions, please state)

Vendor further states that said proposal is, in all respects, fair and is submitted without collusion or fraud; and that no member of the *City of Cleveland, Ohio* is directly or indirectly interested in said proposal.

(Affiant)

SWORN TO and subscribed before me, a Notary Public, in and for the above named State and City

this _____ day of _____, _____.

(Day)

(Month)

(Year)

(Notary Public)

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Price Form

This document sets forth the requested pricing structure for responding to this RFP. The City requests Firm Fixed Prices for each of the two components described below. The total price below shall include all costs (including, but not limited to, travel, lodging, and other expenses) to provide services and deliverables identified in the Statement of Work and Deliverables sections of this RFP.

Item	Total Price
1. Loan System Acquisition: One-time license fee for the first user	
2. Loan System Acquisition: One-time license fee each additional user (no more than five additional users estimated)	
3. Annual maintenance	
4. Web services, unlimited logins (City also reserves right to host on its own server)	
5. Data migration assistance and professional services (costs can be as per hour charge).	

The City reserves the right to reject any and all proposals.

Submitted by:

 Company Name
 Date

 Authorized Signature

 Printed Name