RCAC CRM Platform Selection RFP Questions

How many firms are bidding?  We are unable to answer this question

Have you decided on Salesforce as a technology solution?  We have not.  We are evaluating other platforms as well as part of the process.

How many business units will be using the selected solution?  Please describe how they should be able to access or not access data from other business units.  As stated in the RFP, the organization has large departments with subsets of programs within them.  This include: Economic Development, Environmental Programs, Housing, and the Loan Fund.  Between these units the organization has over 20 “programs,” like Self Help Housing or Agua For All.  The organization would like to view pipeline and project activity across units as there are often cross-functional opportunities between them and needs related to funding some of those programs.  There is at least one program related to Tribal assistance which has strict data requirements, and that data should be only accessible to that program’s staff.

Are there compliance or regulatory requirements the solution must meet?  The various units have compliance and regulatory requirements (primarily federal) related to data collection and analysis for program reporting.  For example, the lending team is subject to Community Reinvestment Act requirements (A Guide to CRA Data Collection and Reporting (ffiec.gov)).  It is also important that the solution have MFA or SSO capabilities.

Fundraising

Please describe the type of fundraising RCAC does.  From the requirements, it looks like individual donations via website and grant applications.  What else?  The organization’s is primarily funded through federal grants, but a portion of their funding does come from private foundations and other funders.  Also, as a CDFI, they manage investments into the organization.

What kind of tracking do you anticipate needing for tracking investments in the RCAC loan fund?  The Loan Fund employs a concept referred to as the “color of money,” where many funding sources contribute to a loan. The amount and duration of the funding sources for each loan should be assigned during the application process and tracked throughout the life of the loan.

Do you anticipate changing your online donation platform?  Who is that currently?  The donation platform is currently outside of the scope of this project, but we are open to change if necessary.  Our current vendor is Charitable.

Is moves management required?  A cultivation solution for fundraising and potential projects may be useful.

Would you like to integrate a wealth screening tool?  Not right now.

Tell us more about your requirements for Events.  Events are often part of the technical assistance that is provided to clients.  For example planning a training event for practitioners to
receive various certifications. These could be in person or virtual events. The Events team uses XCatalyst to manage profiles of all attendees. It would be ideal if (1) events were tracked in the CRM and (2) event attendees had profiles in the CRM as well. This could be through an integration with our current system for entering events and attendees or by creating a new process.

Loan Origination / Application Requirements

How many different applications will be implemented? Once submitted, do they follow the same review & approval process or do they have unique processes? You can find our applications listed here: Loan-Programs-Chart-011723.pdf (rcac.org). They generally follow similar approval processes, with some differences.

Should prospective organizations be able to submit a complete application online or are “intake applications” a subset of the application? The organization would like to be able to utilize their website for an individual submit an intake application. The solution could include other platform options to communicate with the applicant and complete the originations/underwriting process.

How are applications reviewed? Are there any external reviewers? If so, do these external reviewers need an online portal to review applications? Applications are reviewed internally.

Does RCAC use an evaluation framework or a scoring rubric for any of the application processes? Yes.

Are there requirements within this system after a loan has been made? Or are those handled by the lending platform? Completed loans would be managed in a loan servicing software.

Programs / Technical Assistance (TA)

Are there programs that need to be implemented other than technical assistance? RCAC provides a wide array of technical assistance. Please see our website for more information: Programs & Services - RCAC. Examples of TA include: assisting rural communities with federal funding applications, ensuring compliance with the Safe Drinking Water Act, one-on-one small business coaching, assistance for housing developers.

Are different kinds of technical assistance provided? Yes, please see our website.

Is the data that needs to be captured different for different TA’s? Yes, each funding source and TA program has its own data tracking requirements. These will have to be developed further during implementation.