



**MONTGOMERY COUNTY GREEN BANK
REQUEST FOR PROPOSALS (RFP) FOR
LOAN ORIGINATION AND PORTFOLIO MANAGEMENT
PLATFORM**

Date Issued: February 15, 2024

Proposals Due: March 15, 2024, 11:59 p.m. Eastern Time (US)

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Separate attachments:

- Attachment A – Project Cost Proposal Form
- Attachment B – MCGB Standard Agreement
- Attachment C – Team Commitment Form

SECTION 1 – RFP INFORMATION AND INSTRUCTIONS

1.1 Purpose

Montgomery County Green Bank (MCGB) seeks a qualified contractor or team of contractors to provide and operate a lending and portfolio management platform to support its expanding finance initiatives. This platform may include multiple integrations to meet the needs outlined below.

1.2 Designated Contact Person for this RFP

Mariann Zylstra
 Chief Credit Officer
 Montgomery County Green Bank
 155 Gibbs St.
 Rockville, MD 20850
 Email: mzylstra@mcgreenbank.org

1.3 Schedule

	Milestone	Date/Deadline
1	RFP Issued	02/15/2024
3	Questions Due	02/25/2024
4	Responses to Questions Posted	02/29/2024
5	Proposals Due	03/15/2024, 11:59 p.m. Eastern Time (US)
6	Anticipated Award Date	04/05/2024
7	Anticipated Contractor Start	04/22/2024

Schedule changes: MCGB reserves the right to modify this schedule at its discretion. Any changes or additional information regarding the RFP schedule and pre-bid activities, including responses to questions, will be posted on the MCGB website.

1.4 Anticipated Contract Term

MCGB anticipates awarding one contract to cover a duration of four years to a single bidder or team of bidders, with an option of extending for another three years. The contract could be fixed cost, time-and-materials with a not-to-exceed maximum, or a hybrid.

1.5 Anticipated Contract Budget

MCGB currently operates a loan portfolio of approximately \$65 million and stands to receive up to an additional \$76 million in federal funds. It anticipates budgeting a combination of general revenue, interest rates and/or transaction fees to cover the costs of this contract.

MCGB anticipates that the annual budget for the platform will depend on the volume of loan activity during the fiscal year (runs July 1 through June 30). MCGB expects that the first year’s budget may be larger due to the upfront set-up costs for the platform. Budgets in subsequent years will largely reflect the costs of managing the platform (e.g., periodic flat fees and/or variable fees) as well as costs associated with additional portal configuration to accommodate evolving functionality or offerings. Bidders are encouraged to propose the most cost-effective solution that will meet the requirements laid out below.

Proposals that include a base scope and optional tasks priced separately will be considered.

1.6 Proposal Submittal Deadline

All proposals must be submitted electronically via the online submission link on the MCGB website. Proposals must be received by the due date and time specified in section 1.3. Any proposal received after the deadline will not be considered. Proposals must be complete when submitted; changes or additions will not be accepted after the specified due date and time, except for any clarifications requested of bidders by MCGB.

1.7 Submitting Questions

It is the responsibility of all bidders and other interested parties to examine the entire RFP and to seek clarification, in writing, if they do not understand any information or instructions. Questions regarding this RFP must be submitted by email to the Designated Contact Person listed in section 1.2 prior to the due date for questions noted above in section 1.3. The subject line of the email should be: "Lending Platform RFP". Responses to questions will be posted on the MCGB website as will all clarifications and amendments released in regard to the RFP. It is the responsibility of all interested parties to check this website periodically to obtain clarifications and amendments. Only those clarifications and amendments posted on this website are considered binding.

1.8 Proposal Confidentiality

Bidders should be aware that information submitted will be shared with the MCGB Board of Directors and outside counsel.

1.9 Contract Award

MCGB will notify all bidders of the contract award decision by email. MCGB reserves the right to negotiate the final terms and conditions of the contract award with a winning bidder whose proposal is selected, and to reject any winning bidder with whom MCGB cannot agree to terms and conditions meeting MCGB's needs, in MCGB's sole judgment. MCGB reserves the right to reject any proposal that does not meet these requirements.

