



REQUEST FOR PROPOSALS

DATE OF ISSUE: May 14, 2018

TO: Potential Providers of Services

RE: **Request for Proposals (“RFP”) for Quality Control Plan for Single-Family Loan Products**

Quick Reference

	Date	Time
Deadline to submit questions about this RFP:	May 24, 2018	4 PM Eastern (Detroit, MI)
Anticipated date Authority will post answers to questions:	May 31, 2018	
Proposal deadline:	June 21, 2018	4 PM Eastern (Detroit, MI)
Anticipated contract begin date:	January 1, 2019	

I. Services Sought by Authority

The Michigan State Housing Development Authority (“Authority”) is seeking an organization authorized to do business in Michigan to implement and continuously have in place a Quality Control Plan for the origination and the servicing of insured or uninsured Federal Housing Administration (“FHA”), Veterans Affairs (“VA”), Conventional, and United States Department of Agriculture/Rural Development (“USDA/RD”) mortgages as a condition of receiving and maintaining all loans and programs as needed by the Authority’s Homeownership Division.

Michigan law allows for veterans preference only; however, women-owned, minority-owned, and small businesses authorized to conduct business in the State of Michigan are encouraged to submit proposals.

It is anticipated that a minimum three-year contract may be awarded.

II. Contents of this RFP

- Overview of services sought, service requirements (“Scope of Work”)
- Exhibit A – Notices to Bidders
- Exhibit B – Submission & Selection
- Exhibit C – Proposal Format
- Exhibit D – Project Personnel Form

III. Overview

- A. The Authority seeks an organization authorized to do business in Michigan to implement and continuously have in place a Quality Control Plan for the origination and the servicing of insured or uninsured Federal Housing Administration (“FHA”), Veterans Affairs (“VA”), Conventional, and United States Department of Agriculture/Rural Development (“USDA/RD”) mortgages as a condition of receiving and maintaining all loans and programs as needed by the Authority’s Homeownership Division.
- B. The Authority seeks the services to support Single-Family loan products which assist low to moderate income residents in successfully purchasing a home by offering affordable fixed-rate mortgage loans.
- C. The Authority is seeking a firm to:
 - 1. Assure compliance with HUD guidelines and the Authority’s loan origination.
 - 2. Assure compliance with all servicing regulations and requirements including HUD, VA, USDA/RD, Authority regulations, and other servicing regulations including but not limited to, SCRA, RESPA, CFPB and HPA.
 - 3. Protect the mortgagee from unacceptable risk.
 - 4. Guard against errors, omissions and fraud.
 - 5. Assure swift and appropriate corrective action.
- D. The Authority seeks quality control services to routinely review the origination, closing, and servicing functions.

The selected contractor will also advise and educate Authority representatives related to services sought as outlined below.

IV. Service Requirements

- A. **Objectives.** To successfully perform the services described in Section III above, the selected contractor must:
 - 1. Assure all loans originated and purchased, limited to the Authority, conform to Authority policies.
 - 2. Assure that the loans are of quality acceptable to institutional and secondary market investors.
 - 3. Assure that all loans originated and purchased comply with all applicable insurer or guarantor requirements, including, without limitation, all requirements of FHA, VA and Conventional and USDA/RD, as required by the Department of Housing and Urban Development in the Mortgagee Approval Handbook, Directive 4060.1, Chapter 7 for the Authority’s Single-Family Mortgage loans and programs currently being serviced by LoanCare, LLC.
 - 4. Revise the Authority’s (i.e., Homeownership Division) operating procedures in a timely manner.

5. Advise of prompt and effective corrective measure to be taken by the Authority when deficiencies in the loan origination or servicing process are identified.
6. Assure that all loans, limited to the Authority, originated and purchased comply with all applicable Federal regulations including, without limitation, the Real Estate Settlement Procedures Act, as amended and modified from time to time, and the Truth in Lending Act, as amended and modified from time to time.
7. Perform Quality Control functions separately from any prospective Bidder's loan origination or servicing functions, if applicable.
8. Assure that all Quality Control reviews are performed on a regular and timely basis.
9. Assure that the servicing reviews are performed monthly and a final report is issued.

