

SELF-HELP FEDERAL CREDIT UNION and SELF-HELP CREDIT UNION

REQUEST FOR PROPOSAL FOR SOFTWARE-AS-A-SERVICE (SAAS)

May 22, 2025

SaaS Small Business Loan Origination Platform

I. GENERAL INFORMATION.

A. Opportunity & Overview.

Self-Help Federal Credit Union and Self-Help Credit Union (“Self-Help”) seek to procure a Software as a Service (SaaS) Small Business Loan Origination Platform. The system must support the key functional areas outlined below while offering scalability, user-friendliness, and compliance with applicable financial regulations.

This Request for Proposals (the “RFP”) will remain open until the deadline noted in Section 4D and responses (each a “Proposal”) will be evaluated as set forth in Section 4. For the purposes of this RFP, parties responding to this RFP are referred to as “Proposer” or “you.” Proposals must be submitted electronically in accordance with Section 4 below.

B. Background.

Self-Help is a community development financial institution that offers loans, savings accounts, and financial coaching to low-wealth families and communities. We have branches in ten states and provide online and mobile banking services. Our mission is creating and protecting ownership and economic opportunity for all. We do this by providing responsible financial services, lending to small businesses and nonprofits, developing real estate and promoting fair financial practices.

We lend to small and large businesses as they grow. We currently have software for commercial lending (centralized) and consumer lending (through retail branches). We are expanding our small business lending to be available through our retail branches.

C. Purpose.

Self-Help seeks a SaaS Small Business Loan Origination Platform to allow potential borrowers to apply for small business loans, securely submit documents, and follow loan progress through an online portal. The solution should also allow our staff to queue loan requests, underwrite small business loan applications, and export data to other internal systems. The platform will be used across two credit unions: Self-Help Federal Credit Union and Self-Help Credit Union.

D. Limitation.

Self-Help reserves the right to (a) reject any or all Proposals without explanation, (b) waive technicalities or irregularities, (c) request additional information from any Proposer (including a list of client references), (d) withdraw or revise this RFP at any

time, (e) make such selection deemed in its best interest (in Self-Help's sole and exclusive discretion) including to contract for all or part of the services proposed, and/or (f) enter into due diligence discussions with multiple successful Proposers. Upon completion of due diligence review, Self-Help may negotiate individual contracts with certain selected Proposers following counterparty review and based on program fit, not necessarily the lowest pricing.

The issuance of this RFP does not commit Self-Help to participate in any transaction, proceed to negotiate any terms or definitive documentation, pay any costs incurred in preparing a Proposal, or procure or contract for services or supplies. The selection of your Proposal under this RFP does not commit Self-Help to enter into an agreement or conduct or expand business with any Proposer even if all the requirements are met.

Self-Help anticipates beginning receipt of services upon completion of the RFP process and execution of separate written agreements between Self-Help and successful Proposer.

II. SCOPE OF SERVICES. The selected Proposer will provide Self-Help with the following services:

A. Implementation Services

- Configure and customize the software to meet our specific needs,
- Mapping of Self-Help processes to the software,
- Data migration and ease of transition with other processes, and
- Developer support for seamless integration.

B. Ongoing Training, Support, and Maintenance

- Staff training and onboarding support,
- Thorough documentation and training on how to use the system,
- Provide technical support for troubleshooting and software updates,
- Provide comprehensive training materials, including documentation and instructional videos, to support self-service configuration,
- Monitoring of regulatory changes that affect small business lending, (e.g., CFPB Rule 1071),
- Thorough API documentation, and
- API Support for both individual and bulk operations.

III. PROPOSAL CONTENTS.

The Proposer in its proposal shall clearly and concisely respond to each of the following (referencing the appropriate A-M subsections). If Proposer cannot provide services in subsections A-F, the exception must be noted in the proposal. Failure to respond to a topic may render the Proposal incomplete. However, Self-Help reserves the right, in its sole discretion, to evaluate proposals with exceptions, contact Proposer to request supplementation of the Proposal, or refuse to consider or evaluate the incomplete proposal.

Selected vendors will be required to complete a comprehensive Information Security questionnaire as part of the next process. Additionally, we may request further documentation or clarification to ensure compliance with our security standards.

A. External application / document portal

Web-based application:

- Allow applicants to apply for a loan online from their phone, tablet, or computer, and
- Enable the addition of custom fields to capture specific data points unique to Self-Help.

Secure document portal:

- Allow applicants to upload documents containing sensitive information in a secure manner for review by Self-Help,
- Allow applicants to save their work and automatic ticklers around the due date if folks have saved an application but not submitted it, and
- Support multiple file formats including PDF, excel, word, photos, etc.

