



Request for Proposals Insurance Tracking Service

INTRODUCTION

Through this Request for Proposals (“RFP”), the Rhode Island Housing and Mortgage Finance Corporation (“RIHousing”) seeks proposals from qualified firms to provide it with a service that will request, follow-up, process, audit and track all hazard and flood insurance billing and documentation for the single-family loans serviced by our organization. RIHousing will accept proposals from services that can provide a full-service model or an a la carte service model.

Rhode Island Housing is a self-sustaining public agency created in 1973 to address the housing needs of low- and moderate-income Rhode Islanders. Its statutory purpose is to encourage the investment of private capital, to stimulate the construction and rehabilitation of housing for low- and moderate-income Rhode Islanders, to provide construction and mortgage loans, and to make provision for the purchase of mortgage loans and otherwise as is necessary to accomplish its purposes.

Rhode Island Housing works to ensure that every person who lives or works in Rhode Island can afford a safe, healthy home that meets their needs. Our belief is that a home encompasses much more than four walls and a roof. A good home provides the foundation upon which families can thrive, children can learn and grow, and communities can prosper.

To achieve our mission, we do the following:

- Offer fair, affordable and innovative lending programs.
- Educate homebuyers, homeowners and housing developers.
- Advocate for and finance sensible development that builds vibrant, well-balanced communities.
- Provide grants and subsidies to Rhode Islanders with the greatest need.
- Work with partners to improve everything we do.

As a self-sustaining public agency, Rhode Island Housing generates its own operating income, without state funding. Everything we earn is reinvested to provide safe, healthy homes for Rhode Islanders.



INSTRUCTIONS

One (1) electronic copy of the proposal submitted via email to: Anthony Impagliazzo, Assistant Director, Loan Servicing at aimpagliazzo@rihousing.com. Please also direct a courtesy copy by email to: trossi@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 Wednesday, December 2, 2020. Responses received after this date and time shall not be accepted.

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.
 - c. Address of all offices of the firm.
 - d. Number of employees of the firm.

Submission
Check List

B. Experience and Resources

- 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 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 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 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 finally adjudicated or settled within the past two (2) years. **If none, please provide a statement to such effect.**
- 7. Provide a copy of the firm's disaster recovery and business continuity plans.
- 8. Can the technology that your firm utilizes in providing insurance tracking services integrate with any loan servicing platforms? If so, please name such platforms.
- 9. Describe your firm's information security systems and the steps that your firm takes to safeguard client communications, confidential client information and client data.

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. RIHousing anticipates a multi-year contract for these services with an initial contract term of three years with an option to renew, at RIHousing's discretion, for two additional one-year terms.

1. Please provide a cost proposal for providing the Scope of Work at Attachment A for the initial three-year contract. Note that there are two bidding options available to the vendor. We will accept bids that provide all of the requirements or an a la carte choice of requirements.

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. Affirmative Action Plan and Minority Owned Business/Women Owned Business

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.

E. Miscellaneous

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

F. 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 more than \$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 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.

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 Anthony Impagliazzo, 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 October 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 decide based on the following factors:

- Professional capacity to undertake the Scope of Work
- Proposed fee structure
- Evaluation of potential work plans
- Previous work experience and performance with RIHousing and/or similar organizations
- Recommendations by references
- Firm minority status and affirmative action program or activities
- Evaluation of disaster recovery and business continuity plans
- 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 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 receipt of responses. RIHousing’s decision on these matters is final.

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

Revised: June 2020



Attachment A

Scope of Work

RIHousing seeks to engage a qualified firm to track all missing insurance declaration pages, hazard, and flood insurance invoices for our single-family loans. Our portfolio contains approximately 20,000 first mortgages and most are structured with a second mortgage. Along with the RIHousing loan portfolio, we are the sub-servicer for the another out of state housing authority.

The engagement of this firm will improve our borrower's customer experience, reduce current risk challenges, eliminate paper insurance invoices received at RIHousing, and improve capacity in the escrow department.

Loan servicing support is provided through the Black Knight MSP Loan Servicing System.

Our minimum goals with this engagement are eliminating paper insurance invoices, increasing the processing speed of our escrow staff, and eliminating our time spent track down missing insurance documentation. Any respondent may bid on one or all the services listed below to provide either a complete insurance tracking service or create an individualized package for our organization.

Implementation and Ongoing Client Services

The firm will provide a project manager to work with the RIHousing staff during implementation. Implementation should be completed between 90 – 120 days from the execution of any agreement. As part of the implementation the service will provide training for RIHousing staff and training materials to be used for future training. Upon launch the service will accept the paper insurance bills that are currently on hand in our facility. The service will set up a post office box where our borrower's paper insurance invoices will be sent. In concert with RIHousing, the firm will develop a process to return misdirected mail to our office in Providence.



During the engagement the firm will provide RIHousing with support services to resolve any technical issues with the platform. The firm will provide a relationship manager. The firm will hold regular meetings with RIHousing to review the program, provide updates on the industry, and the relationship between the companies.

Policy Tracking Services

The firm will determine when flood and hazard policies are due for mortgagees and provide a weekly report that the processors at RIHousing can use to pay the hazard and flood insurance bills.

The firm will track cancellation of policies and will do any necessary outreach to get an updated policy declaration and invoice.

The firm will provide a report that the processors at RIHousing will use to ensure the CFPB required letters are sent to borrowers. RIHousing will send these letters and process any force placed policy requests.

The firm will ensure that the correct mortgagee clause is attached to each policy and do any necessary outreach to update incorrect or missing information.

The firm will contact borrowers, insurance companies, and insurance agents on our behalf to request proof of insurance documents and invoices. Contacts must be branded based on portfolio and may include telephone calls and letters.

Document Tracking and Custodial Services

The firm will track missing documents, including master condominium policies, and do the necessary research and outreach to collect them.

The firm will provide electronic options for borrowers, insurance companies, and insurance agents to submit documents that were requested during outreach.



The paper invoices received by the firm will be scanned and uploaded to a web-based platform. The web-based platform will be available for RIHousing staff to review and download documents.

Technology and Regulatory Requirements

The vendor systems must comply with the Real Estate Settlement Procedures Act (RESPA), the Dodd-Frank Wall Street Reform and Consumer Protection Act, and CFPB privacy regulations.

Ideally, the vendor solution will be able to directly integrate with the Black Knight MSP Loan Servicing System and update the hazard insurance information in the system.

If the vendor system cannot directly integrate with Black Knight MSP Loan Servicing System, then a file that meets industry standard encryption and transmission protocols is acceptable.

The firm will provide standard and ad hoc reports.

Payment Processing Services – Optional

The firm may provide payment processing for insurance invoices and be able to update loan level disbursement transactions in Black Knight MSP Loan Servicing System.