B. Tasks & Activities. To achieve the objectives described in Section A above, the selected contractor must:

1. Develop and maintain a fully functioning Quality Control Program in accordance with HUD requirements for all Single-Family loan products.
2. Compile all reports separately for the origination and servicing functions.
3. Put in writing their proposed frequency for reviews. Origination reviews must be conducted monthly. All origination reviews are required to be completed within ninety (90) calendar days of loan closing.
4. Conduct monthly/calendar quarterly reviews of the servicing areas in adherence with HUD/FHA regulations. Monthly FHA servicing reviews must be submitted within sixty (60) calendar days of the respective month end, and quarterly Conventional, VA, and USDA reviews to be completed within ninety (90) calendar days of the respective quarter end.
5. Review a minimum 10% of the Authority's purchased loans. This review must evaluate the accuracy and adequacy of the information and documentation used in reaching decisions in the origination process. This selection must occur within thirty (30) calendar days of month end, and the files must be reviewed within thirty (30) calendar days of receipt from the lender. The selected contractor must also provide for the review and confirmation of information on all loans selected for review.
6. Report the origination review findings within thirty (30) calendar days of the origination file review.
7. Choose closed loans for review in accordance with Authority criteria, incorporating any fraud targets or market problems.
8. Review and check for accuracy and completeness of all closing documents, and all origination documents, based on Authority and HUD/FHA criteria. (Authority criteria available upon request). HUD criteria currently found at: http://portal.hud.gov/hudportal/HUD?src=/program_offices/administration/hudclips/handbooks/hsg/4155.1 ; and <http://portal.hud.gov/hudportal/documents/huddoc?id=47002c6HSGH.pdf>

9. Review all new loans that have gone into early payment default within the first six months of loan payments. The Authority will provide the monthly list of defaulted loans to the selected contractor.
10. Review direct endorsement loans for compliance with HUD underwriting requirements.
11. Provide detailed written authoritative support for any finding or recommendation that is questioned by the Authority and/or the subservicer (i.e., LoanCare, LLC).

C. Products or Milestones.

1. The Authority will provide a list of previous months' loans purchased to selected contractor within one week after the close of each month. Selected contractor will provide random 10% sample selection within five (5) business days. Loan files will be provided to selected contractor one week after the loan selection has been completed.
2. The selected contractor shall contact the Authority's subservicer, LoanCare, LLC, to obtain the necessary records, accounts, information and files to conduct the servicing quality control review. The Authority does not maintain the records, accounts, information and files that are needed to perform the monthly servicing quality control review.
3. The selected contractor shall maintain link to FHA Quality Control requirements and review link monthly for any updates or changes.
4. The selected contractor must submit a monthly servicing billing that includes a detailed invoice that reports by review category, the monthly/quarterly function, the sample size, the total cost, and audit time. The detailed invoice must also include the total cost and audit time for file selection, worksheet/work paper preparation and report preparation.
5. The selected contractor will copy the Authority on all correspondence, reports, and documents sent to or received from LoanCare, LLC, and related to this service, unless otherwise directed by the Authority in writing.

D. Service Deadlines. The selected contractor must:

1. Submit the final monthly servicing reviews to the Authority within sixty (60) calendar days of the respective month end.
2. Submit the final monthly servicing report to the manager of Audit, Single Family and Multi-Family Mortgage Servicing within ninety (90) calendar days of the respective month end.
3. Submit the quarterly servicing reviews to the Authority within ninety (90) calendar days of the respective quarter end.
4. Select the monthly origination file reviews within thirty (30) calendar days of month end, and the files must be reviewed within thirty (30) calendar days of file receipt from the lender.

5. Submit the monthly origination audit findings within thirty (30) calendar days of the file review to the Director of Homeownership or their designee. All origination reviews are required to be completed within ninety (90) calendar days of loan closing.

V. Standards for Performance

- A. The selected contractor shall perform the tasks & activities to complete the objectives in accordance with the following standards:
 1. Department of Housing and Urban Development in the Mortgagee Approval Handbook, Directive 4060.1, Chapter 7:
<http://portal.hud.gov/hudportal/documents/huddoc?id=40601c7HSGH.pdf>
 2. All federal and state mortgage origination and servicing regulatory requirements.

