



REQUEST FOR PROPOSALS **Payment Processing Vendor**

Posting Date: February 24, 2025

Response Submission Deadline: 3:00 EST p.m. on March 21, 2025.

NOTE TO RESPONDENTS:

Please be advised that **all** submissions (including those not selected for engagement) may be made available to the public on request pursuant to the Rhode Island Access to Public Records Act, Chapter 2 of Title 38 of the Rhode Island General Laws (the “APRA”) upon award of a contract(s). As a result, respondents are advised not to include information that they deem proprietary or confidential or that constitutes a trade secret.

INTRODUCTION

Through this Request for Proposals (“RFP”), the Rhode Island Housing and Mortgage Finance Corporation (“RIHousing”) seeks proposals from qualified firms to provide payment processing services via multiple channels, including but not limited to IVR, monthly & bi-weekly ACH, pin less debit card. This firm should be able to send email/text messages on our behalf.

INSTRUCTIONS

Proposals must be submitted via email to: Anthony Impagliazzo – Assistant Director of Loan Servicing at aimpagliazzo@rihousing.com no later than the response submission deadline set forth above.

Proposals that are not received by the response submission deadline or that do not adhere to the submission instructions described herein shall not be accepted or considered by RIHousing.

Proposals should be concise and adhere to the word count applicable to each section of this Request for Proposals (“RFP”). Proposals should be presented on the business letterhead and include all attachments, certifications (including the Submissions Certification at [Attachment A](#)), and work samples (as applicable). Please note that failure to provide any information, certification, or document requested in this RFP may cause your submission not to be reviewed or considered by RIHousing.

RIHousing may invite one or more finalists to make presentations, including demonstrations of requested products, if applicable.

Updates, amendments and Q&As related to this Request for Proposals may be posted from time to time at: [RFPs & RFQs | RIHousing](#).



RFP/RFQ Title: _____
Respondent Name: _____

SCOPE OF WORK

Please see the Scope of Work as provided on Attachment B.

ITEMS TO BE INCLUDED WITH YOUR PROPOSAL

**SUBMISSION
CHECK LIST**

Section A: General Firm Information (Total word limit: 500 words)

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. The name, business telephone number and business email address of a representative of the firm who is authorized to discuss your proposal.
 - c. Locations of all offices of the firm.
 - d. Number of employees of the firm.

RIHousing requests that the contact information provided in response to this subsection (1) be strictly limited to business addresses, telephone numbers, and email addresses to protect any personal information from being made available to the public pursuant to APRA.

Section B: Experience and Resources (Total word limit: 3500 words)

1. Describe your firm and its capabilities. 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 person and identify their responsibilities.

3. If applicable, please indicate the name of any subcontractors that would be involved in providing services to your firm and to RIHousing. Provide appropriate background information for each person or entity, identify the person's responsibilities and outline their capabilities.

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

5. Describe your firm's information security systems and the steps that your firm takes to safeguard client communication, confidential information, and client data. Include in your response whether your firm performs penetration testing, your firm's encryption methods, and whether client data is stored onshore or



RFP/RFQ Title: _____

Respondent Name: _____

offshore.

- 6. Describe the accessibility features of the software including, but not limited to, those relating to the public-facing portal. Include in your response whether the software meets the highest success level (AAA) of the Web Content Accessibility Guidelines (WCAG) 2.1, as may be amended from time to time.
- 7. Please provide copies of your firm’s data security plans and Soc 2 compliance reports. [The report will not count toward the word count for this section.]

Section C: Fee Structure (Total word limit: 500 words)

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 at Attachment B.
- 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.

Section D: Affirmative Action Plan and Minority Owned Business/Women Owned Business pursuant to the Rhode Island State Purchases Act

- 1. In compliance with State law (R.I. Gen. Laws §§ 37-2-1 et seq; R.I. Gen. Laws §§ 37-14.1-6), RIHousing encourages the participation of persons of color, women, persons with disabilities and members of other State-protected classes. Describe your firm’s affirmative action program and activities. Include the number and percentage of members of State-protected classes who are either principals or senior managers in your firm, the number and percentage of members of 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. This information will be used in furtherance of Rhode Island law.

Section E: Miscellaneous (Total word limit: 1000 words)

- 1. Discuss any topics not covered in this RFP that you would like to bring to RIHousing’s attention.



RFP/RFQ Title: _____
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Section F. Certifications

All applicants must respond to and provide documentation as outlined in the Request for Proposals Submission Certifications at Attachment A.

EVALUATION AND SELECTION

A selection committee consisting of RIHousing employees will review all proposals that meet the requirements set forth in the “Instructions” section of this RFP and select based on the following factors:

- Professional capacity to undertake the Scope of Work (as evaluated by reference in Section B: Experience and Resources);
- Proposed fee structure (as evaluated by reference in Section C: Fee Structure);
- Ability to perform within time and budget constraints (as evaluated by reference in Section B);
- Evaluation of proposed project approach (as contained in the Attachment B-Scope of Work. Section B);
- Previous work experience and performance with RIHousing and/or similar organizations (as provided in Section B: Experience and Resources, subsection 3);
- Recommendations by references (as provided in Section B: Experience and Resources, subsection 3);
- Firm minority status and affirmative action program or activities (in accordance with Rhode Island law, as requested in Section D: Affirmative Action Plan and Minority Owned Business/Women Owned Business)
- Other pertinent information submitted.