1.10 RFP Process – Reservation of Rights

MCGB reserves the right to cancel or extend the RFP process at any time, and to issue clarifications and amendments to the RFP. MCGB also reserves the right to reject noncompliant submissions in response to this RFP. MCGB, in its sole discretion, reserves the right to recognize and waive minor informalities and irregularities found in proposals received in response to this RFP. Issuance of this RFP does not commit MCGB to make an award. MCGB will not pay any costs or expenses incurred by a bidder in connection with the preparation of a proposal or response to this RFP.

1.11 Contract Agreement

A copy of MCGB's Standard Agreement is provided as **Attachment B – Standard Agreement**. This is the template that will serve as the basis for the services agreement between the winning bidder and MCGB. MCGB and the awardee may negotiate further terms and conditions as might be appropriate for this specific contract. Any contract will include a nondisclosure agreement. Certain information regarding a customer that has participated or that may participate in an MCGB program is deemed confidential.

Funding for the contract may derive in whole or in part from federal sources and carry with it certain federally-prescribed terms and conditions that must be included in contracts using such funds (such as Appendix II to 2 CFR Part 200 “Contract Provisions for Non-Federal Entity Contracts Under Federal Awards” and additional requirements). Any contract award will be subject to the required federal contract flow-down provisions. The Standard Agreement may be updated prior to execution and may be amended from time to time with mutual consent of the parties, to reflect any new federal funding requirements associated with the capital under management.

SECTION 2 –BACKGROUND INFORMATION

2.1 Montgomery County Green Bank (MCGB)

The Montgomery County Green Bank is a publicly chartered 501(c)3 nonprofit corporation dedicated to accelerating energy efficiency, renewable energy, and clean energy investment in Montgomery County, MD. We partner with the private sector to provide more affordable and flexible financing options for County residents and businesses for clean energy and climate-resilient projects. These projects save energy, lower greenhouse gas emissions, create healthy living and working environments, foster a more resilient economy and environment, and help the County achieve its environmental goals.

2.2 Background and Context

Established in 2016, MCGB's investments have been funded to date by grants, primarily from the Energy Tax collected by Montgomery County, of which approximately 10% is appropriated annually to MCGB.

In late 2022, Congress passed the Inflation Reduction Act (IRA). An important provision of the IRA authorizes the U.S. Environmental Protection Agency (EPA) to implement the Greenhouse Gas Reduction Fund (GGRF), a historic \$27 billion investment that will be used to capitalize green banks to facilitate development of energy efficiency and clean energy projects. EPA will implement the GGRF via three grant competitions to be awarded in 2024: the \$14 billion National Clean Investment Fund, the \$6 billion Clean Communities Investment Accelerator, and the \$7 billion Solar for All competition. MCGB has aligned with certain lead applicants for these funds and stands to receive up to \$76 million through the various channels.

These funds will fund rapid portfolio growth, likely leading to new offerings and more complex administrative requirements. In order to support this expansion, MCGB is looking to build out its loan management capacity. MCGB currently uses Salesforce for its CRM platform and DownHome Solutions for its loan booking system.

For additional detail on current products, and to view our annual reports, visit the MCGB website.

SECTION 3 –SCOPE OF WORK

Following is a task-by-task description of the work covered by this RFP. As explained in section 4.3 below, bid proposals must reflect the bidder's plan, approach, capacity for each task and describe related experience.

3.1 Scope of Work Tasks

Task 1: Project Kickoff Meeting

The winning bidder, in consultation with MCGB, will organize and facilitate a project kickoff meeting. The purpose of the meeting is for MCGB and the contractor to establish a common understanding of the deliverables, the overall platform development schedule, and to provide the foundation for development of the work plan. At a minimum, this meeting should include discussion of the proposed statement of work and schedule, initial data requests, and communication protocols and expectations.

Task 2: Initial Platform Set Up

The winning bidder must configure the platform, including any necessary integrations and application programming interfaces (APIs) within three to four months of contract award. MCGB anticipates receiving a large infusion of capital on or about July 2024 and seeks to have the platform available at that time or shortly thereafter.