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**MICHIGAN STATE HOUSING DEVELOPMENT AUTHORITY
REQUEST FOR PROPOSALS**

EXHIBIT A

NOTICE TO BIDDERS

I. Notifications to Bidders

- A. Revisions to RFP.** If, prior to the proposal deadline, the Authority deems it necessary to provide additional clarifying information, or to revise any part of the RFP, supplements or revisions will be provided to all Bidders who have indicated they will submit a proposal. Proposals will then be evaluated based on the terms and conditions of the RFP, any supplements or revisions to the RFP, and the answers to any written questions.
- B. Organization Authorized to Transact Business in Michigan.** The Bidder must be either a Michigan entity (limited partnership, Limited Liability Company, for-profit corporation or non-profit corporation, etc.) or, if foreign, authorized to do business in the State of Michigan.

Proposals from Sole Proprietors Will Not be Accepted

Questions regarding specific requirements to transact business in the State of Michigan should be referred to or otherwise contact the Michigan Department of Licensing and Regulatory Affairs, Corporations, Securities & Commercial Licensing Bureau at:

http://www.michigan.gov/lara/0,4601,7-154-61343_35413---,00.html.

- C. Minimum Internet/Technological Capabilities.** The Bidder must have phone, internet, and e-mail access. Internet and e-mail access must be adequate to allow the Bidder to receive, download and upload data, files and attachments from Authority staff. (Current state standards are limited to a functional size of 20 MB).
- D. Limits on Liability & Indemnification.** The Bidder must review and acknowledge that the Authority will require the Bidder to satisfy the following requirements prior to the execution of a contract with the Authority. If the Bidder has objections, please provide an explanation with your proposal outlining the objection.

If awarded a contract, the Bidder agrees to:

1. Indemnify, defend and hold harmless the Authority, its Board, officers, employees and agents, from and against all losses, liabilities, penalties, fines, damages and claims (including taxes), and all related costs and expenses (including reasonable attorneys' fees and disbursements and costs of investigation, litigation, settlement, judgments, interest and penalties), arising from or in connection with any of the following:
 - a. any claim, demand, action, citation or legal proceeding against the Authority, its employees and agents arising out of or resulting from (1) the services provided ("Services") or (2) performance of the Services, duties, responsibilities, actions or omissions of the Bidder or any of its subcontractors under an awarded contract.

- b. any claim, demand, action, citation or legal proceeding against the Authority, its employees and agents arising out of or resulting from a breach by the Bidder of any representation or warranty made by the Bidder in an awarded contract.
- c. any claim, demand, action, citation or legal proceeding against the Authority, its employees and agents arising out of or related to occurrences that the Bidder is required to insure against as provided for in an awarded contract.
- d. any claim, demand, action, citation or legal proceeding against the Authority, its employees and agents arising out of or resulting from the death or bodily injury of any person, or the damage, loss or destruction of any real or tangible personal property, in connection with the performance of services by the Bidder, by any of its subcontractors, by anyone directly or indirectly employed by any of them, or by anyone for whose acts any of them may be liable; provided, however, that this indemnification obligation shall not apply to the extent, if any, that such death, bodily injury or property damage is caused solely by the negligence or reckless or intentional wrongful conduct of the Authority.
- e. any claim, demand, action, citation or legal proceeding against the Authority, its employees and agents which results from an act or omission of the Bidder or any of its subcontractors in its or their capacity as an employer of a person.
- f. any action or proceeding threatened or brought against the Authority to the extent that such action or proceeding is based on a claim that any piece of equipment, software, commodity or service supplied by the Bidder or its subcontractors, or the operation of such equipment, software, commodity or service, or the use or reproduction of any documentation provided with such equipment, software, commodity or service infringes any United States or foreign patent, copyright, trade secret or other proprietary right of any person or entity, which right is enforceable under the laws of the United States.

