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To: IHCDA Partners **Notice: PN-21-15**  
From: IHCDA  
Date: June 7, 2021  
Re: **Request for Proposal – Professional Services Related to Administering the American Rescue Plan – Housing Assistance Fund**

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The Indiana Housing and Community Development Authority (“IHCDA”) is requesting proposals from vendors that have the ability to offer services and/or products required to administer the Homeowner Assistance Fund (“HAF”). The full RFP can be found on [IHCDA’s Public Notices web page](#).

IHCDA will be responsible for providing HAF assistance to eligible homeowners that are residents of Indiana. These funds will provide financial assistance for mortgage payments, property taxes, homeowner’s insurance, and homeowner or condominium association fees.

Respondents must be able to provide services needed to administer HAF, including but not limited to the services listed below. IHCDA’s preference would be for one Respondent to handle all or most of the services and/or sub- contract the remaining services out to other vendors:

- Outreach and marketing to lenders
- Outreach and marketing to targeted populations
- Application and document intake and management
- Program eligibility validation and application processing for qualifying households that meet criteria related to:
  - Income (compared to median for area)
  - Property characteristics
  - Mortgage delinquency and default risk
  - Mortgage type (e.g. FHA, VA)
- Underwriting and decisioning
- Collection and validation of application information and supporting documentation
- Assisting applicants with submitting necessary information
- Customer Service call center
- Responding to client e-mails
- Program Administration
- Case Management including the Application Lifecycle and Eligibility Assessment



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**ADDRESS** 30 South Meridian Street, Suite 900, Indianapolis, IN 46204  
**PHONE** 317 232 7777 **TOLL FREE** 800 872 0371 **WEB** [www.ihcda.IN.gov](http://www.ihcda.IN.gov)

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- Case and records management for application processing (including communication with applicants)
- Quality Control and Fraud Prevention
- Processing of payments, providing payment status, dates and payee information and processing of tax documentation, when required
- Distribution of funds and payment of eligible expenses
- Flexible supporting system capabilities
- Data collection and reporting to Treasury
- Communication and submission of relevant data to appropriate IHCDAs systems, as needed.
- Obtaining legal descriptions for mortgages
- Mobile closing services
- Responding to foreclosure actions and bankruptcies related to HAF second mortgage liens
- Collection and redistribution of returned funds (returned and/or bounced ACHs or checks)
- Responding to foreclosure actions and bankruptcies related to HAF second mortgage liens
- Collection of funds due to homeowner fraud
- Obtaining legal descriptions for completion of second mortgages
- Federal audit, monitoring and closeout support
- For Information Technology System(s) and/or Software Solutions (See Appendix A of the RFP for additional IT requirements)

Respondent's proposal must be submitted via email. All documents must be submitted in PDF only.

**The deadline for submission is June 21, 2021 at 5:00 PM EDT.**

Applications that miss the submission deadline and/or do not contain all of the required forms/documents as listed in this RFP may be determined ineligible for further consideration.

IHCDA will accept questions and inquiries from the Respondent. The Respondent may submit its questions or inquiries via e-mail to the following:

[HAF@IHCDA.in.gov](mailto:HAF@IHCDA.in.gov)

IHCDA reserves the right to decline to respond to any question or inquiry that will cause an undue burden or expense for IHCDA. If information is conveyed by IHCDA through the responses to questions, then IHCDA will post such further information on IHCDA's Public Notices web page on its website at the following web link:

[IHCDA's Public Notices web page](#)