



PUERTO RICO HOUSING  
FINANCE AUTHORITY

# PRHFA

GOVERNMENT OF PUERTO RICO

May 19, 2025

## **REQUEST FOR PROPOSALS FOR SYSTEM SOLUTION ON THE ADMINISTRATION OF SINGLE AND MULTI-FAMILY MORTGAGE LOAN**

### **ADDENDUM #1**

In accordance with section 11.2 of the RFP, the PRHFA is publishing the following clarifications to the RFP.

The Request for Proposals (RFP) is modified as set forth in this Addendum. The original RFP documents remain in full force and effect, except as modified by this Addendum, which is hereby made part of the RFP. Respondents shall take this Addendum into consideration when preparing and submitting its Proposal.

This Addendum #1 to the RFP addresses questions received from interested entities during the RFP's questions period. The following responses, corrections, clarifications, additions and/or revisions shall take precedence over the original documents.

### **QUESTIONS**

#### **Question 1:**

To ensure our Servicing platform supports several of the loan types mentioned in your RFP, could you provide some more detail around the type of loans listed below:

- Nuevo Hogar Seguro-Mortgage
- PEC (Fund 3525)
- AFV New Production (Conforming MB)
- AFV – Multifamily Loans
- Multifamily Loans (Escrow Only)
- AFV – Loans out of services

#### **Answer 1:**

See Attachment #1 of this Addendum, to see more detailed information about PRHFA's current loan portfolio.

#### **Question 2:**

Under your term of engagement statement within the RFP, it states a 4-year period, with the discretion of PRHFA to exercise the option to extend the engagement period for up to three additional one-year terms. Is this term of engagement negotiable?

#### **Answer 2:**

Once the proposer is selected, any matters related to the terms and conditions of the contract will be discussed.

**Question 3:**

Number of branches / entities operating under the PRHFA umbrella?

Answer 3:

The PRHFA only has one branch located at Urb. Altamira, 638 Aldebarán Street, San Juan, PR 00920.

**Question 4:**

Number of active users within PRHFA?

Answer 4:

Currently, the PRHFA has around twenty active users with access to the servicing platform.

**Question 5:**

Estimated monthly transaction volumes?

Answer 5:

The PRHFA currently makes an estimate of 4k monthly transactions.

**Question 6:**

Any other significant volume indicators relevant to system sizing and performance?

Answer 6:

The PRHFA currently makes an estimate of 400 monthly transactions through the escrow disbursement and 25 new loans Setup.

**Question 7:**

Do you currently use a core banking system servicing your loan operations that must be migrated?

Answer 7:

Yes, the PRHFA uses a core banking system that serves our loan operations that must be migrated.

**Question 8:**

Can you provide details on the platform and technical specifications?

Answer 8:

Please see Section 5.1.5 of the RFP.

**Question 9:**

Do you currently use an internet banking platform? Should it be migrated or kept and used via API (or other) interfaces?

Answer 9:

The PRHFA do not use an internet banking platform.

**Question 10:**

Data formats currently used (e.g., MS Excel, databases, etc.): this data is intended to be used in the data migration process.

Answer 10:

The PRHFA uses databases (SQL) to store the data of their loan portfolios.

**Question 11:**

Extent of historical data expected to be migrated

Answer 11:

The PRHFA is not planning to migrate any historical data to the new system solution.

**Question 12:**

Any archival or document imaging systems in place?

Answer 12:

Yes, the PRHFA has an archival imaging system in place per loan as part of the current servicing platform.

**Question 13:**

Any ancillary applications that must be integrated?

Answer 13:

The PRHFA is expecting all system functionalities to be part of the original core.

**Question 14:**

Any external services that must be integrated?

Answer 14:

The PRHFA will require external services integrated that will include, but not limited to: Default Services, Legal Services, other vendors.

**Question 15:**

Will PRHFA accept a CPA comfort letter in lieu of full three-year audited financials?

Answer 15:

No. The PRHFA will not waive this requirement as part of the RFP process.

**Question 16:**

For professional services contracts of \$250,000 or more, must the Oficina de Gerencia y Presupuesto Certification of Legal Entities be submitted with our proposal, or may this certification be obtained as a post approval condition?

Answer 16:

This certification must be obtained as a post approval condition, if applicable.

**Question 17:**

If any part of our submission contains proprietary or confidential information (e.g., technical architecture or financials), is it sufficient to mark those pages "CONFIDENTIAL" and enclose them in a separate sealed envelope as described, or are additional procedures required? In your reply, can you kindly indicate the safeguards within PRHFA that protect the confidentiality of vendor submissions?

Answer 17:

Please follow the instructions included in Section 16.1 of the RFP. The PRHFA will determine whether such information meets the requirements for an exemption from disclosure. If so, that information will not be disclosed pursuant to a request for public documents. If the PRHFA does not consider such material to meet the requirements for exemption from disclosure, the material will be made available to the public,



regardless of the notation or markings. It is the responsibility of Respondents to be thoroughly informed and familiar with the requirements of disclosure of public documents.

Furthermore, by responding to this RFP, Respondents acknowledge and agree that the PRHFA will not be responsible or liable in any way for any losses that the Respondent may suffer from the disclosure of information or materials to third parties. It is the responsibility of the Respondent, as the real party in interest, to object to any disclosure and defend any action that may be necessary to protect its confidential information.

