



RESPONSES TO QUESTIONS

MCGB LOAN ORIGINATION AND PORTFOLIO MANAGEMENT PLATFORM

Previously answered on February 23, 2024

Q1: Is there any flexibility in the timeline (3 – 4 months) to configure and deliver the platform project deliverables and any data migration? Can testing be conducted after the 3 – 4 months period?

A1: Yes. MCGB anticipates receiving an infusion of capital on or before July 1, 2024, and seeks to have the platform available at that time or soon thereafter. However, we invite bidders to explain what timeline is realistic for them. We will take this information into consideration and weigh our decision against other elements of the proposals. There will be some data migration which can fall outside the 3 – 4 months period.

Q2: What roles does Salesforce serve in your existing infrastructure? Will the lending platform serve as an extension to the Salesforce CRM?

A2: Salesforce is our current CRM platform, and we plan to retain it in that capacity or scale it further if that becomes the preferred proposal. The lending platform is expected to interface with Salesforce unless a better option is proposed.

Q3: Does MCGB require performance tracking and/or reporting for the underlying collateral, projects, and/or assets resulting from its investments.

A3: Yes.

Q4: What accounting system does MCGB use?

A4: Effective July 1, 2024, MCGB will use Intaact.

Q5: Are there any obstacles to pursuing offshore development?

A5: Funding for one or more awards under this RFP derives in whole or in part from anticipated federal grants that may contain restrictions or requirements regarding utilization of workers outside of the United States. The full terms and conditions of future federal funding are not yet known. Service providers must comply with applicable federal export control, sanctioned 3 countries, and designated national restrictions. We are not currently aware of any additional restrictions that would apply to the services contemplated in this RFP. Regardless, we require service providers to comply with all applicable labor and employment laws and standards. Indeed, service providers must comply with all laws applicable to the provision of the services contemplated in the RFP, whether or not enumerated in the RFP or any resulting contract.

Q6: Do you anticipate the need for any in-person support, visits, or meetings during the development/support phases?

A6: Unknown at this stage, however proposals from applicants at great travel distance from the DMV area (DC, Maryland, and Virginia) should address this issue in their proposals. We value a service provider's knowledge and understanding of the Montgomery County, Maryland market when interacting with customers. We expect providers to perform services and to be fully available during regular business hours in Maryland and to provide any additional after-hours support services as the contract may require.

Q7: Is there a specified maximum budget?

A7: No, however we are a nonprofit and cost is an important element of any proposal.

Q8: Is prior experience working with similar organizations or projects mandatory?

A8: No, it is not mandatory but will be an important consideration when rating the competing proposals.

Q9: Will the interfaces be provided by MCGB?

A9: We can provide those needed, but we would prefer that applicants submit recommendations.

Q10: We require additional details to understand the customer consent process fully.

A10: This is simply for privacy reasons. By uploading data, one can infer that they consent, but we are thinking about a simple statement as part of the process by which the client acknowledges that information will be shared among the MCGB staff and with our Investment Committee/Board of Directors.

Q11: We would like to inquire about the type of loans involved in this project.

A11: Our loans are tied to energy efficiency measures in buildings, as well as to renewable energy projects. Please review specifics on our website: www.mcgreenbank.org

Q12: We seek further clarification regarding the specific funding sources that MCGB utilizes.

A12: The majority of our funding to date has come from County grants, with future funding to potentially include federal grants.

Q13: Need clarification on the 1099 registration and integration.

A13: Currently prepared by our accounting staff, we would prefer that bidders make recommendations to achieve greater efficiency.

Q14: Does this RFP involve data migration from any legacy systems to this new system? If so, please share the data volume details.

A14: Yes. We currently have loan outstanding balances of approximately \$75 million spread over approximately 150 borrowers.

Q15: Application will be hosted and maintained by the contractors. Please clarify if this is something we will be hosting in the cloud, or does MCGB have any preferences of hosting environments?

A15: We would prefer that bidders make recommendations on this topic.

Q16: Does MCGB have any preferred reporting tools for its reporting requirements?

