

Request for Qualifications:  
Microsoft Loan Portfolio Management Solution

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## ORGANIZATION OVERVIEW

The Vermont Municipal Bond Bank (the “Bond Bank”) was created by the Vermont legislature in 1970 to assist eligible governmental units access public financing markets.

The Bond Bank provides municipal loans for local infrastructure projects through the pooled loan program. Loans are primarily financed through the Bond Bank’s issuance of publicly offered tax-exempt bonds. On an on-going basis, the Bond Bank services its loans and provides outreach and planning assistance to potential borrowers.

Borrowers of the Bond Bank are exclusively governmental units of the state including cities, towns, villages, school districts, and other municipal entities throughout the state.

The Bond Bank also co-manages the State’s Revolving Funds with the Department of Environmental Conservation. Loans are issued for the planning and construction of municipal drinking water and clean water projects.

More recently, the Bond Bank has identified additional sources of low cost lending dollars that will be developed into a Green Energy Finance program.

Please visit [vtbondbank.org](http://vtbondbank.org) for more information.

### *DIRECTORS & OFFICERS*

The Bond Bank is governed by a five-member Board of Directors with four appointed by the Governor and the State Treasurer as an ex-officio member.

#### **Mission**

To assist Vermont’s municipalities and other qualified public bodies in gaining access to affordable, innovative and appropriate financing to meet their capital needs.

#### **Vision**

To support Vermont’s municipalities and other qualified bodies in making informed and knowledgeable financing decisions for present and future generations.

### *HISTORY*

The Bond Bank was created by the Vermont legislature in 1970 to assist governmental units access public financing markets. The Bond Bank has provided over \$2.3 billion in loans for local infrastructure projects across Vermont through its pooled loan program.



WHO WE SERVE

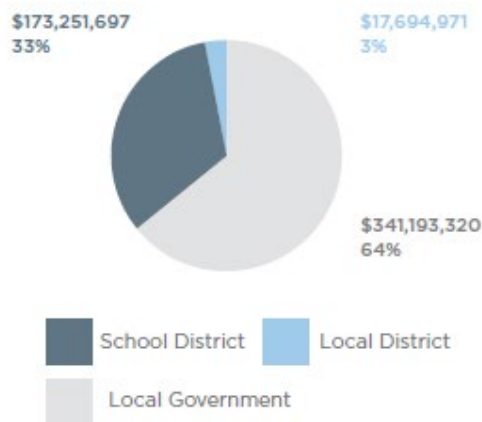
The Bond Bank pooled loan program makes loans to governmental units throughout the state. Borrowers can include any county, municipality, school district, or other public body. The distribution of borrowers among the several Vermont counties, and the number and amount of loans to different classes of borrower, are shown below.

 **The Bond Bank's pooled loan program** makes loans to governmental units around the state, which include any county, municipality, school district, or other public body.  
*All data below as of 12/31/2022.*

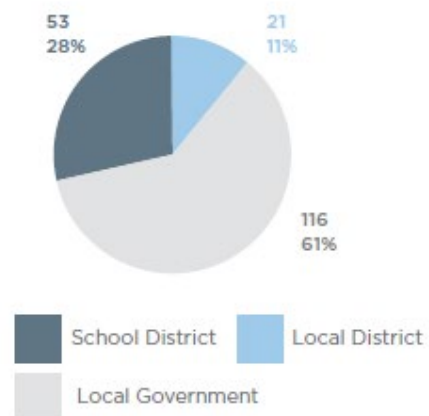


<b>Addison</b>	<b>Essex</b>	<b>Orange</b>	<b>Windham</b>
Total Amount \$43,376,608	Total Amount \$900,000	Total Amount \$16,295,797	Total Amount \$41,974,197
Borrowers 14	Borrowers 1	Borrowers 13	Borrowers 17
<b>Bennington</b>	<b>Franklin</b>	<b>Orleans</b>	<b>Windsor</b>
Total Amount \$17,214,067	Total Amount \$56,691,728	Total Amount \$5,875,365	Total Amount \$69,094,908
Borrowers 8	Borrowers 14	Borrowers 8	Borrowers 24
<b>Caledonia</b>	<b>Grand Isle</b>	<b>Rutland</b>	<b>Multiple</b>
Total Amount \$7,525,878	Total Amount \$6,461,821	Total Amount \$38,388,660	One borrower has loans in multiple counties; project location used for balance summary.
Borrowers 8	Borrowers 5	Borrowers 23	
<b>Chittenden</b>	<b>Lamoille</b>	<b>Washington</b>	
Total Amount \$135,551,596	Total Amount \$35,855,927	Total Amount \$56,933,437	
Borrowers 26	Borrowers 6	Borrowers 22	

Outstanding Balance



Borrowers



## BACKGROUND / OBJECTIVES / SCOPE

Vermont Bond Bank is pleased to invite you to participate in our Request for Qualifications (RFQ) for the development of a Microsoft-based solution for loan portfolio management. We have reviewed your company's expertise in software development and believe that your organization possesses the necessary skills and experience to meet our requirements effectively.