E. Michigan Freedom of Information Act. All documents submitted to the Authority are subject to the Michigan Freedom of Information Act ("FOIA"). In the event a request for submitted documents is made to the Authority, the Authority's FOIA Coordinator will redact or withhold information and/or documents that are exempt from disclosure under FOIA. See *MCL 15.243 et seq.* Please note that any requests by non-MSHDA personnel to review proposals will be denied until the deadline for submission of the bids has expired. See *MCL 15.243(1)(i)*.

Please submit FOIA requests to the Authority as follows:

**MSHDA FOIA Coordinator
c/o Legal Affairs**

Email: MSHDA-FOIA@michigan.gov

F. Submissions Subsequent to Award. As part of an awarded contract, the selected contractor will be required to review and provide and/or acknowledge additional documents including but not limited to:

- W-9 Request for Taxpayer Identification Number and Certification.
- Proof of proper insurance coverage.
- Retiree Rehire Certificate, if necessary.

G. Insurance Coverage. The Bidder must maintain and provide evidence, satisfactory to the Authority, of the following minimum insurance coverage:

1. General Liability Insurance for \$1,000,000 with the Authority shown as additional insured;
2. Errors and Omissions Insurance for \$1,000,000 for each occurrence and \$1,000,000 annual aggregate;
3. Worker's Compensation Insurance (if required under state law). Any citing of a policy of insurance must include a listing of the States where that policy's coverage is applicable.
4. If required by the Authority, Cyber Security Insurance for \$1,000,000.

H. Payments to Pensioned Retirees. 2007 PA 95, MCL 38.68c requires retirees of the State Employees Retirement System ("Pensioned Retirees") who become employed by the State either directly or indirectly through a contractual arrangement with another party on or after October 1, 2007 to forfeit their respective state pensions for the duration of their reemployment. **Accordingly, any pensioned retiree who provides or renders services pursuant to the contract for which bids will be made under this RFP shall be required to forfeit his or her pension during the term of the contract.**

Proposals must acknowledge and confirm whether pensioned retirees will render services under the contract being sought through this RFP. If the Bidder intends to use a pensioned retiree, the Bidder must submit written confirmation from the pensioned retiree that he or she agrees to forfeit his or her pension during the term of the contract, if awarded. If awarded a contract, the Bidder must submit a copy of the pensioned retiree's directions to the State of Michigan's Office of Retirement Services ("ORS") to withhold the retiree's pension payments until the end of the contract term by having the pensioned retiree complete a Retiree Rehire Certificate. A copy of the Retiree Rehire Certificate will be required to be submitted prior to executing an awarded contract.

I. Contract Award Approvals. Prior to executing an awarded contract, the Authority must seek and obtain Michigan Civil Service approval. The required forms will be submitted to Civil Service prior to the Authority's Board approval.

Contracts that equal or exceed \$45,000 must be approved by the Authority's Board. Thereafter, an awarded contract will be forwarded to the selected Bidder with instructions to review and sign it. Upon receiving the signed contract, the Authority's Procurement Office will submit the contract to a duly authorized signatory for final execution on behalf of the Authority. One fully executed contract will then be returned to the selected contractor.

- J. Commencement of Work.** Project work shall not commence until execution of a project contract. The selected contractor shall not proceed with performance of the project work or incurring of project costs until both parties have signed the project contract to show acceptance of its terms and conditions.
- K. Project Control.** The selected contractor will carry out this project under the direction and control of the Authority and its designated Contract Administrator.
- L. Applicable Laws.** The selected contractor will be required to comply with all Michigan and federal laws, as well as acquire any permits or permission-related documents to provide services being sought.

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**MICHIGAN STATE HOUSING DEVELOPMENT AUTHORITY
REQUEST FOR PROPOSAL**

EXHIBIT B

SUBMISSION & SELECTION

I. Submission of Questions

- To ensure a fair and impartial process, the Authority's Procurement Office will *only* address on time and properly submitted questions.
- Phone calls involving the RFP or related questions will not be accepted. Firms submitting bids shall not contact any Board members or Authority staff.
- All questions and answers related to this RFP will be supplied to Bidders that submitted questions, and/or to organizations providing the Procurement Office with notification of intent to submit a proposal.