Task 3: Ongoing Platform Hosting, Management, Support, and Enhancements

The winning bidder must host the platform, manage its functionality and the functionality of integrations, provide technical support for any issues that may arise, and propose and develop enhancements, as needed and approved by MCGB. Throughout the contract period, the platform team will work with MCGB's staff to thoroughly understand how the platform is used by staff and/or MCGB subcontractors and clients, to assess needs for the platform, and to propose appropriate enhancements. The contractor will also provide ongoing technical support for use of the platform, integrations, and its reporting functions by staff and contractors.

Task 4: Training

The winning bidder must train MCGB staff and its subcontractors, as requested, on the platform, including reporting functionality. The winning bidder will be required to present a clear training plan that will accompany the platform support function.

Task 5: Customer Service

The winning bidder must provide technical support and execute prompt fixes as technical issues arise. The winning bidder must be available during regular business hours, fixing technical issues within one business day, and responding to MCGB staff or contractors with service questions within two hours.

Proposals must include the bidder’s approach to customer service and service level agreements in the RFP response.

3.2 Project Deliverables

The winning bidder must complete all requirements specified in the Scope of Work in a timely manner. The platform must include or integrate with a number of other software tools to meet the requirements outlined below. Such software tools may include those that allow for the signing/completion of documents; the running of credit checks and other due diligence; making a determination of Montgomery County EEA and LIDAC eligibility/status (e.g., CEJEST)¹; pushing data to the MCGB’s project reporting and tracking database; as well as payment gateways or processors that facilitate loan disbursement to customers/contractors and payments to third-party investors, and the collection of payments from customers. Specific deliverables may include, but are not limited to, the following specifications and features:

1. Decisioning Capabilities

#	Description
1a	Input Requirements – MCGB Staff (or its subcontractors), along with its customers, can open a new loan application and populate the defined intake information criteria. (The intake information will be defined by MCGB.)
1b	Decisioning Capabilities –This functionality may require additional integrations and criteria such as: <ul style="list-style-type: none"> • Credit pull • Proof of property ownership • Verification of EEA or LIDAC status (e.g., based on location or income eligibility) • UCC and title searches
1c	Manual Review – For commercial projects MCGB Staff must have the ability to manually review a project.
1d	Variable Underwriting Criteria – The platform must have the ability to change or modify MCGB underwriting criteria for different products over time.
1e	Customer consent – The customer must be able/required to provide consent before submitting their information.

¹ [Climate & Economic Justice Screening Tool \(geoplatform.gov\)](https://geoplatform.gov)

	The platform should display a brief overview of each product set to the customer.
1g	Product Selection – The customer must be able to select a product and complete the necessary documentation to apply for it.

Project Loan Deployment and Funding Source Management

#	Description
2a	Some products must be associated with a specific set of documentation
2b	Each project must be associated with a specific funding source account of MCGB that must be capable of being modified on an ongoing basis.

2. Servicing

#	Description
3a	Automatic Payments – All customers and associated finance products must be set up to make automatic payments (through Automated Clearing House or ACH). The platform must collect such payments on an ongoing basis for the entire term.
3b	Bank Account Management – The collected payments must be assigned to the appropriate bank account of MCGB. In most cases, the source of funds assigned by MCGB to finance a particular customer segment or project type will dictate the relevant bank account into which payments will be deposited. These funding sources for customers/projects must be editable. For instance, if a tranche of the project loan or portfolio was sold, the associated bank account may need to be adjusted.
3c	Unscheduled Payments – In the case that customers make unscheduled payments, where that is allowed, this must appropriately update the future payments to be collected by the platform.
3d	Automated Delinquency Management – The platform must have a workflow for helping customers self-solve delinquency issues based on a predetermined protocol. This workflow must include: <ul style="list-style-type: none"> • Notifications of late or failed payments • Notifications of late financial reporting • Notifications and information on how to cure delinquencies
3e	Manual Adjustments – If an account is delinquent or in default, the platform must enable manual adjustments so that MCGB is able to address issues. The platform must also expect to flag or trigger action when accounts need manual intervention.