User Registration & Authentication:

- Provide secure user registration and login mechanisms for internal and external users.

Electronic Signatures:

- Allow electronic signing of loan documents.

B. Internal underwriting

In-branch application:

- Provide a method for applicants to apply in-branch with the support of Self-Help staff, through the Self-Help side of the software.

Underwriting:

- Allow underwriting of a loan to a business, where the borrower is a business.
- Allow the use of Self-Help's underwriting loan requirements for loan eligibility, not a proprietary or automated tool.
- Allow the customization of data points to be collected from the borrower, e.g. the ability to add-back expenses like rent or large one-time expenses, adding additional expense categories, collecting demographic information

Integration with external credit and identity check systems:

- Allow ID verification for fraud detection, and
- Integrate with credit bureaus to pull individual and business credit.

Mapping to loan documents:

- Allow applicants' information to be mapped to custom loan documents for loan closing, and
- Allow document extraction and export to embed documents into our core system while retaining mapping to specific loan IDs.

Electronic Signatures:

- Allow creation of documents for borrowers to sign electronically.

C. Reporting and Analytics

Standard Reports:

- Generate and export standard reports in formats such as PDF, Excel, and CSV.

Custom Reporting:

- Provide a report builder for custom report creation, enabling users to select specific data points, time periods, and metrics.

Data Visualization:

- Include basic data visualization tools such as charts and graphs to analyze trends, and
- Enable customization of dashboards for custom reporting.

D. Workflow, Schedules, Tracking, Alerts, & Notifications

Queueing:

- Allow Self-Help staff to be assigned to loans and track loan progress.

Alerts & Automated Notifications:

- Send automated notifications to stakeholders about key actions and deadlines (e.g., approval statuses, tasks due), and
- Allow administrators to configure alert thresholds based on predefined criteria.

E. Data and Document Storage

Data Fields/User Defined Fields:

- Capture and manage data related to applicants such as address, contact information, Employer Identification Number (EIN), WBE/MBE status, and other custom fields as required.

Storage:

- Attach and store documents and materials provided by applicants,
- Secure document repository for applications, and
- Implement strict data security protocols for protection of sensitive data.

F. Technical

System Architecture:

- Software as a Service (SaaS): Self-Help prefers a cloud-based solution to ensure scalability, availability, and remote access.

API Access:

- Unlimited API access to all user-visible data fields, including custom fields,
- Ability to extract data and also to create, modify and delete data from the API,
- All operations available in the user interface should be available in the API,
- Ability to upload/download files and related data,
- API documentation and developer support for integration, and
- APIs to allow seamless integration with other systems, such as accounting software, CRMs, and document management systems.

Data Import/Export:

- Allow for bulk data import/export from external sources (e.g., CSV, Excel), and
- Allow document extraction and export to embed documents into our core system while retaining mapping to specific loan IDs.

User Interfaces:

- Ensure the user interface is responsive and works well on various devices and screen sizes,
- Test the system on different browsers to ensure consistent performance and appearance, and
- Provide a mobile-friendly version of the system or a dedicated mobile app for stakeholders to access the system from any device.

Backup and Recovery:

- Conduct regular automated backups and have a disaster recovery plan in place.
- Guarantee Proposer availability if support is needed.

Configuration

- The solution must be configurable to accommodate evolving organizational needs and as we develop new products, and
- Users must have the ability to modify and customize configurations as required.

G. Security

The Proposer should provide a description of the contents of its Information Security Program. The description should include:

- Relevant policies and procedures designed to promote the confidentiality, integrity, and availability of the Proposer's information assets,
- Elements of the Proposer's Privacy Program as they relate to the Proposer's Information Security Program and on-going compliance with relevant regulatory, statutory, industry and/or contractual obligations including, but not limited to, the Graham-Leach-Bliley Act (GLBA) and the California Consumer Privacy Act (CCPA),
- Frequency of relevant third-party reviews (e.g., SOC reports, Vulnerability/Penetration Tests, PCI-DSS if processing card information),
- Maintenance of an audit trail for all actions related to applications (e.g., submission, review, approvals, disbursement, etc.), and
- Evidence that all actions are logged with timestamps, user identification, and descriptions.

H. Organization, Size, Structure.

The Proposer should describe its organization in terms of the following:

- Please provide overall size and number of staff within Proposer organization assigned to Small Business Loan Origination Platform/Module/Feature.
Please include in the submission:
 - Description of staff's qualifications and roles
 - Description of customer service model, including methods of communication with clients

Please confirm whether you are aware of any actual or apparent conflict of interest arising from this proposed engagement.

