



**Request for Proposal
Family Medical Leave Act and Americans with Disabilities Act Amendments Act
Administrator Services**

INTRODUCTION

Through this Request for Proposal (“RFP”), the Rhode Island Housing and Mortgage Finance Corporation (“RIHousing”) seeks proposals from qualified firms to provide Family Medical Leave Act (“FMLA”) leave and Americans with Disabilities Act Amendments Act (ADAAA) management services.

INSTRUCTIONS

One (1) original of the proposal must be submitted to RIHousing, 44 Washington Street, Providence, Rhode Island 02903-1721, Attn: **Barbara Farrand, Director of Human Resources**. Please also direct a courtesy copy by email to: bfarrand@rihousing.com. Proposals should be concise and include all attachments and work samples. Proposals should be presented on business letterhead.

Proposals must be received no later than 3:00 EST p.m. on February 28, 2020.

Respondents are advised that all submissions (including those not selected for engagement) may be made available to the public on request upon completion of the process and award of a contract(s).

SCOPE OF WORK

Please see the Scope of Work provided in Attachment A.

ITEMS TO BE INCLUDED WITH YOUR PROPOSAL

Please note that failure to provide any information, certification, or document requested in this RFP may cause your submission not to be scored.

A. General Firm Information

1. Provide a brief description of your firm, including but not limited to the following:
 - a. Name of the principal(s) of the firm.
 - b. Name, telephone number and email address of a representative of the firm authorized to discuss your proposal.
 - c. Address of all offices of the firm.

Submission
Check List



d. Number of employees of the firm.

B. Experience and Resources

1. Describe your firm and its capabilities. In particular, support your capacity to perform the Scope of Work.

2. Indicate which principals and associates from your firm would be involved in providing services to RIHousing. Provide appropriate background information for each such person and identify his or her responsibilities.

3. Provide a detailed list of references, including a contact name and telephone number for organizations or businesses for whom you have performed similar work.

4. Identify any conflict of interest that may arise as a result of business activities or ventures by your firm and associates of your firm, employees, or subcontractors as a result of any individual's status as a member of the board of directors of any organization likely to interact with RIHousing. **If none, please provide a statement to such effect.**

5. Describe how your firm will handle actual and or potential conflicts of interest.

6. Identify any material litigation, administrative proceedings or investigations in which your firm is currently involved. Identify any material litigation, administrative proceedings or investigations, to which your firm or any of its principals, partners, associates, subcontractors or support staff was a party, that has been settled within the past two (2) years. **If none, please provide a statement to such effect.**

C. Fee Structure

The cost of services is one of the factors that will be considered in awarding this contract. The information requested in this section is required to support the reasonableness of your fees.

1. Please provide a cost proposal for providing the Scope of Work in Attachment A. Cost proposed shall assume a three-year agreement with an option to extend an additional two years.

2. Provide an itemized breakdown of billing rates and hourly costs, list of key personnel and their hourly rates, reimbursable expenses, etc. for any services that may be requested in addition to the services previously described.

3. Please provide any other fee information applicable to the engagement that has not been previously covered that you wish to bring to the attention of RIHousing.

D. Miscellaneous

1. RIHousing encourages the participation of persons of color, women, persons with disabilities and members of other federally and State-protected classes. Describe your firm's affirmative action program and activities. Include the number and percentage of members of federally and State-protected classes who are either principals or senior managers in your firm, the number and percentage of members of federally and State-protected classes in your firm who will work on RIHousing's engagement and, if applicable, a copy of your Minority-or Women-Owned Business Enterprise state certification.

2. Discuss any topics not covered in this Request for Proposals that you would like to bring to RIHousing's attention.

E. Certifications

1. RIHousing insists upon full compliance with Chapter 27 of Title 17 of the Rhode Island General Laws, Reporting of Political Contributions by State Vendors. This law requires State Vendors entering into contracts to provide services to an agency such as RIHousing, for the aggregate sum of \$5,000 or more, to file an affidavit with the State Board of Elections concerning reportable political contributions. The affidavit must state whether the State Vendor (and any related parties as defined in the law) has, within 24 months preceding the date of the contract, contributed an aggregate amount in excess of \$250 within a calendar year to any general officer, any candidate for general office, or any political party. Please acknowledge your understanding of this in your RFP response.