3f	Reporting – The platform must be capable of generating various reports to enable the MCGB to review and understand performance, key performance indicators (KPIs), areas of prioritization, etc.
3g	Restructuring – The platform must enable manual overrides or the restructuring of existing assets. Customers/projects must be modifiable at the discretion of MCGB. MCGB must be able to trigger execution of the relevant documentation. (For example, if a customer is having difficulty making payments, MCGB could adjust their associated terms in the system and get the customer to sign the relevant documents memorializing that change.)
3h	Logging Changes – The platform must be capable of logging changes at the asset level or at the program level.

3. User Management and Portals

#	Description
4a	<p>User Roles – The platform must allow use by various entities, with different levels of access and different user interfaces. These entities include:</p> <ul style="list-style-type: none"> • MCGB Staff • MCGB subcontractors • Customers • Investors/Participants (or purchasers of assets) • Partners with whom MCGB has purchased a participation in a partner-led transaction
4b	<p>User Access – The platform must allow MCGB to control who has access to the platform and their level of access. Some access privileges should include:</p> <ul style="list-style-type: none"> • View only – in which user can view specific assets • Editing – in which users can edit subsets of information to be defined. (e.g., an MCGB subcontractor might only be allowed to address specific functions associated with manual triggers relating to Decisioning or Servicing.) • Platform Design – in which users can adjust platform modules such as decisioning logic, products, or servicing bank accounts. • User Management – in which users have the ability edit other users • Administration – the ability to perform all functions within the tool
4c	<p>Investor/Participant Portal –</p> <ul style="list-style-type: none"> • Investors should have a separate set of functionalities in which they can view all the customers associated with their projects and the status of those projects. Note that Investor access is limited to the period of loan application and project construction; once the loan is paid out, they do not have access to customer payment information. • Investors must also have the capability of managing users within their portal. Some users might include: <ul style="list-style-type: none"> ○ “sales reps” who interact with the decisioning platform ○ “operations” or “management” users who will interact more with the other functions associated with the portal (e.g. verifying work-scope / project completion, receiving payouts)

	<ul style="list-style-type: none"> ○ Investors will need to have the ability to upload documentation during the construction/implementation stage of a project. Investors will also need to be able to receive payments from MCGB through the platform and potentially adjust their account information. ● The functions of the platform required to work effectively with investors include: <ul style="list-style-type: none"> ○ Pay out project funds; ○ Reporting; ○ 1099 generation (if applicable); ○ Insight into the status of project loan approvals; ○ Notice to Proceed deployment; ○ Project completion certificates; and ○ Project Work scope verification.
4d	Customer Portal – Customers must have access to the platform to view their specific assets. Customers may have multiple active projects through the platform, so they must be able to see all projects through the same platform view (or portal). Customers must be able to view transaction history, view statements, inquire about specific issues, make unscheduled payments (where allowed), update payment information, update contact information, upload ongoing financial reporting and other related functions.

4. Reporting and Data Management

#	Description
5a	Database Management – The platform must allow for additional data fields or properties that allow for more advanced filtering and management.
5b	Reporting – The platform must: <ul style="list-style-type: none"> ● Meet organizational audit requirements ● Provide and satisfy budgeting and accounting criteria ● Provide required reporting as required by fund sources, particularly federal fund sources ● Report by data fields in the portfolio (e.g., fund, loan type, dollars leveraged, customer Type, credit score, loan loss reserves)
5c	Financials – The platform must provide financial insights and projections including assisting in the valuation of assets. This data may be used by MCGB to value tranches of the portfolio.
5d	1099 Int – The platform must generate 1099 Int forms for all applicable loans in the portfolio.