A. Due Date. Submit all questions regarding the RFP via email by **May 24, 2018 at 4 p.m.** Eastern Time (Detroit). Submissions received at 4:01 p.m. are considered late and will not be considered further.

Responses to properly submitted questions will be posted on or around **May 31, 2018**. The Authority will hold no other question sessions or bidder's conferences.

B. Delivery of Proposal. Address questions using the subject line **Quality Control Plan (QCP) RFP** to:

MSHDA-Procurement@michigan.gov

Confirmation of Delivery. The Procurement Office will verify receipt of email and questions to the Bidder within 24 hours. If Bidder has not received verification, the Bidder should verify the email address provided above (i.e., no spaces; hyphen between "MSHDA" and "Procurement") and resubmit an email asking for verification.

II. Submission of Proposal

- Submitted proposals must respond to and address the tasks, activities, listed requirements and questions outlined in the Scope of Work of this RFP and its attached and incorporated exhibits.
- The Authority shall not be liable for any costs that a Bidder may incur while preparing a proposal.
- The Authority shall not be liable for any costs that a Bidder may incur prior to the complete execution of a contract.
- If the Authority enters into a contract, the Authority's consideration (payment) shall be limited to the term of the contract.

- A. Due Date.** Proposals responding to this RFP are due **June 21, 2018 at 4 p.m.** Eastern Time (Detroit). Submissions received at 4:01 p.m. are considered late and will not be considered further.
- B. Originals and Copies.** Submit **one (1) .pdf** version of a proposal via email outlining how the Bidder will provide the activities / services described in the Scope of Work.
- C. Delivery of Proposal.** Direct all deliveries to:

MSHDA-Procurement@michigan.gov

Confirmation of Delivery. The Procurement Office will verify receipt of email and proposal to the Bidder within 24 hours. If Bidder has not received verification, the Bidder should verify the email address and resubmit an email asking for verification.

III. Selection of Proposal

The selection of a proposal shall be subject to a review by the Authority’s Legal Affairs Division concerning conflicts of interest and/or participation in Authority programs by the Bidder, its officers, employees, subcontractors or independent contractors.

- A. Selection Criteria.** The Authority will select the proposal based on Selection Criteria listed below:

1.	Quality Control Experience	(30 Points)
2.	Auditing Experience	(20 Points)
3.	Communication skills, including clarity of proposal and writing sample	(20 Points)
4.	Michigan-based company	(10 Points)
<u>4.</u>	<u>Reasonableness and feasibility of fee</u>	<u>(20 Points)</u>

Total Possible Points: 100 Points

Note: The Authority will utilize all Bidder information to determine the best value for the services sought, and is not obligated to accept the lowest price proposal.

- B. Proposal Selection.** The Authority’s review may take up to four weeks after the closing date for submitting proposals. The Authority anticipates notifying the selected contractor on or about August 30, 2018 via e-mail and posting on the Authority’s website; however, the selection and final notice of award will be contingent on approval by the Michigan Civil Service Commission and the Authority’s Board.
- C. Cancellation of Selected Proposal.** The selection of a proposal by the Authority may be cancelled at any time prior to the complete execution of a contract. If the Authority cancels its selection of a proposal, the Authority may repost this or a similar RFP and re-seek proposals. Reasons for canceling the selected proposal may include, but are not limited to, the following:
 - 1. Refusal of Department of Civil Service to process required forms.
 - 2. Refusal of duly authorized Authority signatory to execute the contract.

**MICHIGAN STATE HOUSING DEVELOPMENT AUTHORITY
REQUEST FOR PROPOSAL**

EXHIBIT C

PROPOSAL FORMAT

I. Overview

- Proposals must be submitted in the format described in this Exhibit C as outlined below.
- There should be no attachments, enclosures or exhibits other than those considered by the Bidder to be essential to a complete understanding of the proposal.
- Each section must be clearly identified with appropriate headings and/or table of contents.
- The proposal should be clear, accurate, and complete, with sufficient detail to enable the Authority to evaluate the services and methods proposed.