2. Does any Rhode Island "Major State Decision-maker," as defined below, or the spouse or dependent child of such person, hold (i) a ten percent or greater equity interest, or (ii) a Five Thousand Dollar or greater cash interest in this business?

For purposes of this question, "Major State Decision-maker" means:

- (i) All general officers; and all executive or administrative head or heads of any state executive agency enumerated in § 42-6-1 as well as the executive or administrative head or heads of state quasi-public

corporations, whether appointed or serving as an employee. The phrase “executive or administrative head or heads” shall include anyone serving in the positions of director, executive director, deputy director, assistant director, executive counsel or chief of staff;

(ii) All members of the general assembly and the executive or administrative head or heads of a state legislative agency, whether appointed or serving as an employee. The phrase “executive or administrative head or heads” shall include anyone serving in the positions of director, executive director, deputy director, assistant director, executive counsel or chief of staff;

(iii) All members of the state judiciary and all state magistrates and the executive or administrative head or heads of a state judicial agency, whether appointed or serving as an employee. The phrase “executive or administrative head or heads” shall include anyone serving in the positions of director, executive director, deputy director, assistant director, executive counsel, chief of staff or state court administrator.

If your answer is “Yes,” please identify the Major State Decision-maker, specify the nature of their ownership interest, and provide a copy of the annual financial disclosure required to be filed with the Rhode Island Ethics Commission pursuant to R.I.G.L. §§36-14-16, 17 and 18. If your answer is “No,” please provide a statement to such effect.



3. In the course of providing goods or services to RIHousing, the selected respondent may receive certain personal information specific to RIHousing employee(s) including, without limitation, employee names and addresses, telephone numbers, email addresses, dates of birth, identification or account numbers, social security numbers, employment and information, or other personal or financial information (hereinafter collectively referred to as the “Personal Information”). The maintenance of the Personal Information in strict confidence and the confinement of its use to RIHousing are of vital importance to RIHousing. **Please include a letter from your president, chairman or CEO certifying that, in the event your firm is selected:**

(i) any Personal Information disclosed to your firm by RIHousing or which your firm acquires as a result of its services hereunder will be regarded by your firm as confidential, and shall not be copied or disclosed to any third party, unless RIHousing has given its prior written consent thereto; and



(ii) your firm agrees to take all reasonable measures to (a) ensure the security and confidentiality of the Personal Information, (b) protect against any anticipated threats or hazards to the security or integrity of the Personal Information, and (c) maintain reasonable security procedures and practices appropriate to your firm's size, the nature of the Personal Information, and the purpose for which the Personal Information was collected in order to protect the Personal Information from unauthorized access, use, modification, destruction or disclosure; and

(iii) when discarding the Personal Information, destroying it in a commercially reasonable manner such that no third party can view or recreate the information, electronically or otherwise.

These provisions, which implement the requirements of the Rhode Island Identity Theft Protection Act, R.I.G.L. § 11-49.2 et seq., will also be incorporated into the final contract with the selected respondent(s). In addition, if selected, your firm may be requested to provide a copy of its information security plan.



4. Please include a letter from your president, chairman or CEO certifying that (i) no member of your firm has made inquiries or contacts with respect to this Request for Proposal other than in an email or written communication to Barbara Farrand, Director of Human Resources, bfarrand@rihousing.com seeking clarification on the Scope of Work set forth in this proposal, from the date of this RFP through the date of your proposal, (ii) no member of your firm will make any such inquiry or contact until after February 28, 2020, (iii) all information in your proposal is true and correct to the best of her/his knowledge, (iv) no member of your firm gave anything of monetary value or promise of future employment to a RIHousing employee or Commissioner, or a relative of the same, based on any understanding that such person's action or judgment will be influenced and (v) your firm is in full compliance with Chapter 27 of Title 17 of the Rhode Island General Laws, Reporting of Political Contributions by State Vendors.



