



**Request for Proposals
Software Solution for LeadSafe Homes Program
Application Intake and Management**

INTRODUCTION

Through this Request for Proposals (“RFP”), the Rhode Island Housing and Mortgage Finance Corporation (“RIHousing”) seeks proposals from qualified firms to provide a software solution for intake and management of its LeadSafe Homes Program funds.

INSTRUCTIONS

One original of the proposal should be submitted to RIHousing, 44 Washington Street, Providence, Rhode Island 02903-1721, Attn: **Carl Rotella, Director, Information Technology** or submitted via email to crotella@rihousing.com. Proposals should be concise and include all attachments. Proposals should be presented on business letterhead.

Proposals must be received no later than 3:00 EST p.m. on Wednesday, March 4, 2020. Responses received after this date and time shall not be accepted. Note: For hard copy submissions, the official time clock shall be the time display on the computer at the main reception desk in the Lobby Area.

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 at [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.

Submission
Check List



- c. Address of all offices of the firm.
- 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 at Attachment A.

☐

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 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 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 Proposals other than in an email or written communication to Carl Rotella, crotella@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 4, 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
- Evidence of ability to comply with regulatory requirements (HIPPA, SOC, GLBA)
- Ability to perform within time and budget constraints
- Evaluation of work plan and approach
- Previous work experience and performance with RIHousing and/or similar organizations
- 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: Carl Rotella, crotella@rihousing.com.

Attachment A

Scope of Work

Overview

RIHousing seeks to engage a vendor to provide a software application for the intake and management of its LeadSafe Homes Program. Scope will include working with RIHousing program representatives and the Information Technology team to review process flow, create the software application, provide testing of the features listed, and provide start-up assistance by creating the first ten (10) entries with RIHousing's Lead Team ("LLT").

Project Description

Review of Process Flow – RIHousing program staff and the vendor will review the process flow for the program lifecycle to insure all processes will be captured in final product

Create Software Application - The vendor is required to develop software to accomplish the following Process Stages:

1. Business and Client Application
 - a. Intake workflow
 - b. On-site verification of application
2. Project Assessment and Review of Lead Program Application
 - a. Assessment of workflow
 - b. Lead Program Application Approval
3. Contract Process and Loan Document
 - a. Approval and Spec work up
 - b. Quote to Purchase Order to Invoice Payment
4. Lead Hazard Reduction Work
 - a. On-line work and inspections to close out
 - b. Project close documentation

Testing – The vendor will test all software features prior to go-live with the application.

Start-up Assistance – The vendor will work with RIHousing Lead team to input and process a minimum of ten (10) new LeadSafe Program entries.

Design Requirements

1. Internet application with SQL data base
 - a. Clients are expected to file the applications on-line
 - i. Clients may be helped by RIH team member
 - b. All Client data must be entered once and retained for the Client's return to the site
 - c. All Clients will have a Client ID, and multi-members will be assigned roles related to the Client's application
 - d. All Clients will request to add to the site via the application process and directly to site administration team members at RIHousing
 - e. Service Level Agreement for the application will require 100% up time.
 - f. All Documents requiring signatures can use DocuSign
2. Features and Modules
 - a. Login and Registration module
 - i. Login will require a Business ID
 - b. The business profile entry module
 - i. Information will be saved as entered and held to the submittal date
 - ii. All business profiles will be entered one time and available at the time of return to the site
 - c. Fund selection module on TAB layout
 - i. 6 funds will be available for selection (see specifications)
 - d. A questionnaire will be developed based on the Fund Selection Module
 - i. Each of the 6 funds will have questions to be filled in
 - ii. No fund should have repeat questions. If so, auto-fill form based on the prior tabs [fund questions]
 - iii. Documents may be attached [i.e., a word excels, pdf, jpeg, txt, CVS]
 - iv. List the attachment name, date, time and revision
 - e. Package creation and review module for approval or rejection with a project location and ID matched to Business ID for tracking multi project portfolios
 - i. Create the package. [i.e., index pdf as a sample]
 - ii. Send to RIHousing archives and data warehouse
 - f. Client Returning and Process Tracker Module
 - i. Track to the process stages
 - g. Admin Module
 - i. Responsibility Assignments (RACI) and Roles
 - h. Reporting Module
 - i. Date Warehouse submittal module

- j. Email delivery module
- 3. Connections
 - a. Data Warehousing of all the data is required nightly to RIHousing's Data Warehouse; RIHousing will provide engineers to work with the vendor on this process.
 - b. External reporting connection to HUD, Treasury forms, and SQL SSRS reporting may be required.
 - c. Admin access to the applications.
 - d. All data will be owned by RIHousing.
- 4. Change Request process
 - a. All changes will require the RIHousing change process and approval by the Director of IT before implications from the original spec release date.
 - b. All changes are added to the final document for records.
- 5. Schedule
 - a. Weeks 1 and 2 - Finalize Requirements with Business unit and IT
 - b. Weeks 3 and 4 – Develop Branding and Frames for Website with Business unit, Comms and IT
 - c. Weeks 4 to 8 - Build it
 - d. Weeks 8 to 12 - Testing
 - e. Weeks 12 to 14 – Team Training

Deliverables

- 1. The vendor will develop an application which will be accessible from the internet, and will support the listed design modules, features, and operational data connection for RIHousing to complete an applicant's request for funding under the RIHousing's LeadSafe Homes Program.
- 2. The vendor will develop an application that will collect the data to create the loan, process the quote to invoicing, and close-out the request according to the process required by the selected funding source.
- 3. The vendor will document the architecture, features, and provide a user guide with administrative steps to add, remove, and change users.
- 4. The vendor will train the Lead Team in administrative and service support functions.



5. The vendor will provide technical on-call support to the Lead Team for a period of one year after the go-live date of the application. Support may be extended as needed by RIHousing.

Milestone and Pricing:

Provide pricing for each milestone as part of your submission. RIHousing anticipates that the successful vendor can meet all the milestones in 10 to 12 weeks after the award of the contract.

1. Amount due at the time of signing of contract.
2. Partner to attend three days of an on-site review of the function's specs and workflow to the Lead Application.
3. Demo of the applications every two weeks after the start of development to ensure progress to schedule.
4. Final two week freeze to the application to ensure stable test/UAT and Productions codes are in place.
5. Documentation and Training period will be in the schedule.



Project Requirements:

Data Flow Model Drawing

Web/Mobile >> application enter >> application server/eSQL >> SQL RFP, SQL BCD, SQL PII, SQL HIPPA >> DW >> Reporting engine

Submit

Data base for Submitted Projects

Data base for Approved Projects

Data base for Process control - Where is the application in the Pre-Submit stage and Where is the application in the Post-Submit stage to complete/close date.

Requirements:

.Net

ASP

SQL 2012, 2016, 2019

GLBA

Soc 2 data center

PII data store

HIPPA data store

All code is owned by RIHousing

No modules can be resold without RIHousing approval