5. Investor Management

#	Description
6a	Investment funds – The platform should enable MCGB to request or receive funds from investors (or asset purchasers).
6b	Remit Returns – The platform must enable MCGB to remit returns to investors (or asset purchasers). In the case that MCGB continues to manage the servicing of assets, the ability to remit returns to the underlying asset owner is important. The platform might assign a bank account for payment collections from the specific assets or make periodic direct payments to the investor.
6c	Investor reports and insights – The platform must enable for reporting to investors or asset purchasers on the performance of their assets. (Could be done either through a portal or produced reports.)
6d	<p>The platform must include:</p> <ul style="list-style-type: none"> • Assignment or Portfolio Management – <ul style="list-style-type: none"> ○ Reporting requirements to provide valuation ○ Ability to segment the portfolio ○ Ability to present portfolio to third parties (securely) ○ Assignment or sale of portfolio segments • Optionality to service sold or assigned portfolio segments

The winning bidder must commit to completing all tasks within the time frames established in the proposal and as approved by the MCGB.

SECTION 4 –PROPOSAL REQUIREMENTS

4.1 Proposal Submission

Proposals must be submitted electronically via the online submission page on the MCGB website. All proposals must adhere to the instructions and format requirements outlined in this RFP, in the online submission page instructions, and in the written supplements and amendments issued by MCGB. The online submission page will request the following documents to be uploaded:

- RFP response (see 4.3)
 - PDF format file named “Proposal_Bidder_Name_RFP_Loan_Platform”
- Attachment A - Project Cost Proposal Form
 - Excel format file named “Project_Cost_Bidder_Name_RFP_Loan_Platform”
- Attachment C – Team Commitment Form [if proposal involves any subcontractors]
 - PDF format file named “Team_Commitment_Bidder_Name_RFP_Loan_Platform”
- Any additional relevant documents (Word, PDF, or Excel format, as appropriate) [if applicable]

4.2 Format Requirements

Proposals will be evaluated for adherence to the following format requirements:

- Proposals must be typewritten.
- Pages must be numbered.
- Unnecessary attachments (e.g., any attachments beyond those sufficient to present a complete, comprehensive, and effective proposal) will not be considered in the evaluation of the proposal.
- Proposals must adhere to prescribed page limits specified in this RFP. MCGB values concise proposals.

4.3 Content and Organization Requirements

The proposal must include the following contents, which should be presented in the following order:

1. Introduction (2 pages maximum)

Summarize understanding of the platform and services requested in the RFP and proposed approach to fulfilling the RFP requirements. Briefly describe the proposed project team, platform, and qualifications.

2. Platform and Integrations Description (15 pages maximum)

Provide an overview of the proposed platform and how it will meet the needs of MCGB as outlined in “project deliverables” above. Speak to the platform’s potential for customization to accommodate formatting preferences and/or integrations. Clarify whether the platform is a “one-stop shop” for all functions, or a hybrid model that combines different systems (e.g., one system for origination, one for servicing). Consider including a link to a demo, trial log-in, sample screenshots, and/or a workflow diagram. Bidders may be asked to provide a brief demo or virtual tour as part of the review process.

Describe any anticipated or recommended integrations (e.g., for e-signatures, payment processing/fund transfers, credit pulls, UCC lien searches, EEA or LIDAC status checks), noting specific provider names (and alternative options) where applicable. Describe whether the platform is currently configured to support these integrations and/or the process for configuring new integrations. Note the names of any existing integration experience/provider relationships where applicable.

3. Statement of Work (10 pages maximum)

Please describe your approach to the tasks outlined in the scope of work, in particular your approach to customer service.

4. Qualifications, Staffing and Management (6 pages maximum)

a. Corporate Qualifications

Describe the bidding team's qualifications, including brief descriptions of past experience on similar projects. If applicable, describe past experience with green bank clients and/or management of federal funds. Please include the size and capacity of your organization.

b. Organizational Chart

Provide an organizational chart of the proposed team for the program. The chart should identify key team members where identified, their roles, and relationships between staff and organizations (MCGB, the contractor, and any subcontractors). Clearly indicate the day-to-day primary point of contact for MCGB as well as the lead executive contact.

c. Disclosures

Disclose and provide details regarding any bankruptcy petition (whether voluntary or involuntary), receivership, insolvency event, or similar adverse financial circumstance suffered or incurred by bidder (or any predecessor entity) within the three years preceding the date of submission of this proposal. Disclose and provide details regarding any litigation, arbitration, or administrative proceedings involving bidder within the three years preceding the date of submission of this proposal in which the amount claimed or adjudged against bidder exceeded \$50,000. Disclose and provide details regarding any debarment or delisting from performance on federal government contracts, by the State of Maryland, or by Montgomery County within the three years preceding the date of submission of this proposal.

