RFP#00821HAF
Processing & Eligibility
Questions & Answers

1. Program Guidelines: Are program guidelines and applicant requirement documents available for review? If so, how can they be obtained?
   General Program Guidelines may be found in Nevada's HAF Plan   https://nahac.org/wp-content/uploads/2021/08/HAFPlanrevised081221forNHDReview.pdf as well as the Treasury HAF Guidance https://home.treasury.gov/system/files/136/HAF-Guidance.pdf

2. Program Volumes: What is the estimated volume levels expected to reach processing and eligibility for each program type (at least for the first 12 months)? In year one the goal is to serve approximately 1,900 households between the 2 programs. The estimated number of files to reach processing and eligibility in the first 12 months would be approximately 3,500.

3. Program: Please confirm that the scope of applicant document collection for eligibility or payment remittance information is outside of this scope.
   Minimal subsequent document collection may be required.

4. Program: Who will perform servicer follow up for CDF records?
   For now, that function will remain in house.

5. System: Will the system have any automation for eligibility decisioning and if so, how much?It is anticipated that the system of record will have some automation for eligibility decisioning. However, the vendor will be responsible for verifying each eligibility decisions.

6. System: Will the system provide for document storage and retrieval?
   Yes.

7. Compliance: Will the system have any functionality on QA/2nd sign process, ie a work queue or other process screen?
   Yes.

8. Compliance: What State & Federal Guidelines need to be factored and will the system have any functionality embedded to capture requirements and related?
   The system of record is anticipated to capture requirements set forth by Treasury guidelines https://home.treasury.gov/system/files/136/HAF-Guidance.pdf. However, the vendor will be responsible for ensuring required compliance is met for each file handled by the vendor.

9. Compliance: Will withdraw applications also be a QA/2nd signed?
   No.