II. Headers and Contents

Proposals not including requested information may be viewed by the Authority as non-responsive and not considered further. Bidders are strongly encouraged to review their proposals prior to submission to ensure that all requested information is included.

A. Company Background Information.

1. Legal business name and address.
[Name]
[Street Address]
[City, State, Zip]
[Phone Number]
[Website address]
2. The type of entity (e.g., Michigan corporation, Michigan nonprofit corporation, Michigan limited liability company, foreign).
Note: Prior to contract execution, the selected contractor will be required to provide proof of authorization to conduct business in the State of Michigan.
3. Any applicable “Doing Business As” names.
4. Any branch office, or name and address of registered agent, if applicable.
5. Legal business name of any applicable parent company, and its address.
6. State your business is incorporated in.
7. Number of years in business and number of employees.

8. Has there been a recent change in the organizational structure (e.g., management team) or a change of control (merger or acquisition)?
(Yes / No)
If Yes, why and how has it affected your company?
9. Does your company have experience working with the State of Michigan?
(Yes / No)
If Yes, please provide a list (including the contract number) of the contracts you hold or have held with the State for the last five (5) years.
10. Has your company ever been debarred, suspended, or otherwise disqualified from bidding, proposing, or contracting with any governmental entity, including the State?
(Yes / No)
If Yes, provide the date, governmental entity, and details surrounding the action.
11. Has your company ever been sued by the State of Michigan?
(Yes / No)
If Yes, provide the date, case caption, case number, and identify the court that the case was filed in.
12. Has your company ever sued the State of Michigan?
(Yes /No)
If Yes, provide the date, case caption, case number, and identify court that case was filed in.
13. Within the past five (5) years, has your company defaulted on a government contract, or been terminated for cause by any governmental entity, including the State?
(Yes / No)
If Yes, provide the date of action, contracting entity, type of contract, and details surrounding the termination or default.
14. Within the past five (5) years, has your company defaulted on a contract or been terminated for cause by any private entity in which similar service or products were being provided by your company?
(Yes / No)
If Yes, provide the date of action, contracting entity, type of contract, and details surrounding the termination or default.

B. Management and Personnel. Answer/Address the following:

1. **Authorized Signatory.** The Bidder must clearly identify the name and title of an official authorized to commit the Bidder to the terms and conditions of the proposal.
 - a. Provide any resolution(s) authorizing the designated official as an approved signatory.
 - b. Proposal must include the statement of bid commitment, see Section H below, signed by the approved signatory.
2. **Officer and Management Summary.** Identify manager(s) and/or officer(s) who will manage the contract if it is awarded:

- a. Provide current contact information including the manager/officer name, title, mailing address, email address, and phone and fax numbers.
 - b. Provide their resumes or CVs.
 - c. List their responsibilities and the specific tasks each assigned officer/manager will carry out and the anticipated time frames for each task.
3. **Personnel Summary.** Identify proposed key project personnel, including job titles, responsible for performing the activities / services described in the Scope of Work.
4. **Submit a Certificate Verifying Project Personnel.** The form is found in Exhibit D, attached and incorporated into this RFP.
 - a. Confirm Whether Any Assigned Personnel Receive Pension Payments from the State of Michigan. Review Exhibit A, Section I.I above for important information regarding Pensioned Retirees.

C. Experience.

1. **Prior Experience of Bidder.** Indicate prior experience of your organization that you consider relevant to the successful accomplishment of the project described in this RFP.
 - a. Include sufficient detail to demonstrate the relevance of such experience.
 - b. Include descriptions of qualifying experience, including project descriptions, costs, and start/end dates of projects successfully completed.
 - c. Include the name, address, and telephone number of the responsible official of the client organization who may be contacted.
 - d. The Authority has identified the following qualifications that it believes are necessary for the successful performance and completion of the services described in the Scope of Work:
 - i. Have at least five (5) years' experience in Quality Control reviews of mortgage production and servicing, including have all Quality Control procedures in writing;
 - ii. Have experienced personnel to perform the services, or have personnel supervised by experienced staff.
2. **Experience of Proposed Personnel Assigned to Provide Services.** The proposal should describe the education and experience of the personnel who will be assigned to provide the proposed services, including managers who may oversee work of personnel.
3. **Examples of Work.** The following example of recent work shall be submitted with the Bidder's proposal:
 - a. A copy of an origination review
 - b. A copy of a servicing review
4. **Professional References.** Include professional references who can provide information regarding the Bidder's prior past performance.
5. **Additional Information and Comments.** Include any other information that is believed to be pertinent but not specifically asked for elsewhere.

