Request for Qualifications (RFQ)

Housing Development Software

~~August 21, 2026~~August 28, 2026

Housing New Mexico | New Mexico Mortgage Finance Authority (MFA)

7425 Jefferson St. NE, Albuquerque, NM 87109 | *housingnm.org* | 505-843-6880

New Mexico Mortgage Finance Authority (Housing New Mexico)
Request for Qualifications for
Housing Development Software Services

Part I: Background & General Information

Introduction

The New Mexico Mortgage Finance Authority (Housing New Mexico | MFA)("Housing New Mexico") is a governmental instrumentality, separate and apart from the state, created by the Mortgage Finance Authority Act, N.M. Stat. Ann. Sections 58-18-1 1978 *et seq*. (1978) for the purpose of financing affordable housing for low- and moderate-income New Mexico residents.

The Low-Income Housing Tax Credit (LIHTC) program was created in the Tax Reform Act of 1986 as an incentive for individuals and corporations to invest in the construction or rehabilitation of low-income housing. LIHTC provides the investor with a dollar-for-dollar reduction in personal or corporate federal income tax liability for a 10-year period for projects meeting the program's requirements.

In January 1997, Housing New Mexico was designated by Governor Gary Johnson as the Housing Credit Agency (HCA) responsible for administering the LIHTC program in the state of New Mexico and allocating the tax credits to eligible New Mexico projects. Housing New Mexico awards tax credits to projects meeting its Project Selection Criteria among other requirements and monitors existing projects for compliance with the Internal Revenue Service (IRS) Code (IRC) Section 42.

Housing New Mexico's Housing Development Department administers the allocation of low-income housing tax credits. Overall responsibility extends to publishing the Qualified Allocation Plan; setting the allocation schedule; reviewing and ranking applications; recommending projects for Housing New Mexico Board approval; processing carryover allocations; final allocation of tax credits by issuance of IRS Form 8609; annual notification to the IRS of program performance through submission of IRS Form 8610; and providing public information concerning the program.

Housing New Mexico also provides gap financing for both LIHTC and non-LIHTC projects, offering construction and permanent financing for all phases of multifamily and single-family affordable housing project developments, including land and building acquisition, infrastructure development, rehabilitation and new construction. These financing sources include federal funds, including the National Housing Trust Fund (NHTF) and the HOME Investment Partnership (HOME) programs, as well as state funds, including the New Mexico Housing Trust Fund (NMHTF).

Purpose

The purpose of this Request for Qualifications (RFQ) is to ~~invite the submittal of qualification statements, in accordance with Housing New Mexico Procurement Policy, from highly~~identify and evaluate qualified~~,~~ ~~capable persons or firms, who by reason of their skill, knowledge, and experience are able to furnish~~ software vendors capable of providing Housing New Mexico with an affordable third-party housing management platform ~~capable of supporting~~that supports the Housing Development lifecycle from award

~~to~~through closeout. The Minimum Qualifications and Requirements for This RFQ are outlined in Part II of this RFQ, below. ~~Qualification statements must address all elements outlined in the Minimum Qualifications and Requirements of this RFQ. Selected vendors are invited to participate in informal RFQ process consisting of a~~

The Needs and Wants Requirements Matrix in Part II will primarily serve as the framework for the live demonstration~~, and pricing confirmation.~~and evaluation of each proposed solution. Vendors are not required to provide a separate written narrative response to each individual Need or Want unless specifically requested by Housing New Mexico.

The FY2027 budget is expected to be finalized after September 30, 2026. Participation in this evaluation does not constitute a commitment to purchase or award a contract.

Questions and Answers

Questions pertaining to this RFQ must be submitted via email to jmartinez1@housingnm.org. The email subject should read "Housing Development Software Services RFQ". Housing New Mexico will make every attempt to answer questions within two (2) business days.

Vendor Demonstration Instructions

The purpose of the demonstration is to provide Housing New Mexico with a comprehensive understanding of the Vendor's software platform and its ability to support the administration of the Housing Development's Program. Demonstrations should focus on standard system functionality rather than conceptual discussions or marketing presentations.

Vendor Technical Participation. The Vendor's presentation team must include personnel with direct technical knowledge of the proposed platform, including at least one software engineer, solutions architect, technical lead, or similarly qualified technical representative. The technical representative must be available during the live demonstration and question-and-answer period to address system architecture, configuration, integrations, data migration, security, reporting, customization, and the level of effort associated with changes to the platform. If any material portion of the proposed solution is provided by a third party or subcontractor, the Vendor should identify that relationship and, when appropriate, include a technically knowledgeable representative who can address that component.