**Question 18:**

Does PRHFA require foreign (non-Puerto Rico) technology vendors to obtain specific professional licenses or registrations in Puerto Rico prior to the contract award, or may this requirement be fulfilled post-award via our local partner?

Answer 18:

The PRHFA does not require any registration prior to the contract award.

**Question 19:**

Does PRHFA have a preferred or maximum timeline for data migration and full system onboarding following contract award (for example, 60 or 90 days)?

Answer 19:

The PRHFA recommends that the data migration and full system onboarding must be completed between six through nine months.

**Question 20:**

Are you currently subservicing your portfolio or servicing your portfolio yourself today?

Answer 20:

The PRHFA service its loan portfolio internally.

**Question 21:**

If you are self-servicing, what platform are you currently using?

Answer 21:

The PRHFA uses the Servicing Director platform.

**Question 22:**

For each of your loan products, how are payments calculated and what is the cash waterfall? For example, fixed vs. ARM, amortizing vs. balloon, monthly vs. annual payment.

Answer 22:

PRHFA's loans are fixed rate, monthly payments, fully amortized.

**Question 23:**

Are the loss mitigation requirements also provided in English?

Answer 23:

Currently, the PRHFA has its Loss Mitigation Policy only in Spanish language.

**Question 24:**

Do you offer a borrower portal and other documents (e.g. statements) in Spanish? If so, please list the document and communications supported.

Answer 24:

Only custom-made letters are provided in Spanish.

**Question 25:**

Do you originate loans or take over servicing post-close from the lender?

Answer 25:

The PRHFA originate its loans but also takes over post-close loans as part of its business operation.

**Question 26:**

Do you have a data warehouse? If so, what product / data format are you using?

Answer 26:

The PRHFA uses SQL Server 2017 as data warehouse.

**Question 27:**

Do you utilize a tax & insurance tracking 3rd party (e.g. CoreLogic, Proctor, etc.)?

Answer 27:

No. The PRHFA manages its tracking internally through its servicing platform. Tax agency in Puerto Rico is CRIM (Centro de Recaudaciones de Ingresos Municipales).

**Question 28:**

Can our final proposal be submitted via email? If so, can we submit our proposal via Word and/or Excel format.

Answer 28:

No. The PRHFA only will consider proposals delivered in person or by mail.

**Question 29:**

Exhibit A – PRHFA's Loss Mitigation Policies is only in Spanish. Please forward an English version.

Answer 29:

Currently, the PRHFA has its Loss Mitigation Policy only in Spanish language.

**Question 30:**

Exhibit B – SAM UEI – This number is often used with organizations submitting for government funds. It replaced the DUNS number. Our company only have our Federal Tax ID Number. Is this, okay?

Answer 31:

The PRHFA does not require the SAM UEI at this moment. If applicable, will require it post award.

**Question 32:**

Exhibit C – Contract Formalization – Are you requiring this information as part of our original submission to the RFP or Are you just advising us of what we are going to need if our contract is selected?

Answer 32:

The information and the documents requested as part of the “Exhibit C- Contract Formalization”, will be needed post award, before the formalization of the contract.

-----END OF ADDENDUM #1-----



# ATTACHMENT 1

## PUERTO RICO HOUSING FINANCE AUTHORITY MORTGAGE LOAN PORTFOLIO INFORMATION

Investor #	Portfolio Name	Loan Type				Loan Purpose	Amortization Term (Years)	Geographic Distribution	Number of Loans	Total Loan Balance (\$M)	Securitized
AFV001	Current Single-Family Loans	Single-Family	Conventional	Non-Conforming	Fixed Rate	Purchase/Refi	30	Puerto Rico	845	\$ 37.90	NO
AFV002	Nuevo Hogar Seguro-Mortgage	Single-Family	Conventional	Non-Conforming	Fixed Rate	Purchase	30	Puerto Rico	262	1.80	NO
AFV003	PEC (Fund 3525)	2nd Mortgages	Conventional	Non-Conforming	Fixed Rate	Purchase	20	Puerto Rico	4,451	48.60	Yes
AFV006	AFV New Production (conforming MB)	Single-Family	Conventional	Non-Conforming	Fixed Rate	Purchase/Refi	30	Puerto Rico	389	21.40	NO
AFVMF1	AFV Multifamily Loans	Multifamily	Conventional	Non-Conforming	Fixed Rate	Purchase/Refi	30	Puerto Rico	17	37.30	NO
AFVMF2	Multifamily Loans (Escrow Only)	Multifamily	N/A	N/A	N/A	N/A	N/A	Puerto Rico	4	-	NO
AFVRep	AFV - Loans out of services- REO	Single-Family	Conventional	Non-Conforming	Fixed Rate	N/A	N/A	Puerto Rico	19	0.80	N/A
									<b>5,987</b>	<b>\$ 147.8</b>	

### Notes

- Loans might be subject to mortgage insurance warranties
- Collateral info must be id by parcel number as per PR property tax requierements
- Records must be kept for hazard, flood and HO6 (Property Insurance)
- Escrow Analysis are performed on a monthly basis as per origination month
- We are required to send monthly billings/statements to borrowers
- We require check or ACH generation for escrow disbursements