EVALUATION AND SELECTION

A selection committee consisting of RIHousing employees (the “Committee”) will review all proposals and make a determination based on the following factors:

- Professional capacity to undertake the Scope of Work
- Proposed fee structure
- Ability to perform within time and budget constraints
- Evaluation of potential work plans
- Previous work experience and performance with RIHousing and/or similar organizations
- Ability to accept and process FMLA and ADAAA requests online (electronically)
- Security measures in place to ensure all data is protected during transmission and data storage
- Recommendations by references
- Firm minority status and affirmative action program or activities
- Other pertinent information submitted

RIHousing may invite one or more finalists to make presentations.

In its sole discretion, RIHousing may negotiate with one or more firms who have submitted qualifications to submit more detailed proposals on specific projects as they arise.

By this Request for Proposals, RIHousing has not committed itself to undertake the work set forth. RIHousing reserves the right to reject any and all proposals, to rebid the original or amended scope of services and to enter into negotiations with one or more respondents. RIHousing reserves the right to make those decisions after receipt of responses. RIHousing’s decision on these matters is final.

For additional information contact: Barbara Farrand, Director of Human Resources, bfarrand@rihousing.com.



Attachment A

Scope of Work

Rhode Island Housing and Mortgage Finance Corporation (“RIHousing”) is seeking to engage a vendor to provide comprehensive Family Medical Leave Act (“FMLA”) leave and Americans with Disabilities Act Amendments Act (“ADAAA”) management for RIHousing personnel (approximately 230 employees). The successful respondent must have a minimum of five years’ experience providing the type of services described in this Scope of Work, regardless of the respondent’s form of corporate organization.

The selected respondent will provide the following services for RIHousing:

FMLA

1. Claim Management, Processing, and Communications
 - Issuance of initial FMLA claim package to employee
 - Determination of FMLA leave eligibility
 - Preparation of approval and denial notifications to employees
 - Verification of medical certification
 - Notification to employer and employee of FMLA end date
 - Detailed case management
 - Efficient FMLA claim processing
 - Claim processing that meets all applicable requirements of the Department of Labor
 - Provide access to FMLA medical specialists and attorneys
 - Provide advice/counsel on FMLA abuses and non-compliance
 - Provide action plan to address instances of FMLA/sick leave abuse
 - Improve communication to management and employees on FMLA issues
 - Provide customer service, call center and/or help desk for employee guidance on the FMLA process
 - Coordinate with other leave-related benefits (e.g., Workers Compensation or other disability leaves)
 - Provide education and training to our managers and employees
2. Claim Tracking, Documentation and Reporting
 - Track all employee FMLA requests and absences electronically
 - Track FMLA use by employees including recertification, intermittent, etc.



- Provide complete documentation for each FMLA claim, including documentation of communications with employees
- Where applicable, track concurrent FMLA leave, Bureau of Workers' Compensation claims, and/or other disability leaves
- Track RIHousing's performance with respect to absenteeism and lost time
- Make recommendations for controlling the cost of absenteeism
- Provide detailed reports on employee FMLA usage
- Provide periodic reports to demonstrate program results, including RIHousing's return on investment
- Provide secure data storage, data backup, and disaster recovery plan
- Provide access to secure employer and employee portals

3. FMLA Compliance and Data Security

- Provide RIHousing with guidance and updates due to any changes in State or Federal laws
- Comply with state and federal FMLA laws
- Comply with HIPAA privacy requirements
- Security measures in place to ensure all data is protected during transmission and data storage

4. Performance Objectives

- Positively affect employee productivity and morale by fairly and consistently applying FMLA requirements
- Reduce absence-related expenses through efficient administration and close communication with interested parties
- Recommend best practices for absence management

ADAAA Administration

- Provide intake and tracking information for all ADAAA accommodation requests
- Gather all necessary medical documentation
- Conduct clinical review and provide case management
- Provide RIHousing with recommendations specific to the employee(s) request, medical needs, position description and RIHousing's ability to accommodate the request
- Provide reporting on the status and determination of all ADAAA accommodation requests
- Provide RIHousing with guidance and updates due to any changes in State or Federal laws

