New Mexico Finance Authority (NMFA) - Discovery & Product Selection - Request
for Proposal

Demonstration Scenarios - Overview

NMFA Journey Overview

Based on our discussions with the NMFA team, we have identified the following high-level journey to represent the end-to-end process from program development to loan maturity

Programs

Program Development → Pipeline Development → Loan Application → Loan Approval → Loan Servicing → Project Mgmt. → Impact Measurement → Loan Maturity

Accounting

GL Management → AP/AR → Financial Reporting → Cash Flow

HR

Recruitment → Employee Lifecycle → Employee Services → Training → Payroll

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Demonstration Scenarios - Programs

Demo Script

Programs

Program Development

- Ability to stand up a new program for loans and grants (R-004 & R-077)
- Program details should include the name, type of program etc. (R-013)
- System should allow for development of configurable:
  - Program eligibility criteria by organization type, size etc. (R-014)
  - Project eligibility by type, impact, value, target audience etc. (R-170)
  - Program funding sources with varying allocations i.e. how much of the funding is loan vs grant, how much of it is government vs private etc. (R-009 & R-106)
  - Definition of loan disbursement policies and criteria (i.e. single payment, milestone based, draw based, direct pay vs. pay-on-behalf to vendors (R-121 & R-157)
  - Definition of loan repayment sources including; repayment from borrower, repayment through intercepts (i.e. from government tax), repayment from state entities etc. (R-011)
  - Loan application forms with dynamic forms accessible by applicants and ability to upload supporting documents (R-078 & R-081)
- Define program reporting requirements i.e. quarterly financial reporting, impact reporting etc. (R-166)
- Ability to set up the general ledger to track all disbursements and reimbursements specific to a program (R-299)
- Ability to report on all applications, active loans and active projects against a program (R-165)
- Ability to report on all data by funding sources (R-108)

Loan Application

- Ability applicants to submit a loan application through a dynamic web form and upload supporting documents (R-078)
- Applicant should be able to submit project details for which they are requesting funding as well as the funding amount (R-092)
- Ability for internal users to view all applications and their status through a specified lifecycle (R-019)
- Ability to set up configurable underwriting rules and apply them to applications (e.g. including financial statements) (R-085)
- Ability for internal users to set up the loan structure including the loan amount and funding sources (may be one or many as defined by the program policies) (R-009 & R-101)
- Ability for internal users to set up loan amortization details and schedule while accounting for loan vs grant components of the loan (R-103)
- Ability to view all applicant loan history and status (R-144)

Loan Approval

- Ability to generate documents with full application details including loan information, loan structure, underwriting etc. (R-022 & R-121)
- Ability to manage approval flow with multiple levels of approval (R-140)

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Demo Script

Programs

Loan Servicing

- Ability to see and manage the loan across its lifecycle (R-094)
- Ability for borrowers to submit a disbursement request while attaching supporting documents and invoices (R-303)
- Ability for internal users to review request and all supporting documents (R-095)
- Ability for the system to show loan balance and available funds for disbursement (R-010)
- Ability for users to select the applicable funding source based on the loan and program type and approve the disbursement (R-109)
- Ability to report on all loans and their status (R-165)
- The system should allow the internal user to manage loan repayments and repayment schedules from borrowers (R-134)
- System should generate delinquency reports (R-165)
- The system should allow the internal users to manage repayments that are not directly made by the borrower such as tax intercept schedules and amounts as well as requesting repayment from state entities (R-011)

Project Mgmt.

- The system should be able to track the proposed project against the loan request (R-094)
- The project details should be captured including name, type, duration, expected outcome (R-092)
- Additional project details should be configurable such as proposed vendors, costs details etc. (R-159)
- Ability to track key project milestones and tie milestones to repayment schedule (R-155 & R-157)
- Ability for borrowers to submit status reports (R-112)
- Ability for internal users to audit project status and provide notes to loan officers (R-161)

Impact Measurement

- Ability to define KPIs by program type and project type (R-296)
- Ability to track envisioned KPIs and outcomes by project and tied to a loan (R-168)
- Ability to measure actual KPIs and track against target KPIs per project (R-168)
- Ability to report on total impact by program, region etc. (R-170)

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Demonstration Scenarios - Accounting

