



1981 Blake Street
Denver, Colorado 80202
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www.chfainfo.com

348 Main Street
Grand Junction, CO 81501
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chfa request for proposal

COLORADO HOUSING AND FINANCE AUTHORITY

REQUEST FOR PROPOSAL (RFP)

COLORADO HOUSING AND FINANCE AUTHORITY
1981 BLAKE STREET
DENVER, CO 80202

Cloud-Based Document Management System for Salesforce

POSTED: April 9, 2026

PROPOSALS DUE: May 8, 2026

Colorado Housing and Finance Authority (CHFA) is a body corporate and political subdivision of the State of Colorado, established by the Colorado General Assembly for the purpose of increasing the supply of decent, safe and sanitary housing for low and moderate income families; and to promote sound economic development by supporting business enterprises. CHFA strongly values diversity, equity, and inclusion among our customers, employees, vendors, and partners. With respect to its programs, services, activities, and employment practices, CHFA prohibits unlawful discrimination against applicants or employees on the basis of age 40 years and over, race, sex, sexual orientation, gender identity, gender expression, color, creed, religion, national origin, ancestry, disability, military status, genetic information, marital status or any other status protected by applicable federal, state or local law. More information on CHFA may be found at the CHFA website, www.chfainfo.com.

Background

CHFA is soliciting proposals from qualified vendors to provide a modern, cloud-based Document Management System (DMS) that integrates natively with Salesforce via an AppExchange-managed package. The solution will support document versioning, automated classification and data extraction, AI-powered summarization, robust governance and records retention, and event-driven integrations with internal and external platforms. The objectives of this procurement include: (1) centralized, governed document lifecycle management inside Salesforce; (2) automation of classification, extraction, and notifications; (3) secure, US-only data processing and storage; (4) scalable handling of very large documents; and (5) open APIs to push/pull documents and metadata across CHFA's ecosystem.

Scope of Services

The selected vendor will deliver software and implementation services to support CHFA's document lifecycle needs in Salesforce, including configuration, data migration support, documentation, training, and ongoing support. The vendor will collaborate with CHFA IT and business stakeholders to design, configure, and deploy the solution across production and sandbox environments.

Proposal Requirements

CHFA will consider all of the following criteria in evaluating the proposals:



section i – general information

Vendors submitting a proposal for the product and service categories in the RFP shall provide responses using the section headers listed below, while taking special care to respond to all questions posed under sections I – VIII. Please limit responses to 25 pages. All other items submitted as part of your response should be included as an appendix and referenced as such in your response.

1.01	Company Name	
1.02	Company Website	
1.03	Company Address	
1.04	Company Size	
1.05	Please state, as appropriate, your parent company, subsidiaries, affiliates, and other related entities.	
1.06	Most recently issued financial statements	
1.07	Year company established	
1.08	Target Market	
1.09	Product Origin/Longevity	
1.10	Current Version	
1.11	Next Version (including target release date)	
1.12	Number of Clients Please provide three references. References from State Housing Authorities and / or government entities are preferred.	
1.13	Professional / Consulting Services Capabilities	
1.14	Training Capabilities	
1.15	Documentation and Online Help	
1.16	Please discuss your Quality Release Plan.	
1.17	Please include any examples or case studies of ROI attained using your product (cost or time savings, productivity increases, etc.). Include attachments of supporting details if applicable.	
1.18	Please share your most recent customer satisfaction survey results with your product and service.	
1.19	Please provide current year and prior year financial statements.	
1.20	Do you employ a refined, tried-and-tested system development and implementation methodology? Please describe.	
1.21	Please indicate where the dedicated consulting team members will be located: local vendor office, remote vendor	



	office, on-site at CHFA.	
1.22	Please describe your firm’s expertise in transition planning for the pre-migration effort implementation of your solution.	
1.23	Please explain your company’s diversity, inclusion and equity practices.	
1.24	Is there anything else about your organization that will make CHFA confident to move forward with your response to this RFP?	

