

**Request for Action**  
**by**  
**Board of Commissioners**

**Pre-Qualification of Lean Process Improvement Firms**

**1. Summary of Request**

This Request for Action (“RFA”) is to authorize Rhode Island Housing and Mortgage Finance Corporation (“RIHousing”) to establish a roster of consultants able to provide Lean Process Improvement consultation as needed for divisions and programs within RIHousing to improve efficiency.

Periodically, RIHousing utilizes Lean Process Improvement to streamline and improve programmatic function. RIHousing issued a Request for Proposals (“RFP”) for firms that are qualified to facilitate Lean Process Improvement, which includes conducting staff assessments, analyzing current processes and program objectives and goals, facilitating stakeholder engagement, providing recommendations for program improvement and, as needed, providing consultation on implementation of recommendations.

The RFP notice was posted on the RIHousing website and the website maintained by the State of Rhode Island Department of Administration, Division of Purchases. In addition, the RFP was sent by email to more than 400 consultants and organizations.

Overall, RIHousing received proposals from seven (7) unique firms. A selection committee comprised of RIHousing staff (the “Review Committee”) reviewed the responses in accordance with the criteria set forth in the RFP and determined whether respondents were qualified to perform the required services. RIHousing seeks approval to include the following four (4) firms on its roster for Lean Process Improvement consultation:

Guidehouse Inc.  
LSA Digital  
The Efficiency Group, LLC  
Turner and Townsend

The selected firms will appear on RIHousing’s roster of pre-qualified Lean Process Improvement consultants for a period of three years, which period may be extended if determined by staff to be in the best interests of the corporation. Staff will engage firms from this list on an as-needed basis or solicit bids for particular projects consistent with RIHousing’s Purchasing Policies.

**2. Recommendation**

The Review Committee recommends that the Board of Commissioners approve the attached resolution.

**3. Attachments**

- A. Resolution of the Board of Commissioners of RIHousing
- B. Scoring Matrix

## Attachment A

### Resolution of the Board of Commissioners of Rhode Island Housing and Mortgage Finance Corporation

**WHEREAS:** Rhode Island Housing and Mortgage Finance Corporation's ("RIHousing's") enabling act provides it with all the power and authority to make and execute contracts necessary to exercise the powers and functions provided to it under the act (R.I. Gen. Laws §42-55-5(6)); and

**WHEREAS:** RIHousing has determined that it is in the best interests of the corporation to create a roster of approved firms to provide, as needed, Lean Process Improvement consultation;

**WHEREAS:** RIHousing issued a Requests for Proposals ("RFP") for qualified firms; and

**WHEREAS:** a selection committee comprised of RIHousing staff reviewed the proposals and evaluated them in accordance with the criteria outlined in the RFP.

#### **NOW THEREFORE, IT IS HEREBY:**

**RESOLVED:** that RIHousing be, and hereby is authorized, to establish the following roster of firms pre-qualified to facilitate Lean Process Improvement, which includes conducting staff assessments, analyzing current processes and program objectives and goals, facilitating stakeholder engagement, providing recommendations for program improvement and, as needed, providing consultation on implementation of recommendations, as such services were described in the RFP and consistent with the responses submitted in response thereto:

Guidehouse Inc.  
LSA Digital  
The Efficiency Group, LLC  
Turner and Townsend

**RESOLVED:** that for a period of three years RIHousing be, and hereby is authorized, to engage the above-listed firms on an as-needed basis and/or solicit bids or proposals from such firms for specific projects consistent with RIHousing's Purchasing Policies; and

**RESOLVED:** that the Executive Director, the Deputy Executive Director or the Chief Strategy and Innovation Officer, each acting singly, be and hereby are authorized and empowered to take any and all actions necessary or desirable to carry out the foregoing resolutions, including without limitation the authority to negotiate the terms and fees of the engagements as he or she may determine are in the best interests of RIHousing, and to execute any and all agreements or documents as

they deem necessary to carry out the foregoing and to take such further actions as he or she deems necessary to carry out the foregoing resolutions.

**ATTACHMENT B**

| <b>Name</b>              | <b>Professional Capacity</b> | <b>Project Approach</b> | <b>Fee Structure</b> | <b>Perform w/in Time and Budget</b> | <b>Previous Experience</b> | <b>Minority Status/Affirmative Action</b> | <b>Total Score</b> |
|--------------------------|------------------------------|-------------------------|----------------------|-------------------------------------|----------------------------|---|--------------------|
| The Efficiency Group     | 9                            | 9                       | 5                    | 8                                   | 5                          | 2   | 38                 |
| Guidehouse               | 9                            | 9                       | 2                    | 7                                   | 5                          | 2   | 34                 |
| LSA Digital              | 7                            | 6                       | 6                    | 7                                   | 4                          | 2   | 31                 |
| Turner and Townsend      | 8                            | 8                       | 4                    | 7                                   | 2                          | 1   | 30                 |
| Hollingsworth Consulting | 7                            | 7                       | 5                    | 5                                   | 3                          | 1   | 29                 |
| Newbold Advisors         | 5                            | 4                       | 5                    | 5                                   | 6                          | 1   | 26                 |
| Lyfe Unboxed             | 4                            | 3                       | 2                    | 4                                   | 3                          | 1   | 17                 |