

EXHIBIT 3

Performance Metrics and Guarantees (RFQ774882S)

Superstorm Sandy Housing Incentive Programs

Program: Superstorm Sandy Housing Incentive Programs (SSHIP)

Primary location of related tasks	Scope Requirement	Performance Requirement	Time frame	Performance Guarantee
3.1.1	Start up of Program	Deliver 9 fully staffed Housing assistance centers with Program forms and intake processes in place	30 days from contract signature	1% per location per day delay as per Section 3.1.1 price sheet
3.1.1	Creating MIS system	Establish operational MIS System for intake and eligibility processing within 30 days of contract signing to coincide with opening of program	30 days from contract signature	1% per day delay as per Section 3.1.1 price sheet
3.1.2	Application Intake	Applicant intake of a minimum of 12,500 applicants in first 72 days; 25,000 applicants in 102 days and 37,500 in 132 days	Ongoing; monthly time period	5% retainage based upon achieving volume of applicants as per each of the three Performance Requirements
3.1.2 & 3.1.3	Processing Applications	75% of complete applications will be determined for eligibility within five days of receipt of completed application.	Day 72, 102 and 132	5% retainage based upon achieving volume of applicants as per Performance Requirement

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3.1.6	Housing Program Loan Closings	Coordinate and complete all requests for closings within 15 days of receipt of Housing Program Manager notification and completed file documentation.	Ongoing; Monthly time period	\$1,000 per day per applicant beyond the Performance Requirement
3.1.7	Close Out	Within thirty (30) days of determining a file is ineligible or a final payment made; file must be complete and ready for audit.	Ongoing monitoring	\$1,000 per file not meeting Performance Requirement
3.1.8, 3.1.9, 3.1.10, 3.1.11, 3.1.12 & 3.1.13	Admin/Quality Assurance/Audit/Monitoring	Ensure that any program audits and reviews result in no material findings	Ongoing monitoring	Remaining retainage held up to the cost of the material finding