

CITY OF SAN ANTONIO

Department of Planning and Community Development



**REQUEST FOR INFORMATION
("RFI")**

for

**Loan Servicing
RFI – 12-055
6100001821**

**Issued: August 8, 2012
Proposals Due: August 29, 10:00 a.m.**

PURPOSE

The purpose of this Request for Information (RFI) is to enable the City of San Antonio, Department of Planning and Community Development, (“City”) to obtain information from Respondents regarding Loan Servicing. This RFI is for information and planning purposes and should not be construed as a solicitation or as an obligation on the part of the City of San Antonio.

Information is requested for Respondent to provide a viable solution to service loans made by cities and other governmental agencies under government-sponsored affordable housing programs

REQUESTED INFORMATION:

Respondents shall provide the following information with their submission response to this RFI:

Respondents shall include any information regarding loan servicing to the City:

- Loan Servicing for Amortized Loans
 - a. Introductory packages sent to borrowers (What kind of information would be included?)
 - b. Collection and Remittance of payments from borrowers (How often?)
 - c. Written Delinquent notification (How often?)

- Loan Servicing for Deferred Loans
 - a. Introductory packages sent to borrowers (What kind of information would be included?)
 - b. Collection and Remittance of payments from borrowers (How often?)
 - c. Written Delinquent notification (How often?)

- Residual Receipt Loan Servicing (Upon receipt of the Borrower’s annual financial statement, provided by the Client, will any of the following tasks be performed? If so, would any additional tasks be performed?
 - a. Review financial statements for reasonableness;
 - b. Review Promissory Note and/or Loan Agreement to determine in which calculation of residual receipt is to be done;
 - c. Calculate if the borrower has the present capacity to repay the Client loan and if so, the payment amount.
 - d. Prepare and forward a Residual Receipt Analysis Report to the Client
 - e. If residual amount is approved by Client, will notify the borrower by issuing a billing statement of the payment amount required.

- f. Will perform necessary follow up for payment of all residual receipt invoices billed, including collection activity.
 - g. Will provide Client with a Delinquent Aging Report on a monthly basis.
 - h. Residual receipt payments will be applied to the Borrower's loan in accordance with the terms of the Promissory Note and/or Loan Agreement.
- Account Inquires-Borrowers and the Client will need to have 24 hour electronic access to their loan information via a website. Continuous access to all loan account information should be provided during normal working hours and through toll free customer service telephone lines. Hard copies of account payment histories should be available by fax or email. Detailed statements of transactions should always be provided at no charge.
 - Non-sufficient Funds (NSF) Checks-A returned fee should be assessed in the event a check is returned unpaid due to non-sufficient funds. What procedure would be used if the fee is not received?
 - Portfolio Transfer-What options will you provide in the event a Client requires to transition loans back to the Client or another Servicer?
 - Loss Mitigation- Loss of income to public sector agencies due to non-performing loans is very common because of the unrelenting follow up and labor involved. What would your firm do with the clients to reduce delinquency and default rates?
 - Reports- What kind of data reporting would be reported and in which way would it be reported to include program type, funding source and funding years? Would hard copy reports be available?
 - Bankruptcy Administration Services-What would be done for clients that have filed for Chapter 13 Bankruptcy?
 - Additional Information: The City welcomes Respondents to submit any pertinent information that the City should consider, including topics that the City has not included in our RFI.

RESPONSE SUBMISSION:

The deadline for submitting the Proposal Response is **10:00 a.m., Central Time, August 29, 2012**. Please submit four (4) copies of your response in a sealed envelope marked, “RFI 12-055 – Loan Servicing”. Responses should be submitted in person or by mail to:

Mailing Address:

City of San Antonio, Purchasing Division
ATTN: RFI 12-055 – Loan Servicing
Debra Ordaz, Procurement Specialist 3
P.O. Box 839966
San Antonio, Texas 78283-3966

Physical Address:

City of San Antonio, Purchasing Division
ATTN: RFI 12-055 – Loan Servicing
Debra Ordaz, Procurement Specialist 3
111 Soledad, 11th Floor
San Antonio, Texas 78205

This RFI is posted on the City of San Antonio web page:

<http://www.sanantonio.gov/RFPListings/>

Any submissions after 10:00 am, August 29, 2012 will not be accepted.

Questions about this RFI may be submitted via email to:

Debra Ordaz, Procurement Specialist 3
debra.ordaz@sanantonio.gov

General Terms and Conditions of the Request for Information (RFI)

1. This is **ONLY a REQUEST FOR INFORMATION (RFI)** and should not be construed as intent, commitment or promise to enter an agreement.
2. The City of San Antonio will not be obligated to any Respondent as a result of this RFI. The City is not obligated for any cost incurred by vendors in the preparation of the Request for Information. The City will not pay for any information herein requested nor is liable for any costs incurred by the vendor. For economy of presentation, special bindings, colored displays, promotional materials and the like are not required but if they are presented, the City will not be responsible for this cost.
3. This RFI is being submitted strictly for the purpose of gaining knowledge of the services available on the market that address the purpose of the RFI.
4. The City will review all information and recommendations received to assess our needs and define our requirements.
5. Confidential or Proprietary Information. All Request For Information responses become the property of the City upon receipt and will not be returned. Any information deemed to be confidential by Respondent should be clearly noted; however, City cannot guarantee that it will not be compelled to disclose all or part of any public record under the Texas Public Information Act, since information deemed to be confidential by Respondent may not be considered confidential under Texas law, or pursuant to a Court order.
6. The City welcomes vendors to submit any pertinent information that the City should consider, including topics that the City has not included in our RFI.
7. At a later time, the City may release its requirements, based on in whole or in part to the responses received for this RFI, and pursue a contract through the normal fair competitive bidding process.

A. Respondent Information:

Provide the following information regarding the Respondent.

Respondent Name: _____

(NOTE: Give exact legal name.)

Principal Address: _____

City: _____ State: _____ Zip Code: _____

Telephone No. _____ Fax No: _____

Website address: _____

B. Contact Information: List the one person who the City may contact concerning your proposal or setting dates for meetings.

Name: _____ Title: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Telephone No. _____ Fax No: _____

Email: _____

Attachment A

**Loan Servicing Recommendations
(see Attachment)**