



Request for Proposals Mailing Services

INTRODUCTION

Through this Request for Proposals (“RFP”), Rhode Island Housing seeks proposals from qualified firms for the purpose of creating, processing, and distributing print mail pieces for the various divisions of Rhode Island Housing.

INSTRUCTIONS

Proposals must be submitted electronically to Peter Walsh, Deputy Director, at pwalsh@rihousing.com. Proposals must be concise and include all attachments and work samples. Proposals must be presented on business letterhead.

Proposals must be received no later than 5:00 EST p.m. on August 25, 2017

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

- 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.
- 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 Rhode Island Housing. 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 Rhode Island Housing.
5. 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.
6. Describe how your firm will handle actual and or potential conflicts of interest.
7. Identify individuals in your firm with multi-lingual skills, who are available to assist with communication in languages other than English. Please identify the language(s).

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. 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 Rhode Island Housing.

D. Miscellaneous

1. Rhode Island Housing 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 Rhode Island Housing'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 Rhode Island Housing's attention.

E. Certifications

1. Rhode Island Housing 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 Rhode Island Housing, 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.
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.

3. In the course of providing goods or services to Rhode Island Housing, the selected respondent may receive certain personal information specific to Rhode Island Housing 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 Rhode Island Housing are of vital importance to Rhode Island Housing. 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 Rhode Island Housing 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 Rhode Island Housing 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).

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 **Peter Walsh, pwalsh@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 **September 8, 2017**, (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 Rhode Island Housing 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 Rhode Island Housing employees (the "Committee") will review all proposals and make a determination based on the following factors:

- Professional capacity to undertake the Scope of Work; demonstrated ability to perform services involving sensitive and confidential personal information of customers.
- Completeness of response to all items required in this RFP.
- Proposed fee structure.
- Ability to perform within time and budget constraints.
- Previous work experience and performance with Rhode Island Housing and/or similar organizations.
- Recommendations by references.
- Firm minority status and affirmative action program or activities.
- Foreign language capabilities of the firm.
- Other pertinent information submitted.

If two or more proposals receive equal scores based on the selection criteria set forth above, Rhode Island Housing will (to the extent applicable) resolve the tie in favor of the respondent whose headquarters or primary place of business is located within Rhode Island.

Rhode Island Housing may invite one or more finalists to make presentations.

In its sole discretion, Rhode Island Housing 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, Rhode Island Housing has not committed itself to undertake the work set forth. Rhode Island Housing 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. Rhode Island Housing reserves the right to make those decisions after receipt of responses. Rhode Island Housing's decision on these matters is final.

For additional information contact: Peter Walsh, pwalsh@rihousing.com

Attachment A

Scope of Work

Rhode Island Housing seeks to engage a mail house firm to provide a full range of services related to the creation, printing, and mailing of letters and collateral pieces to agency partners and customers. Rhode Island Housing is comprised of six business divisions that have various needs for printing and mailing services on an irregular basis, the majority of which represent communications to agency customers and potential customers.

~~Rhode Island Housing has a number of business lines that require communication with existing or potential clients.~~ In many cases, the timing of these communications is driven by ~~regulation which require~~ legal requirements (e.g., statutes or regulations governing banking, mortgage lending, or residential mortgage foreclosure), which result in strict timeframes for production and delivery. ~~In~~ The selected respondent must have the capacity to fulfill these timeframes. Furthermore, in nearly every case, these mailings will contain confidential and sensitive customer information. ~~In regards to this confidential information, the~~ The firm selected ~~will be required to demonstrate~~ must have the ability to handle confidential and sensitive information; must carry out its operations at a secured facility ~~with protocols in place to detect and prevent a breach in this; and must maintain industry-standard protocols for detecting and preventing~~ security breaches. Employees ~~handling this information will be required to have been trained~~ and agents of the selected firm must be trained in the handling of ~~this~~ confidential information. ~~A firm with the ability to provide translation services from English to Spanish on written materials provided is preferred. and all applicable security protocols.~~

During the past year, Rhode Island Housing has initiated mailing projects with up to 10,000 recipients. ~~Recurring~~ Regular recurring projects ~~which~~ are anticipated ~~on a regular basis are to be~~ in the range of 100 to ~~2000~~ 2,000 pieces per project.

The successful respondent must be CASS certified by the U.S. Postal Service.

Core Required Services

The successful respondent will be expected to perform the following services:

- Receive files securely through an electronic FTP site
- Guarantee turnaround time of one business day from receipt of file(s) through the FTP site
- Provide postage verification of delivery documents when required
- Provide lowest possible postage rate in light of time sensitivity of individual mail jobs
- Bar coding
- Ink-jet addressing
- Custom assembly
- Folding

- Inserting
- Metering
- Labeling
- Fulfillment services

Preferred Services

A firm with the ability to provide written English-to-Spanish translation services is preferred.

Document comparison by Workshare Compare on Thursday, August 10, 2017
3:01:40 PM

Input:	
Rendering set	Custom rendering set - No Moves

Legend:	
<u>Insertion</u>	
Deletion	
Moved from	
<u>Moved to</u>	
Style change	
Format change	
Moved deletion	
Inserted cell	
Deleted cell	
Moved cell	
Split/Merged cell	
Padding cell	

Statistics:	
	Count
Insertions	17
Deletions	15
Moved from	0
Moved to	0
Style change	0
Format changed	0
Total changes	32