The Bond Bank's currently utilizes multiple excel workbooks and HUB Spot ERM to manage its portfolio of loans. Borrowers have existing unique IDs that are available to cross walk borrowers among different programs. A view of existing loan database is available on our website at: <https://www.vtbondbank.org/loan-search>.

Current challenges to this approach involve multiple workbooks to update with the same data and in some cases, inconsistent data entry. Additionally, key pieces of borrower information are contained in many different workbooks at in our out of platform CRM (Hubspot).

The goal is to develop a solution to effectively monitor and manage our loan portfolio within the Microsoft environment. At a minimum, a version of the dashboard in Attachment B must be an outcome of the project. However, depending on budget and time, four related data flows roll up to the Comprehensive Dashboard, as shown below. If possible, full integration of these functions is desired of the final outcome in one or more dashboards.

Included in the dataflows is the desire for a dataportal for borrowers of the bond bank where historic loan documentation and other communication can be housed. Ideally, this would integrate with any submission portals for compliance items.

<b>Comprehensive Borrower Dashboard (Attachment B)</b>	<b>CRM</b>	<b>Credit Profile Dashboard</b>	<b>Pipeline Tracking Across Programs</b>	<b>Borrower Document Portal</b>
<ul style="list-style-type: none"> <li>▪ Summaries of CRM, compliance, document summaries, existing loan status, loans in underwriting, and loan in progress</li> </ul>	<ul style="list-style-type: none"> <li>▪ Integrated Microsoft CRM that allows updates and entries within environment of dashboards</li> <li>▪ Allows quantitative and qualitative tags for updates related to pipeline, compliance, and other organization</li> </ul>	<ul style="list-style-type: none"> <li>▪ Portfolio level and borrower level credit information</li> <li>▪ Data entry of financial statement information with formatting standardization</li> <li>▪ Longitudinal view of prior financial statements</li> <li>▪ Integration of statewide and Census datasets (Excel based)</li> <li>▪ Qualitative entries to complete exportable credit summaries</li> </ul>	<ul style="list-style-type: none"> <li>▪ Entry and tracking of new loan prospects across programs</li> <li>▪ Status updates (ex. underwriting, approval, closed)</li> <li>▪ Assignment of closing and compliance checklists at closing</li> <li>▪ Automated post issuance compliance reminders</li> </ul>	<ul style="list-style-type: none"> <li>▪ Borrower portal to allow for access to historical files</li> <li>▪ Borrower portal for submitting files</li> </ul>

The solution should include, but not be limited to, the following key features:

- Dashboard views of borrower and portfolio level key data sets -see Attachment B
- Comprehensive loan tracking and monitoring capabilities
- Robust reporting and analytics functionalities
- Integration with existing systems, such as financial databases and CRM tools
- User-friendly interface for easy navigation and data entry
- Scalability to accommodate future growth and evolving business needs

The decision to pursue a Microsoft based solution grew out of the research and training available on the Microsoft learning portal, “Get started with Microsoft Cloud for Financial Services.” This training module shows how Microsoft can be utilized for Borrower Monitoring, Loan Application Management, and Improved Communications both internally and externally. See link: <https://learn.microsoft.com/en-us/training/paths/financial-services-in-a-day/>

## BUDGET

The Bond Bank has budgeted up to \$12,500 for the scope described above. This is an estimated range subject to refinement as the scope is refined. As a quasi-governmental agency, however, the Bond Bank is conscious of the value proposition offered by prospective firms and may consider proposals that offer higher value through a more limited scope (and cost) or through an expanded scope (and cost).

## VENDOR QUALIFICATIONS

The following qualifications are required:

- Demonstrated experience in developing Microsoft-based solutions for financial institutions
- Strong expertise in loan portfolio management systems
- Proven track record of successful implementations and client satisfaction
- Familiarity with industry best practices and regulatory compliance requirements
- Adequate resources and infrastructure to support the project

## COMMUNICATION & TIMELINE

Questions regarding this request for qualifications (“RFQ”) will be accepted via email to the distribution below until 10:00 pm ET on Friday, September 8<sup>th</sup>, 2023. Responses to questions will be provided on a rolling basis. The Bond Bank may elect to hold a call to facilitate a Q&A prior to the submittal deadline.



Responses to this RFQ are due via email to the distribution below by 10:00 pm ET on Friday, September 15<sup>th</sup>, 2023. Please limit response to 10 pages. *Respondents are expected to be available for interviews between 9:00 am ET and 2:00 pm ET on Wednesday, September 20<sup>th</sup>.*

<b>Submission Distribution</b>	
Michael Gaughan Vermont Bond Bank michael@vtbondagency.org	Elizabeth King Vermont Bond Bank elizabeth@vtbondagency.org

The Bond Bank reserves the right to delay, postpone, or not select a development firm. Selection is expected to occur on or before October 1, 2023. The Bond Bank expects to conduct interviews prior to the selection of a qualified firm.