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

For additional information contact: Anthony Impagliazzo at aimpagliazzo@rihousing.com



RFP/RFQ Title: _____
Respondent Name: _____

Attachment A

Requests for Proposals for Submission Certifications

Please respond to **all** the items below and include them in your response to this RFP. Be sure to include any additional information in the space provided or as an attachment as needed. Please ensure that any attachments refer to the appropriate item by name (i.e., “Conflict of Interest,” “Major State Decision Maker,” etc.)

Total word limit for Sections A and B: 500 words

Section A: Conflicts of Interest

1. Identify any conflict of interest that may arise because of business activities or ventures by your firm and associates of your firm, employees, or subcontractors because of any individual’s status as a member of the board of directors of any organization likely to interact with RIHousing. **If there is none, check below.**

None

2. Describe how your firm will handle actual and or potential conflicts of interest (*please include in your proposal or attach a sheet with this information*).

Section B: Litigation, Proceedings, Investigations

1. Identify any material litigation, administrative proceedings, or investigations in which your firm is currently involved. **If there is none, check below.**

None

2. 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 finally adjudicated or settled within the past two (2) years. **If there is none, check below.**

None

Section C: 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 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



RFP/RFQ Title: _____
Respondent Name: _____

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 of more than \$250 within a calendar year to any general officer, any candidate for general office, or any political party. **Please acknowledge your understanding below.**

I have read and understand the requirements of Chapter 27 of Title 17 of the Rhode Island General Laws, Reporting of Political Contributions by State Vendors.

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.

Please indicate your response below.

Yes

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.

No



RFP/RFQ Title: _____
Respondent Name: _____

- 3. In the course of providing goods or services to RIHousing, the selected respondent may receive certain personal information specific to RIHousing customer(s) including, without limitation, customer names and addresses, telephone numbers, email addresses, dates of birth, loan numbers, account numbers, social security numbers, driver’s license or identification card numbers, employment and income information, photographic likenesses, tax returns, 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 certify below that in the event your firm is selected:

(i) any Personal Information disclosed to your firm by RIHousing or which your firm acquires because 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.

I certify that in the event our firm is selected, we will comply with the Personal Information and Security guidelines noted above.

- 4. Your firm’s president, chairman or CEO must certify below that (i) no member of your firm has made inquiries or contacts with respect to this RFP other than in an email or written communication to **Anthony Impagliazzo at aimpagliazzo@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 March 21, 2025, (iii) all information in the proposal is true and correct to the best of your knowledge, (iv) no member of your firm gave anything of monetary value or promise



RFP/RFQ Title: _____
Respondent Name: _____

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, (v) your firm did not consult with RIHousing in connection with the development of this RFP, and (vi) 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.

I certify that no member of our firm has made or will make any such inquiries or contacts; all the information supplied is true and correct; no member of our firm has provided anything of value to influence RIHousing; and our firm follows applicable political contribution reporting.

President, Chairman or CEO (*print*): _____

Signature: _____

Firm Name: _____



RFP/RFQ Title: _____
Respondent Name: _____

Attachment B

Scope of Work

I. Services to be Provided

The successful company will provide RI Housing with a hosted platform with real time integration to and from ICE, formerly the Black Knight Mortgage Servicing Platform (MSP) via Web Services. It will allow for the use of multiple brands. It will have multiple payment channels including monthly and bi-weekly ACH, pin less debit card transactions and an automated telephone system. It will have secure messaging of payment confirmation via email, text messages, and USPS. The company will have the ability to communicate with our customers via email or text messages. Content management and ability to set business rules, including tiered convenience fees, ability to update messaging in the automated telephone system, ability to prevent payments from being made via any payment channels based on customer's default status.

The successful company will have robust reporting capabilities, secure storage of any client records, the ability to provide client records in a timely manner, industry compliance including the Consumer Finance Protection Bureau (CFPB), the Federal Housing Administration (FHA), the Americans with Disabilities Act (ADA), the Federal National Mortgage Association (FNMA), the Federal Home Loan Mortgage Corporation (FHLMC), the Government National Mortgage Association (GNMA), the Veteran's Administration (VA), and the US Department of Agriculture Rural Development program (RD). As well as the highest data security requirements. The company will also be compliant with daily electronic National Automated Clearing House Association (NACHA) rules and processes.

The successful company will provide direct contacts that can be used by RI Housing for help resolving customer issues and general technical support. There will be a Relationship Manager available to meet regularly with RI Housing. At minimum this meeting will take place biennially, and will review the product application, provide updates on the industry, and the overall relationship of our two companies. Provide any data, reports, and documentation required for audits.



RFP/RFQ Title: _____
Respondent Name: _____

II. Project Schedule

Implementation of the product should begin within sixty (60) days of the execution of the agreement and be completed no more than one hundred twenty (120) days from the start date of the project.

III. Project Approach

The successful company will provide a detailed description of their project implementation process. This description should identify all potential personnel and their individual roles who may be engaged to provide the implementation and future support of the product and services.

IV. Budget and Payment Terms

The successful company will be able to provide these services at a maximum of \$6000 per month for the three-year term of the initial agreement, while keeping implementation costs at a minimum. RI Housing takes approximately 2500 IVR payments per month, processes 20 bi-weekly ACH payments per month, and sends out 1860 emails per month.