D. Proposed Services.

- 1. How Services Will be Rendered.** Address and describe the process used to render the services and how the services will be rendered. This should be an overview of the methodology to be used, based on staff and time frames, to meet the project scope of work and complete the required services within the time frame of the project.
- 2. Use of Subcontractors.** If any work will be subcontracted, describe the following:
 - a. Work that will be subcontracted.
 - b. The process used to select the subcontractors.
 - c. The subcontractor's experience and expertise.
 - d. The names of the firms/individual(s) who will perform the subcontracted work.
 - e. How quality of service will be monitored and ensured.
- 3. Standards.** Describe or address the following:
 - a. The standards that the services will satisfy. (If standards of a professional association will be followed, identify the standards and the association.)
 - b. How quality of service will be monitored and ensured.
 - c. Whether "best practices" will be followed. (If applicable, identify the organization and/or document establishing such standards.)
- 4. Security of Data.** If the services to be rendered require the collection and/or use of confidential and/or personal data, confirm the following:
 - a. Has your organization established and used a policy to address the security of paper and electronic data?
(Yes / No)
If No, explain how your organization addresses the security of paper and electronic data.
(Note: Please do not submit a copy of your security policy.)
 - b. Does your policy address the removal of confidential and/or personal data from storage media? (For example, does your firm's policy include the removal or "wiping" of data from hard drives when a computer is no longer used?)
(Yes / No)
If No, explain how your organization handles confidential and/or personal data.
- 5. Copyrighted Materials.** Acknowledge and/or confirm the following:
 - a. You agree that any and all products produced as a result of this contract shall be the property of the Authority.
 - b. You agree that the Authority shall (a) hold a copyright on all materials or products produced under the contract and (b) be allowed to file for a copyright with the United States Copyright Office.
 - c. You acknowledge that submitted documents will not contain in part or whole copyrighted materials.

E. Price Proposal & Budget

- 1. Price Proposal.** All rates quoted in proposals submitted in response to this RFP will be a firm fixed price for the duration of the contract. No price changes will be permitted.

Proposals should reflect per diem rates in effect at the time of proposal submission. State per diem rates are subject to change during the term of an awarded contract. Rates for 2018 can be found here: http://www.michigan.gov/documents/dtmb/Travel_Rates_FY18_Jan2018_609896_7.pdf

2. **Budget.** Include in the proposal a line item budget identifying all expenses related to the work to be performed. By submitting the bid, the Bidder acknowledges that it bears the risk that its expenses may exceed the proposed amount. The budget should include applicable items, which may include the following:
 - a. Staff costs broken down by each individual staff person. Include # of hours, per hour rate, and work assignment.
 - b. Lodging costs (based on State of Michigan per diem rates). Description should include when and why lodging is needed.
 - c. Meal costs (based on State of Michigan per diem rates). Description should include when and why meals are needed.
 - d. Transportation costs (based on standard State of Michigan mileage rate). Description should include type and reason for transportation cost.
 - e. Costs of supplies and materials. Description should include items to be purchased and reason for purchase.
 - f. Other direct costs. Description should include items to be purchased and reason for purchase.
 - g. Total Budget.