A16: Reporting data should be downloadable into an Excel spreadsheet. At this time, we are unsure of future reporting requirements or tools which may be required if we become federal grant recipients. Bidders should be able to remain flexible to changes in scope over the next few months.

Q17: For payment systems, does MCGB prefer/use any third party processing API's?

A17: Not at this time, we are open to recommendations from bidders.

Q18: If possible, can the bank share the application form used to receive the application intake data from the customer today?

A18: There is no current application form, all required data is received via emails from the customer to the assigned MCGB staff member. This is one area which MCGB and the platform contractor will work collaboratively to develop.

Additional Questions addressed on February 27, 2024

Q19: Has MCGB created a detailed system requirements list?

- **Workflows, Business Process, Etc. *if so, can you please provide it?**

A19: No, we have not fully developed a detailed system workflow yet, anticipate doing so in consultation with the selected provider.

Q20: Are there metrics around anticipated transactions?

- **Application intakes**
- **Background checks**
- **# of portal interactions by customers**

A20: See the assumptions as provided in the Project Cost Proposal Form regarding projected volumes. Not every transaction will come in via an application, nor will every one require a background check. Use estimates. # of portal interactions by customer is unknown.

Q21: How many Montgomery Bank users are anticipated to use the system?

A21: 15 to 20

Q22: How many investors will have access?

A22: Unknown at this time but can be expected to scale up over time. The majority of transactions have participants (investors).

Q23: Will investors only use the portal or will they have access to the primary application as well?

A23: Initially only the portal, eventually both.

Q24: Does MCGB have its own payment gateway? If not, how many banks are expected to be connected via ACH?

A24: We do not have our own gateway. One bank is currently connected.

Q25: The platform should display a brief overview of each product set to the customer. - Assuming this is for the portal only.

A25: Yes

Q26: Requirements

- **UI/UX**
- **From EPA or other Agency**
- **Security**
- **Compliance**

- Etc

A26: Not sure if this is a question, however we will have specific requirements from the EPA. Please make recommendations regarding secure platform and compliance platforms.

Q27: Do you have any technical preferences for the project implementation? ie: Programming language, Clouds (AWS, AZURE), Platforms etc.

A27: We are open to recommendations, however prefer that technical set-up be user-friendly and lend itself to future scope expansion using alternative designers.

Q28: Integrations - Decisioning Capabilities

1. **Please list all services (Name, website) that you will need to integrate with.**

A28: Final list TBD, but will include Salesforce, Sharepoint, Word Press, Mailchimp.

Q29: Can you provide an example of the Variable Underwriting Criteria?

A29: Standard credit criteria include typical financial metrics such as balance sheet ratios, EBITDA, Debt Service Coverage, etc. Different products have additional criteria such as volume of renewable energy generated from solar projects, Energy Efficiency metrics to reduce Greenhouse gas emissions for building improvements, or property tax information for C-PACE projects. Recommend review of our product sets on the MCGB webpage.

Q30: Do the investors require payments to be sent directly to Investor's bank account?

A30: Payments come first to MCGB, then are sent via ACH directly to the investor.

Q31: Unscheduled Payments - Usually the payment schedule is provided by the Bank. Is it expected that payment scheduled will be created in the system and pushed to the bank?

A31: Our current loan booking system provides amortization schedules, and the new platform should have the capacity to do the same with additional bells & whistles (for example, sculpted amortization tables.).

Q32: Can you provide more details on Manual Adjustments? Ie: How do they correlate with the Bank/Investor requirements?

A32: Change in amortization schedules, possible change in a floating interest rate, changes in loan reporting requirements or financial covenants are all metrics that will require transaction approvals from MCGB and potentially its participants/investors.

Q33: Can you provide more information on Restructuring? Ie: Should restructuring be done within thresholds provided by Investor/Bank?

A33: Restructuring cannot be executed without manual input and decisioning. Thresholds will not apply.

Q34: Can you provide details on what happens when an Investor changes their bank account information?

A34: Currently the investor would contact our Portfolio Team via email for changes.

Q35: What is the estimated number of projects for years 2025 and 2026?

A35: Please refer to the Project Cost Proposal form for assumptions to use.