section ii – functional requirements

2.01	Document Versioning - How is document versioning implemented? Can admins enforce check-in/check-out?	
2.02	Document Versioning - Are watermarks, document locking, and restricted download/print supported?	
2.03	Classification & Data Extraction - Describe the product’s automated document classification capabilities.	
2.04	Classification & Data Extraction - Does the product support automated data extraction of key data from documents? If so, can extracted data map to standard and custom Salesforce objects?	
2.05	Document Intelligence and AI - Does the product support AI-driven document-level summaries and key highlights?	
2.06	Document Intelligence and AI - What AI/LLM models are used and where are they hosted? Is customer data retained by model providers?	
2.07	Document Intelligence and AI - Can models be retrained or fine-tuned on our data? How are updates managed?	
2.08	Document Intelligence and AI - Does the product have “human-in-the-loop” validations for document intelligence?	
2.09	Document Intelligence and AI - Describe any citations or confidence indicators in place to mitigate hallucinations.	
2.10	Records Retention & Governance - How are retention policies applied (metadata-based, event-based)?	
2.11	Records Retention & Governance - Do you support time + event triggers (e.g., 7 years after contract end)?	
2.12	Records Retention & Governance - Is there a comprehensive audit log for disposition?	
2.13	Notifications & Collaboration – Describe the capabilities to notify users/groups/queues on activities, such as upload, new versions, expirations, approvals, and exceptions. What channels are available (Emails, Salesforce notifications, Teams etc)	
2.14	Notifications & Collaboration – Describe the granularity and configurability of notifications and user notification subscriptions.	
2.15	Email integration – Does the product have any Outlook/email integration capabilities, i.e. document upload directly from Outlook?	



2.16	Document search & download – Can sets of documents be easily filtered or searched by terms, tags, dates, keywords etc? Can those sets of documents be downloaded in bulk?	
2.17	File support – Please list all supported file formats	

section iii – salesforce integration requirements

3.01	Native Salesforce Integration – Please provide the AppExchange listing URL and date of last Security Review	
3.02	Native Salesforce Integration – Which Clouds/objects supported OOTB (Sales, Service, FSC, custom)?	
3.03	Native Salesforce Integration - Does the product have a native Lightning component? Does it support features like a document pane, search and upload?	
3.04	Checklist Integration - Do you provide a standard checklist object or integrate with existing ones?	
3.05	Checklist Integration - Can the product auto-update checklist status based on validated document uploads?	
3.06	Automation & Events – Does the product support Flows, invocable actions, Apex triggers, and/or Platform Events?	

section iv – APIs & extensibility

4.01	Integration & APIs – Does the product have APIs available for features like upload/download, metadata, classification/extraction, summaries and retention?	
4.02	Integration & APIs – Describe the rate limits for APIs. Are there bulk endpoints available?	
4.03	Integration & APIs – Can the product push documents & metadata to other systems like Hyland OnBase, data lakes, SharePoint, third-party legal document generation/closing systems or archives? What OOTB connectors are available?	
4.04	Integration & APIs – Do APIs and connectors have error notifications, error handling and retry logic? Are there audit log available to confirm successful and complete transfers?	
4.05	Integration & APIs – Please describe level of API security controls to prevent leakage, including whether data is encrypted in transit.	