F. Schedule/Timeline. Bidder must meet the predetermined timeline for the services as outlined below:

<i>Completed Service/ Project Components</i>	<i>ORIGINATION QCR Estimated Completion Dates</i>
Monthly Reviews	Files must be selected within thirty (30) calendar days of month end; must be reviewed within thirty (30) calendar days of receipt from the lender; and reported within thirty (30) calendar days of the file review. Review findings must be submitted to the Director of Homeownership, or their designee, within ninety (90) calendar days of the loan closing date.
<i>Completed Service/ Project Components</i>	<i>SERVICING QCR Estimated Completion Dates</i>
Monthly Reviews	The review must be submitted to the manager of Audit, Single Family and Multi-Family Mortgage Servicing within ninety (90) calendar days of the respective month end date.
Quarterly Reviews	The review must be submitted to the manager of Audit, Single Family and Multi-Family Mortgage Servicing within ninety (90) calendar days of the respective calendar quarter end date

G. Disclosures.

1. **Interests in Authority Programs.** Authority programs include, but are not limited to, the Housing Voucher Program, any loans where the Authority is the lender, and any grants made by or administered by the Authority.
 - a. Does the Bidder, its officers, board members, and employees respectively, have any interests in Authority programs?
(Yes / No)
If Yes, please provide their name, title, and the Authority program for which the interests exist.
 - b. If the Bidder intends to use independent contractors or subcontractors to render services, do the independent contractors or subcontractors and their officers, board members, and employees respectively, have any interests in Authority programs?
(Yes / No)
If Yes, please provide their name, title, and the Authority program for which the interests exist.

2. **Potential Conflicts of Interests.** Potential conflicts of interest may arise from the Bidder's officers, employees, members, board members, independent contractors or subcontractors the Bidder will use to render services, if the organization enters into a contract with the Authority.
 - a. Is the Bidder currently under contract and/or been awarded a grant from the Authority?
(Yes / No)
If Yes, please confirm whether any potential conflict of interest will exist if the Authority enters into a contract with the Bidder.
 - b. Does the Bidder, its officers, board members, and employees, hold a position with another entity that may be under contract or receiving a grant from the Authority?
(Yes / No)
If Yes, include an organizational chart from each entity under contract or awarded a grant from the Authority in which the Bidder or project personnel holds a position. Include each employee's position and title within the entity. In addition, indicate whether the Bidder or the project personnel is responsible for making financial decisions in his/her capacity and what measures have been implemented to ensure that funds are not comingled.

THE AUTHORITY RESERVES THE RIGHT TO DEEM A BID NON-RESPONSIVE FOR FAILURE TO DISCLOSE A POTENTIAL CONFLICT OF INTEREST.

3. Family Members Who Work for Authority.

- a. Does the Bidder, its officers, board members, and employees respectively, have family members who work for the Authority?
(Yes / No)
If Yes, please provide their name and the name of the family member currently employed at the Authority.

H. Signature Clause to be Signed by Bidder's Authorized Signatory. Insert into the proposal and have the authorized signatory sign the following signature clause at the end of the proposal:

I confirm that I have submitted this proposal on behalf of

_____ in response to the
**Michigan State Housing Development Authority's Request for Proposals for
Quality Control Plan (QCP) Services.**

I also confirm that I have read and understand the Authority's indemnification, copyright, data security, and insurance requirements.

By: _____

Its: _____

Date: _____

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**MICHIGAN STATE HOUSING DEVELOPMENT AUTHORITY
REQUEST FOR PROPOSAL**

EXHIBIT D

PROJECT PERSONNEL

**CERTIFICATE VERIFYING PROJECT PERSONNEL OF THE
CONTRACTOR/SUBCONTRACTOR**

The Contractor/Subcontractor acknowledges that the following personnel are Project Personnel of the Contractor/Subcontractor:

(1) Name _____
(Print or type name above line)

Title with Contractor/Subcontractor _____

Is this person a retiree who receives a pension from the Michigan State Employees Retirement System? Yes _____/No _____

(2) Name _____
(Print or type name above line)

Title with Contractor/Subcontractor _____

Is the person a retiree who receives a pension from the Michigan State Employees Retirement System? Yes _____/No _____

(3) Name _____
(Print or type name above line)

Title with Contractor/Subcontractor _____

Is the person a retiree who receives a pension from the Michigan State Employees Retirement System? Yes _____/No _____

Name of Signatory for Contractor/Subcontractor:

Printed Name: _____
(Print or type name above line)

Its: _____

Signature: _____

Federal Identification Number: _____

Pensioned Retirees (2007, MCL 38.68) (12/7/07 Rev)