5. Cost Proposal (use Attachment A - Project Cost Proposal Form provided)

a. Narrative

Provide a brief narrative explanation of the project cost proposal, including the breakdown between upfront set-up costs, fixed costs, and per loan or transaction costs. To the extent possible, provide relevant explanations of any integration costs.

b. Cost Form

Provide a completed Project Cost Proposal Form (Attachment A) detailing the breakout of costs in sufficient detail to allow assessment of their reasonableness of the basis. Detail any costs charged at an hourly rate, any fixed costs, and/or any other variable costs. Reflect total costs under a hypothetical "Costing Scenario" that uses the assumptions provided on the "Assumptions" tab of

Attachment A. Where any additional assumptions are made, please indicate clearly with a comment. All related expenses must be included and itemized on this form; any costs not included on this form will be disallowed. Provide separate rates by contract year (on separate tabs).

MCGB recognizes that the categories and format displayed in the Project Cost Proposal Form may not conform to the way that the bidder traditionally expresses its pricing. Nonetheless, MCGB will use this form to facilitate a clear and consistent bid comparison and we appreciate bidders doing their best to accurately and comprehensively reflect their pricing and costs according to the form's categories and format. Bidders may also add a supplementary tab to Attachment A detailing their preferred pricing structure for MCGB's consideration.

SECTION 5 –PROPOSAL EVALUATION CRITERIA

Proposals that meet the requirements established in the RFP will be evaluated by a proposal review team. MCGB reserves the right to decide whether a proposal is acceptable in terms of meeting the requirements of this RFP and to accept or reject any or all proposals received.

In evaluating proposals, MCGB reserves the right to take any of the following steps, with respect to either all of the proposals received or to a subset of proposals selected as superior to the others:

(1) consult with prior clients on the performance of the bidder or of particular persons proposed for this bid; (2) schedule presentations or interviews with representatives of the bidder or persons proposed for the project; (3) conduct a review of past performance, including a review of reports, analyses, or other materials that would reflect the bidder's performance; and, (4) request additional data or supporting material.

5.1 Evaluation Criteria

In evaluating proposals submitted in response to this RFP, the proposal review team will use the following criteria:

Scoring Category	Maximum Points
1. Platform and Integrations <ul style="list-style-type: none"> a. Does the proposed platform meet the requirements set forth in this RFP? b. Is the on-line application “user friendly”? c. How easy / difficult will it be to customize the proposed platform to accommodate future formatting preferences and/or integrations? d. Is the proposed platform a “one-stop shop” for all service functions, or does the proposal envision a hybrid model? 	40
2. Staff and Organization Qualifications <ul style="list-style-type: none"> a. Is the proposed project staffing plan clear, well-defined, appropriate and realistic for the scope of the services requested? b. How qualified are the proposed organizations (lead bidder and subcontractors) in terms of demonstrated experience and capacity to execute this type of platform? 	20
3. Project Cost/Budget <ul style="list-style-type: none"> a. How does the total bid cost compare to other comparable proposals? b. Is the proposed budget consistent with the requested Statement of Work? 	30
4. Statement of Work <ul style="list-style-type: none"> a. Does the Statement of Work present a comprehensive, sound approach for accomplishing the requirements of this RFP? b. Is the Statement of Work thorough, specific and responsive to the requirements and details specified in the RFP? c. Does the proposal demonstrate a clear understanding of the Scope of Work and MCGB's expectations? 	5
5. Overall Quality and Responsiveness	5

<ul style="list-style-type: none"> a. What is the overall quality of the proposal submission, including: completeness, clarity, attention to detail, adherence to instructions and lack of errors? b. Does the proposal reflect and respond to MCGB’s priorities? c. Does the proposal seek changes or exceptions? 	
Total	100