Each Vendor will be allotted approximately **2½ to 3 hours** for its presentation.

Demonstration Agenda

1. Company Overview (10 Minutes)

- Company history and ownership
- Experience with Housing Finance Agencies (HFAs)
- LIHTC experience
- Current public-sector clients

- Product roadmap

2. Implementation Approach (15 Minutes)

- Implementation methodology
- Project timeline
- Data migration strategy
- Training plan
- Go-live support

3. Live Software Demonstration (90 Minutes)

- Applicant Portal
- Application Management
- Workflow Management
- Document Management
- Reporting & Dashboards
- Database Search
- Security & Administration
- Data Export & Integration

4. Questions & Discussion (30 Minutes)

- Internal Review Committee questions regarding functionality, implementation, reporting, and roadmap

5. Pricing Review (15 Minutes)

- Confirm implementation pricing, annual subscription, optional modules, professional services, support, and five-year cost

6. Closing Discussion (15 Minutes)

- Implementation schedule
- Staffing requirements
- Support model
- Future enhancements

Demonstration Expectations

- Use live software whenever possible.
- Identify custom-configured or third-party functionality.
- Differentiate existing features from future roadmap items.
- Reserve adequate time for committee questions.
  Include a software engineer, solutions architect, technical lead, or similarly qualified technical representative in the presentation and question-and-answer period.

Required Demonstration Scenario

Each vendor should demonstrate the same end-to-end scenario to facilitate objective evaluation.

- Create a new 9% LIHTC application for a 55-unit family development in Albuquerque.

- Include LIHTCs, HOME, NMHTF, and National Housing Trust Fund financing.
- Upload supporting documents.
- Assign the application for staff review.
- Demonstrate tracking funding per lot for a single family development.
- Request applicant revisions and resubmission.
- Route for final approval.
- Generate reports and dashboards.
- Store the project in the permanent database.

Evaluation Focus

- Functional capabilities
- Ease of use
- Workflow efficiency
- Reporting and analytics
- Technical architecture
- Implementation approach
- Vendor experience
- Long-term support
- Overall value
- Security and Administration

Customer References and Product Validation

As part of the evaluation process, Housing New Mexico intends to contact organizations that currently use the proposed software. Each Vendor must provide a minimum of three customer references that are currently using the proposed product or a substantially similar configuration. Housing Finance Agencies, state or local housing agencies, or other public-sector affordable housing organizations are preferred. For each reference, the Vendor must provide the organization name, contact person, title, email address, telephone number, length of time using the product, and a brief description of the modules or services being used.

By submitting a response, the Vendor authorizes Housing New Mexico to contact the identified references directly. Housing New Mexico may ask references about implementation experience, system reliability, functionality, configurability, reporting, customer support, ongoing programming or professional services needs, responsiveness to requested changes, data migration, and overall satisfaction with the product. Housing New Mexico may also request additional references or contact other known users of the proposed product as part of its due diligence.

Proposal Tenure

All submissions shall include a statement that the proposal shall be valid until after the list of approved providers has been finalized, but no more than 60 calendar days from the proposal due date.

Demonstration Time and Date

We would like to invite your team to participate in a vendor presentation and demonstration with our evaluation committee. During the presentation, we ask that you demonstrate your platform's capabilities as they relate to the attached evaluation criteria and provide ample opportunity for questions from our staff.

To assist with scheduling, please provide your availability during the next several weeks for a 2- to 3-hour demonstration. Once we receive your availability, we will coordinate a mutually convenient meeting date and provide additional logistical details.

Scheduling will be completed through email and must be emailed to jmartinez1@housingnm.org with a subject line of "Housing Development Software Services RFQ."

Incurred Expenses

Housing New Mexico shall not be responsible for any expenses incurred by an Offeror in responding to this RFQ. All costs incurred by Offerors in the preparation, transmittal or presentation of any proposal or material submitted in response to this RFQ will be borne solely by the Offerors.

Cancellation of Requests for Proposals or Rejection of Proposals

Housing New Mexico may cancel this RFQ at any time, for any reason and may reject all proposals (or any proposal) which are (is) not responsive.