Demo Script

Accounting

GL Management	AP/AR	Financial Reporting	Cash Flow

GL Management

- Ability to support flexible GL dimensions (R-025)
  - Support rules for hierarchical relationships to ensure proper financial reporting and categorization. Allow for inactivating as well. (R-032/34)
  - Support dimension controls that ensure balance within a dimension (R-033)
- Support a structured approval workflow for transactions which allows for multiple approval levels (R-140)
  - Workflow should be flexible
  - Rejection process (R-141)
  - Attached documents (R-146)
- Ability to maintain a comprehensive audit trail of all transactions transferred from the loan servicing platform, providing visibility into the data flow and ensuring compliance with internal controls and audit requirements (R-150)
- Support the import of journal entries from Excel (R-151)
  - Support imported journal entries going through approval workflow (R-152)

AP/AR

- Support seamless integration with loan origination and servicing systems like Enable, IvyTek to ensure that subledger transactions such as Accounts receivable are accurately and efficiently booked into the GL (R-147)
  - Ensure that data transferred is accurate and reliable. Demonstrate checks and balances. (R-148)
- Support approval workflow for all modules (GL, AR, AP) which does the following
  - Verify that all necessary attachments are included with matching (R-190)
  - Use role-based approvals with limits (R-188)
  - Indicate different flows for different transaction types (R-187)
- Provide a platform to manage vendors, contract mgmt., invoices, schedule payments, and workflows for procurement processes (R-202)
  - Store and manage procurement policies (R-204)
  - Support creation, posting and management of RFPs and RFQs (R-205)
  - Integrate PO request and approval process (R-206)

Financial Reporting

- Ability to generate comprehensive financial statement package (R-213)
  - Support the consolidation of financials from program level to entity level, etc. (R-212)
  - Support elimination entries (R-210)
  - Maintain audit trail of changes and approvals (R-214)
- Allow for customizable reporting, enabling users to generate flexible financial statements by user (R-215)
  - Allow for extraction of data without extensive manual intervention (R-211)
- Provide system to track audit requests status, including item status and follow up questions (R-219)

Cash Flow

- Provide visibility into cash flows and investment tracking, ensuring efficient management of funds (R-221)
  - Maintain cash reserves as per policy requirements, particularly on specific dates (e.g., June 1st for bond reserves) (R-227)
- Facilitate tracking and management of funding cycles and amounts (R-223)
- Support a process for requisitioning funds from the State Board of Finance (R-222)
- Ability to calculate gains or losses from arbitrage (R-307)

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Demonstration Scenarios - HR

Demo Script

HR

Recruitment	Employee Lifecycle	Employee Services	Training	Payroll

Recruitment

- Ability to create and approve new positions internally (R-229)
  - Support management of the recruitment process (R-231)
  - Automate the generation of negative outcomes for non-selected candidates (R-232)
  - Provide workflow functionality which automates the recruitment process (R-233)
- Provide tools for managing a talent pipeline, including tracking candidate progress and maintaining candidate records (R-230)
  - Facilitate data mining to identify internal candidates for new positions, enabling HR to efficiently match job requirements with employee qualifications (R-235)

Employee Lifecycle

- Provide a centralized repository for policy documentation and updates (R-261)
  - Support electronic signature workflows, integrating with tools like DocuSign, and ensure signed documents are stored and accessible in a centralized system (R-236)
- Automate notifications and follow-ups in the onboarding/offboarding processes (R-243)
- Implement a structured offboarding process that includes equipment collection, access revocation, and exit interviews (R-295)

Employee Services

- Facilitate the creation and management of performance records and evaluations (R-248)
  - Provide tools for employee evaluations, i.e. five (5) point scale (R-246)
  - support performance management processes (R-247)
- Provide a centralized repository for all employee-related documents, ensuring easy access and compliance with privacy policies (R-250)
  - Provide classification and status of each document. Use case is internal or external complaints (R-251)

Training

- Offer a user-friendly interface that allows for easy navigation and data entry (R-262)

Payroll

- Provide robust security measures to protect sensitive data and ensure compliance with organizational and legal standards (R-289)
- Reporting tools should be available to track and analyze the allocation of hours across programs, providing insights into resource utilization and program costs (R-294)
- Facilitate the allocation of indirect employees' hours based on the average behavior of direct employees. This involves using historical data to determine the proportion of time spent on various programs by direct employees and applying this ratio to indirect employees (R-292)

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