Additionally, Self-Help encourages the participation of businesses owned by people of color, women, and persons with disabilities in the implementation and execution of all projects, either on a direct basis or through sub-contracting efforts, and invites such businesses to submit proposals under this RFP.

I. Pricing.

The Proposer's proposed pricing should be within the standard industry ranges for each item, including:

- One-time costs for system setup, implementation, and data migration,
- Recurring costs for licensing, hosting, support, and maintenance,
- Costs for additional users, modules, or storage as needed,
- API-related costs, including unlimited access and potential usage fees.
- Discounts or special pricing for non-profit or grant-funded entities, and

- As possible, separate pricing for each module (online application and customer portal, loan underwriting system).

J. **Cybersecurity and Breaches.**

The Proposer should disclose and concisely describe its cybersecurity policies and procedures to protect client data. If the Proposer has suffered any known cyberattacks or breaches, please describe the event and the organization's response and remedial actions taken. Please include a copy of your Data Privacy and Cybersecurity Policy.

K. **Insurance.**

Describe the levels of coverage for liability insurance, cyber insurance, Financial Institution Bond (or equivalent insurance), Errors and Omissions Insurance, and any other relevant insurance your organization maintains.

L. **Contact Information.**

The Proposer should include the name, title, mailing address, email address, and telephone number for the primary point of contact of the Proposer.

M. **Proposal Attestations and Attachments.**

All responses must be signed by an individual authorized to legally represent the organization.

For all signatures, please use an electronic image of a wet signature (e.g., a scanned pdf) or a digital signature.

IV. **PROPOSAL EVALUATION**

A. **Submission of Proposals.**

You must submit any Proposal, including all supporting documentation, electronically in a single PDF of 10 pages or less via secure email to: LendingProcurement@Self-Help.org.

Proposals must address each topic described in Section 3.

Self-Help is not responsible for electronic files that cannot be opened or corrupted files. If files cannot be opened, Self-Help reserves the right (but does not have the obligation) to contact the Proposer and take reasonable measures to receive an openable file. Submissions must not be password protected or have any type of restriction applied to the file or contents. By submitting information, the Proposer represents that they have read and clearly understand this RFP and can provide the required services.

All costs incurred in the preparation of a proposal responding to this RFP and/or participating in any interview process will be the responsibility of the Proposer and will not be reimbursed.

B. Evaluation Procedure and Criteria.

Self-Help will review proposals against initial criteria, including:

First-tier evaluation metrics

- Functional Fit: Alignment with the specified requirements, offering out-of-the-box functionality and configurability without the need for custom coding,
- Price Reasonableness,
- Scalability and Customization: Ability to adapt to future needs and integrate with other systems and processes,
- Implementation: Demonstrated expertise in implementing similar systems and positive client references, and
- Ease of Use: Intuitive user interface and ease of adoption by staff.

Second-tier evaluation metrics

- Responsiveness to RFP,
- Interviews (if conducted),
- Potential reference checks following interviews, and
- Publicly available information and Reputational Risk.

Self-Help will review all Proposals based on first-tier evaluation metrics, and based on that review, may select a smaller number of Proposals for second-tier evaluation metrics. Any evaluation or scoring of first-tier or second-tier evaluation metrics is subject to correction upon discovery or disclosure of additional or clarifying information.

All responses must be presented economically and efficiently. Self-Help may request additional due diligence materials and interviews with the Proposer as part of the selection process. Self-Help's decisions regarding this RFP will be final and not subject to review.

C. Terms of Engagement.

Self-Help intends for this RFP to result in the selected Proposer executing a separate written agreement. Proposers must be amenable to including in a contract any information provided in its response to this RFP or developed subsequently during the selection process.

D. Timeline.

Self-Help expects to follow the timeline set forth below with respect to this RFP; provided, however, that Self-Help may extend (but not shorten) in its sole discretion any or all of the timelines set forth below:

Release of RFP	May 22, 2025
Questions Due	June 5, 2025

RFP Proposals Due to Self-Help	5 P.M. ET on June 22, 2025
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V. QUESTIONS AND CONTACT INFORMATION

Please submit any questions concerning this RFP per the timeline specified in Section 4D to this email address: LendingProcurement@Self-Help.org

Direct communication about the content of this RFP will be limited. If appropriate, and for clear and consistent communication, the question (without identification of the questioner) and its answer may be posted to the FAQ on our website here:

<https://www.self-help.org/who-we-are/resources/current-proposal-requests>

Self-Help reserves the right not to respond to all questions. Each Proposer is responsible for requesting further explanation if they do not fully understand or believe the information contained herein could be interpreted in more than one way. Self-Help looks forward to receiving your Proposal.