Evaluation of Proposals, Award Notice and Engagement Letters

Proposals will be evaluated by an Internal Review Committee of Housing New Mexico staff using the criteria listed in Part II: Needs and Wants. Housing New Mexico may provide Offeror(s) whose proposals are reasonably likely, in Housing New Mexico's discretion, to be selected to be on the approved list of providers, an opportunity to discuss and revise their proposals prior to selection, for the purpose of obtaining final and best offers. The Internal Review Committee shall select the Offeror(s) whose proposal(s) is/are deemed to be most advantageous to Housing New Mexico, and Housing New Mexico will place those Offeror(s) on a list of approved providers, provided that payment may not exceed the prices proposed in the Offeror's response to the RFQ. Housing New Mexico shall provide written notice of the inclusion on the approved list to all Offerors within 10 days of the date of the approval.

Please note that Housing New Mexico's budget for this project has not yet been finalized. Our FY2027 operating budget is expected to be approved following the close of the current fiscal year (FY 2026) on **September 30, 2026**. Accordingly, this evaluation is intended to identify the solution that best meets our organizational needs while allowing us to complete our budgeting and procurement planning. Participation in this evaluation should not be construed as a commitment to purchase or award a contract.

For any given engagement, vendors may be selected on the basis of availability and other relevant factors, as solely determined by Housing New Mexico. The basis for individual selections will be documented by

Housing New Mexico. In accordance with Housing New Mexico's Procurement Policies, quotes may also be solicited from time to time from other providers not on the approved list.

Protest

Any Offeror who is aggrieved in connection with this RFQ, specifically the approval or non-approval as a provider, may protest to Housing New Mexico. The protest must be written and addressed to the following Contact Person:

Jacobo Martinez, Assistant Director of Housing Development
New Mexico Mortgage Finance Authority
7425 Jefferson St, NE
Albuquerque, NM 87109

The protest must be delivered to Housing New Mexico within fifteen (15) calendar days after the written notice of inclusion on the approved list. Upon the timely filing of a protest, the Contact Person shall give notice of the protest to all Offeror(s) who appear to have a substantial and reasonable prospect of being affected by the outcome of the protest. The Offeror(s) receiving notice may file responses to the protest within seven (7) calendar days of notice of protest. The protest will be reviewed by the Housing New Mexico's Policy Committee, which will have final decision on the outcome of the protest. During the protest period, Offerors shall follow the communication requirements described in the following "Proposal Confidentiality" section.

Proposal Confidentiality

Offerors or their representatives shall not communicate with Housing New Mexico's Board of Directors or staff members regarding any proposal under consideration or that will be submitted for consideration, except in response to an inquiry initiated by the Internal Review Committee, or a request from the Board of Directors for a presentation and interview. A proposal will be deemed ineligible if the Offeror or any person or entity acting on behalf of Offeror attempts to influence members of the Board of Directors or staff during any portion of the RFQ review process, including any period immediately following release of the RFQ.

Until the inclusion on an approved list is made and notice given to all Offerors, Housing New Mexico will not disclose the contents of any proposal or discuss the contents of any proposal with an Offeror or potential Offeror, so as to make the contents of any offer available to competing or potential Offerors.

Irregularities in Proposals

Housing New Mexico may waive technical irregularities in the form of proposal of any Offeror selected for award which do not alter the price, quality or quantity of the services offered. ~~Note especially that the date and time of proposal submission as indicated herein under Part I: Background and General Information, Proposal Submission, cannot be waived under any circumstances.~~

Responsibility of Offerors

If an Offeror who otherwise would have been awarded a contract is found not to be a Responsible Offeror, a determination that the Offeror is not a Responsible Offeror, setting forth the basis of the finding, shall be prepared and the Offeror shall be disqualified from being placed on a list of approved providers. A Responsible Offeror means an Offeror who submits a proposal that conforms in all material respects to the requirements of this RFQ and who has furnished, when required, information and data to prove that his financial resources, facilities, personnel, reputation and experience are adequate to make satisfactory delivery of the services described in this RFQ. The unreasonable failure of an Offeror to promptly supply information in connection with an inquiry with respect to responsibility is grounds for a determination that the Offeror is not a Responsible Offeror.

Part II: Services to Be Performed

Services to be provided under this RFQ could include, but are not limited to, the Needs and Wants requirements matrix, as described below.

The overall purpose of the Housing Development Software is to provide a third-party housing management platform capable of supporting the Housing Development lifecycle from award to closeout.

Selection will prioritize solutions that:

- Support Housing New Mexico's multifamily and single-family financing programs.
- Allow configuration as state and federal requirements evolve.
- Integrate application, underwriting, compliance, reporting, and document management within a single platform.
- Reduce manual processes while strengthening internal controls.
- Improve service to affordable housing stakeholders throughout New Mexico.