section v – security, compliance, and US data residency

5.01	Data Hosting & Residency – Which cloud providers/regions are used? Can US-only residency be contractually guaranteed?	
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5.02	Data Hosting & Residency – Are any services (AI/OCR/inference) processed outside the US, including data in transit and any sub-processors involved in any leg of the data flow?	
5.03	Data Hosting & Residency – Please provide data flow diagrams and subprocessors list as an attachment	
5.04	Certifications & Controls - Provide current reports/certificates (e.g. SOC 2 Type II, ISO 27001; as applicable; Salesforce Security Review) and pen test summaries	
5.05	Certifications & Controls – Describe the secrets management and encryption key strategy (KMS/HSM, CMK)	
5.06	Access Management and Controls – Describe the product access management (Microsoft Entra AD, SSO (SAML/OIDC), SCIM, MFA, IP restrictions)	
5.07	Data Protection – Is data encrypted at rest and in transit? What encryption methods/standards are used?	
5.08	Data Protection – Are there comprehensive audit logs for access, changes, exports, admin actions?	
5.09	Privacy & AI – Are prompts/documents/outputs stored for model improvement? Is opt-out default?	
5.10	Privacy & AI – Describe handling of PI/PHI/PCI in AI features	
5.11	Data Protection - In the event of security incident involving CHFA customer information, within what timeframe will you notify CHFA? Is this notification accompanied by any forensic evidence and/or incident documentation?	
5.12	Data Protection – Can you demonstrate or provide information on how your security program is aligned to sensitivity of data?	
5.13	Data Protection – Can you provide a data flow diagram to show where data rests, is in transit, and during AI processing? If possible, include a sub-processor list that show any additional data touchpoints.	
5.14	Data Protection and AI - Will any of our PII be used to train or benchmark the vendor’s model (or any other LLM provider), now or in the future?	
5.15	Data Protection and AI - Before data is sent to any AI interface endpoints, are PII fields masked, and is a complete log maintained for all AI actions taken on our data?	

section vi – performance & scalability

6.01	Large Document Handling – Are there max file size/page count and per-record limits? Are there concurrency limits?	
6.02	Large Document Handling – Can you provide P50/P95 processing times by size/page count, especially for very large documents? How would your system handle large architectural drawings?	
6.03	Search Performance – Describe any indexing latency SLAs and query performance targets	



6.04	Scalability – Describe scale-out options available if performance limits are approached	
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section vii – Records Management & Legal Hold

7.01	Policy-based retention - Can multiple policies be attached to a document (by type, jurisdiction)?	
7.02	Policy-based retention - Can retention policies be simulated/tested before activation?	
7.03	Records Management - Do you support defensible deletion with approval workflow and audit evidence exports?	
7.04	Policy-based retention – Can metadata on retention policies and legal hold flags for documents be transferred to other systems (e.g. OnBase) via API/integration?	
7.05	Does your system have the capability to apply a document classification level based on sensitivity? i.e. Sensitive, Confidential, Internal, Public	

section viii – administration and user experience

8.01	Admin & Tenant Management - Is there an Admin console for policies, templates, extraction models, and roles?	
8.02	Admin & Tenant Management - Is Sandbox support aligned with Salesforce sandboxes?	
8.03	Admin & Tenant Management - How is config promoted across environments? CI/CD support?	
8.04	User Experience – Describe the Experience Cloud functionality for external users (upload, preview, metadata capture, validation, etc).	
8.05	User Experience – Describe the Mobile and accessibility support	
8.06	User Experience – Does the product support custom organization or grouping of documents, such as a folder structure for both external and internal users? If so, how many layers deep can the folder structure be?	

section ix – reporting, audit, backup & disaster recovery

9.01	Audit & Reporting – Are there standard dashboards /reports for backlog, exceptions, and aging?	
9.02	Audit & Reporting – Can logs stream to SIEM via APIs or syslog?	
9.03	Backup & disaster recovery - What are default and optional RPO/RTOs? Do you have evidence of DR tests in last 12 months?	

section x – pricing and commercials



10.01	License Model	
10.02	Data Conversion Cost	
10.03	Implementation Cost Model	
10.04	Maintenance and Support and Any Other On-Going Costs	
10.05	Do you provide discounts for non-profit / government entities?	
10.06	Average License Deal	
10.07	Average Implementation Cost	
10.08	Average Implementation timeframe	
10.09	Training Hourly Rate (technical/end user)	

section xi – product support and training

11.01	Describe your product's support model	
11.02	How often are there releases?	
11.03	Is the product roadmap available to existing customers?	
11.04	Describe initial product implementation/proof of concept model.	
11.05	Describe training and education opportunities/recommendations	
11.06	Will a Help Desk offering live telephone support be available during normal business hours for this system when live usage starts?	
11.07	Will a website dedicated to ongoing support of the system be provided by the vendor?	
11.08	When is live Helpdesk support available?	
11.09	Is on-site training available during the installation of the software?	
11.10	Is on-site training available on an on-going basis?	
11.11	Can the training be customized to meet CHFA's needs?	
11.12	Please describe system help in the application.	