Final implementation is targeted for December 31, 2023.

### **SUBMISSION REQUIREMENTS**

1. Provide the name, title, and contact information for the Bond Bank's primary contact.
2. Describe your firm's process for project management and how the required content will be identified, requested, and organized.
3. Company profile and description of relevant experience.
4. Description of similar projects and two client references.
5. Team composition and key personnel's qualifications.
6. High-level implementation plan, including timelines and milestones.
7. Cost estimates and proposed pricing structure.
8. Let us know anything else you think is important!

ATTACHMENT A

PROPOSER WARRANTIES

- A. Proposer warrants that all information provided by it in connection with this proposal is true and accurate.
- B. Proposer warrants that it holds all required licenses and authorizations to undertake the services described in this RFQ.
- C. Proposer warrants that there are no existing or potential conflicts of interest that would prevent the proposer from fully performing the tasks described in the RFQ. Should a conflict of interest be discovered, the proposer shall make immediate disclosure to the Bond Bank.

Signature of Official

Authorized to Commit Firm: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

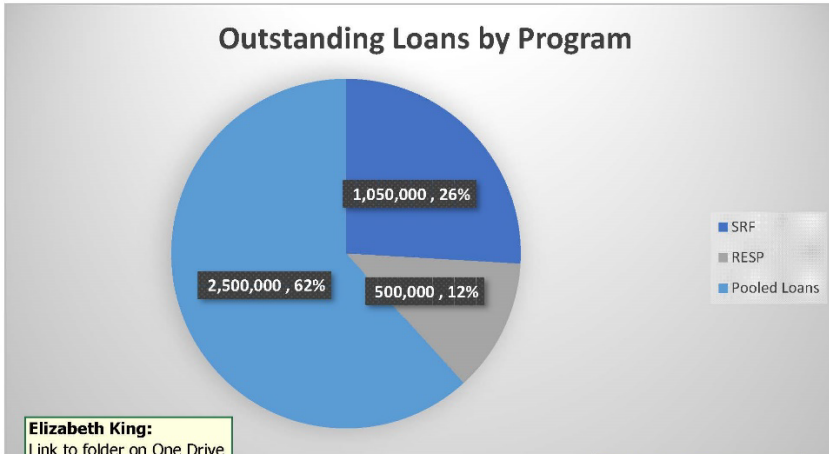
Firm Name: \_\_\_\_\_

Date: \_\_\_\_\_

ATTACHMENT B

Town of XXXXX

**Elizabeth King:**  
Drives the dashboard view



**Elizabeth King:**  
Link to folder on One Drive with documents

**Elizabeth King:**  
Data lives in two different loan databases

Loan Number	Maturity	Outstanding Amount	Available Funds	Next Payment Due
<a href="#">RF3-201</a>	5/1/2025	750,000.00	-	5/1/2023
RF1-200	3/1/2030	250,000.00	-	3/1/2024
2021-1	2/1/2051	1,000,000.00	250,000.00	2/1/2024
RESP.1	3/1/2034	500,000.00	100,000.00	6/1/2024
2017-3	8/1/2047	1,500,000.00	-	8/1/2023

**Elizabeth King:**  
Data lives in Monitoring database

Borrower	Borrower ID	Data Entry Date	Source	PL/SRF/Monitoring/Top 25/Watch List
Montpelier	MN_195_12	6/13/2023	FY22 audit	Top 25
Montpelier	MN_195_12	6/13/2023	FY22 audit	Monitoring
Montpelier	MN_195_12	6/13/2023	FY22 audit	Monitoring

**Elizabeth King:**  
Scroll bar to review spread data

Contacts		
Town of XXXXXX 1 Main Street xxxx, VT 05xxx <a href="http://www.townofxxxxx.gov">www.townofxxxxx.gov</a>		
<b>Elizabeth King:</b> Data in HUB Spot All contact and Notes		
Name	Title	Email
Jane Doe	Finance Director	<a href="mailto:jane@vt.gov">jane@vt.gov</a>
John Smith	Town Manager	<a href="mailto:John@vt.gov">John@vt.gov</a>
Notes:		

**Elizabeth King:**  
New database- existing data in Microsoft Teams

Pipeline		
Project	Cost	Status
Waste Water Treatment	2,000,000.00	Planning
Fire Truck	500,000.00	Voter Approval
Culvert Replacement	250,000.00	Pending Application
New Town Office	3,000,000.00	Pending Application

Compliance Monitoring			
Loan	Document Type	Year	Date
RF3-201	N/A		
RF1-200	N/A		
2021-1	Audit	2022	1/1/2023
2017-3	Audit	2022	1/1/2023
2021-1	PIC	2021	1/1/2023
2017-3	PIC	2021	1/1/2023

**Elizabeth King:**  
New form to be added in the loan portfolio solution with reminder feature



Vermont  
Bond Bank