Needs and Wants Requirement Matrix

Priority	Category	Requirement
Need	Online Application Platform	Timestamp of Intent and Application
Need	Online Application Platform	Approve/Denial Function
Need	Online Application Platform	Role-based user access for developers, consultants, Housing NM staff
Need	Online Application Platform	Attach/upload required documents with type validation
Need	Online Application Platform	Version control for application revisions
Need	Online Application Platform	Automated application completeness checks

Need	Data Management	Automated transfer of application data into Centralized data repository for all projects
Need	Data Management	Centralized data repository for all projects
Need	Data Management	Ability to export data to Excel or CSV
Need	Data Management	Data validation rules to ensure consistency (e.g., TDC, unit mix, costs)
Need	Data Management	Historical tracking of project changes and amendments
Need	Workflow Automation	Allocate and track funding on a per lot basis for single family
Need	Workflow Automation	Integration of current underwriting schedules to include checks of applicable policy and regulatory requirements
Need	Workflow Automation	Integration of HOME & NHTF subsidy layering analysis to include checks of applicable policy and regulatory requirements
Need	Workflow Automation	Email notifications to developers and staff
Need	Workflow Automation	Track lot release payments and mortgage release filings
Need	Workflow Automation	Dashboard for Housing New Mexico to track all in-progress application
Need	Reporting	Standardized reports (unit mix, credit amounts, loan amounts, bond amounts, Total Development Cost, leverage, fees, milestone tracking (including dates), projects' municipality & county (including if project is tribal), project type (New Construction/Acquisition Rehabilitation) & set-aside, developer, fee tracker, Qualified Contract eligible projects)
Need	Reporting	Custom report builder for staff
Need	Reporting	Annual portfolio-level metrics dashboard (also make this have a quarterly & monthly breakdown)
Need	Integrations	Ability to integrate with document signing tools (e.g., DocuSign)
Need	Cost	Set Up Cost
Need	Cost	Ongoing Programming Cost
Want	Data Management	Coding of project types, location and size to analyze comparable projects and generate reports
Want	Fee Tracking	Application fee invoicing and online payment options
Want	Fee Tracking	Reservation fee tracking and reminders
Want	Fee Tracking	Audit trail for all fee payments and pending items

Want	Milestone Management	10% Test submission module with required form fields
Want	Milestone Management	Carryover Allocation workflow and document upload
Want	Milestone Management	Automated reminders for required deadlines
Want	Compliance Documents	Land Use Restriction Agreement (LURA) generation workflow
Want	Compliance Documents	Loan document (LURAs, Loan Agreements, Mortgages, Notes, & Guarantees) generation workflow for each loan product which pulls from our underwrite
Want	Compliance Documents	External user editing of loan documents (loan documents saved on a cloud, showing tracked changes made by various parties involved in closing)
Want	Compliance Documents	LURA version control and signature tracking
Want	Compliance Documents	Loan document version control and signature tracking (fee simple vs leasehold mortgage, variations of notes and guarantees)
Want	Compliance Documents	Placed In Service checklist tracking and required documents
Want	Compliance Documents	8609 issuance workflow including IRS Form 8609 generation
Want	Compliance Documents	Central repository of copies of executed documents (Executed carryover agreements, LURAs, etc.) (Maybe also redacted applications since we get Inspection of Public Records Act (IPRA) requests for these.)
Want	Workflow Automation	Automatically pulling loan award summary numbers from our underwrite & subsidy layering analys(es) of the application
Want	Workflow Automation	Configurable approval paths for Housing New Mexico internal review (to include award summaries and draw requests)
Want	Workflow Automation	Loan draw request upload portal (including a flag that goes off when we get close to the end of the construction period)
Want	Workflow Automation	Loan disbursement tracking including amount(s) drawn and dates, as well as operating as a link where we can click and view all documents associated with the draw request)
Want	Workflow Automation	Loan closing checklist upload portal (Internal ability to confirm that documents are valid and then designate them as covering a specific checklist item)
Want	Workflow Automation	Loan closing checklist system
Want	Integrations	Integration with GIS or mapping tools
Want	Workflow Automation	Site Inspection Reporting
Want	Workflow Automation	Quarterly Reporting Submission and Tracking
Want	Workflow Automation	Construction Start Approval Tracking
Want	Workflow Automation	Construction Completion Tracking
Want	Data Management	Upload for Construction Sets
Want	Data Management	Upload for Closeout Documentation

New Mexico Mortgage Finance Authority

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