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Submission Timeline and Requirements

Posting of Request for Proposal: April 9, 2026

Deadline for Submitting Questions: April 17, 2026

CHFA Call to Address Questions: Friday April 24, 10 am MT

Email Proposal Submissions Due: Friday May 8, 2026 5 PM MT

Due Diligence / Demo's: May 9 - May 31, 2026

Anticipated Decision Date: Mid-June 2026

Electronic responses to this request for proposal must be received by CHFA no later than 5:00pm, Mountain Time, on Friday May 8, 2026 at the following email address: cloud-dms-rfp@chfainfo.com

Note: The email Subject line must be "RFP, Cloud-Based Document Management System for Salesforce."

Requests for Additional Information

Requests for additional information and/or questions and requests for clarification may be sent, via email, to cloud-dms-rfp@chfainfo.com.

Legal

1. CHFA and the selected vendor will enter into a contract, describing the terms and conditions of the services to be performed, including vendor compensation.
 2. All submitted proposals become the sole and exclusive property of CHFA.
 3. As a political subdivision of the State of Colorado, CHFA is subject to the Colorado Open Records Act (CORA) C.R.S. §§ 24-72-201, et seq., which requires CHFA to permit inspection and copying of certain public records. Responders to this RFP (each a "Respondent") acknowledge and agree that, notwithstanding anything contained therein or in any transmittal, all documents submitted to CHFA pursuant to this RFP are not considered confidential or proprietary in any way and may be subject to inspection by the public. By submitting a proposal, Respondents expressly authorize CHFA to disclose such proposals and any related information at CHFA's sole discretion. Respondents should not include any information deemed privileged or confidential in their responses.
 4. Additional information that is reasonably necessary for CHFA to fairly and comprehensively evaluate proposals may be enclosed with a proposal, as long as such information clarifies or substantiates written responses.
 5. During the evaluation and decision process, CHFA may request additional information or clarifications from responders. At its discretion, CHFA may request certain responders to make oral presentations.
 6. CHFA shall not be liable for any expenses, including travel expenses related to preparation of the proposal, any due diligence by the responder and/or CHFA, and the contract negotiation process.
 7. CHFA reserves the right to reject any or all proposals after reviewing all responses to this RFP. CHFA is not required by law
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to conduct this RFP and reserves the right to cancel or withdraw this RFP at any time and for any reason.

8. CHFA is committed to diversity and inclusion with its suppliers to meet the growing needs of its customer base. CHFA staff understands that the purchasing decisions that we, and our vendors make, can impact the community we serve through People, Planet, Purpose, and Price. The four-"P" (4P) procurement standards are embedded in our vendor diversity standards to ensure we are reducing the environmental impact of our purchasing decisions and expanding our diversity outreach, while maximizing the purchasing value of our funds.

9. This RFP and the resulting contract shall be governed by the laws of the State of Colorado and venues for any actions shall lie exclusively in Denver, Colorado. By submitting a response to this RFP, Respondent irrevocably submits to the exclusive personal jurisdiction of the courts located in the City and County of Denver.

10. Written approval from CHFA must be obtained for any media releases regarding an award of the contract by CHFA.

11. By submitting a proposal, Respondent agrees to waive any claim(s) it has or may have against CHFA and/or any of the current or former CHFA directors, officers, board members, employees, or agents arising out of or in connection with (1) the administration, evaluation, or recommendation of any proposal (2) waiver of any requirement under this RFP, (3) acceptance or rejection of any proposal, and (4) award of the contract.



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**RESPONSES TO QUESTIONS AND REQUESTS
FOR CLARIFICATION**

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REQUEST FOR PROPOSAL

Cloud-Based Document Management System for Salesforce

To facilitate a transparent and thorough RFP process, CHFA is responding to the following questions and/or requests for clarification, which have been submitted by one or more potential responders in response to CHFA's posted RFP. **[A small number of submitted questions related to confidential CHFA business operations will be addressed during call on April 24, 2026]**

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