

**REQUEST FOR INFORMATION (RFI)**

**FOR**

**FAMILY AND MEDICAL LEAVE ACT (FMLA) ADMINISTRATION SERVICES  
FOR THE CITY OF CHICAGO**

**Specification No.: 79653**

**Required for use by:**

**CITY OF CHICAGO  
The Department of Human Resources**

**Issued by:**

**CITY OF CHICAGO  
Department of Procurement Services**

**TEN (10) COPIES OF THE REQUEST FOR INFORMATION (RFI), INCLUDING ONE  
SIGNATURE SET, MUST BE PROVIDED,  
AND ONE (1) ELECTRONIC COPY (MS WORD OR ADOBE ACROBAT FORMAT)**

**ALL RFI RESPONSES SHALL BE ADDRESSED AND DELIVERED TO:**

**Jamie L. Rhee, Chief Procurement Officer  
Attn: Sandra Shakespeare, Special Assistant  
Department of Procurement Services  
City Hall - Bid and Bond Room, Room 301  
121 N. LaSalle Street,  
Chicago, IL 60602**

**RESPONSES ARE TO BE SEALED AND MUST BE RECEIVED NO LATER THAN,  
MARCH 19, 2010, AT 4:00 P.M. CENTRAL STANDARD TIME AT THE ABOVE ADDRESS.**

**The outside of the package must clearly indicate the name of the project “RFI – Family  
and Medical Leave Act (FMLA) Administration Services for the City of Chicago”, for the  
Department of Human Resources, the time and date  
specified for receipt and the name and address of the Respondent.**

**THIS REQUEST FOR INFORMATION DOES NOT CONSTITUTE A SOLICITATION FOR  
BIDS OR PROPOSALS**

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**RICHARD M. DALEY, MAYOR  
CITY OF CHICAGO**

**GEORGE ARTEAGA, COMMISSIONER  
DEPARTMENT OF HUMAN RESOURCES**

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## I. GENERAL INVITATION

The City of Chicago, Department of Procurement Services (“DPS”) is issuing a Request for Information (“RFI”) for its FMLA Administration Services. If your firm has demonstrated experience in the areas specified in the Scope of Services (Section III of this RFI), and you are interested in providing information about your services, you are invited to respond to this RFI. This is not an invitation for bids or request for proposals; therefore, no standard City terms and conditions or contractual language is contained herein, nor is it required in your response. **No contract award will result from this solicitation.**

For the purpose of the RFI, the term “Respondent” means the vendor providing a written response to this RFI.

**INQUIRIES:** All inquiries for information shall be directed to Sandra Shakespeare, Special Assistant, at the City of Chicago Department of Procurement Services, (312)744-2771. Phone inquiries will be accepted for general questions. Specific technical questions will only be addressed in writing and must be forwarded to the attention of Sandra Shakespeare by fax at 312-744-7679.

If a determination is made that a clarification or change to the Request for Information (“RFI”) document is required, a written addendum will be mailed or faxed by the Department of Procurement Services to all RFI document holders. Respondents are responsible for obtaining all RFI materials.

**RESPONSES:** Responses will be received no later than **March 19, 2010 4:00 p.m., Central Standard Time**. All information packages shall be delivered to the following address:

City of Chicago  
Department of Procurement Services  
City Hall, Bid and Bond Room 301  
121 North LaSalle Street  
Chicago, Illinois 60602

**Respondents must submit ten (10) copies of their responses, including one (1) original signature set. In addition, Respondents must provide one (1) electronic copy (MS Word or Adobe Acrobat format) of their responses.** Any literature used to illustrate Respondent’s services must be included with each copy of the responses submitted. **Please provide the information below as a document submittal cover sheet for—Family and Medical Leave Act (FMLA) Administration Services for the City of Chicago, Specification Number 79653:**

Name of Firm: \_\_\_\_\_ By: (Signature in Ink): \_\_\_\_\_

Address: \_\_\_\_\_ Title: \_\_\_\_\_

City/State/Zip Code: \_\_\_\_\_ Telephone Number: \_\_\_\_\_

Date: \_\_\_\_\_ Fax Number: \_\_\_\_\_

**Responding to this RFI is not a pre-requisite for responding to any subsequent solicitations relating to this project.**

## II. PROJECT BACKGROUND

The City of Chicago is a municipal corporation with 40 operating departments with approximately 20,000 employees. The Chicago Police Department (CPD) has 13,500 sworn employees and the Chicago Fire Department (CFD) has 5,300 sworn employees. The CPD and the CFD are not included in this project

The Department of Human Resources (“DHR”) facilitates the effective delivery of City services by maintaining professional human resources practices and programs. The purpose of the DHR is to serve the City by driving the best Human Resource practices, acting as stewards of change, and establishing and maintaining fair and transparent employment practices, free of political influence. To accomplish its mission, DHR coordinates with other city departments, boards and commissions to attract, recruit, retain, motivate, and develop the City’s workforce; it fosters equal employment opportunities for City of Chicago citizens; it maintains a safe and lawful work environment for City employees; and it establishes cost effective procedures. In addition, DUR is committed to a hiring system that is transparent, efficient, open and accessible to all qualified applicants.

The City’s FMLA procedures are not centralized or managed by DHR and vary by the individual departments. Each department has one or more Human Resource (HR) Liaisons that manage and track FMLA for employees in their department. The HR Liaison or their designee is responsible for receiving and processing FMLA requests, as well as documenting or coding FMLA time in the City’s CATA (Time and Attendance) system. The FMLA notices, forms and employee “Rights and Responsibilities” are available to City employees on the DHR intranet website. The City also provides to applicants FMLA Employee “Rights and Responsibilities” on the CAREERS website where positions are posted and applicants submit job applications. The City administers FMLA on a rolling year, with an interest to transition to a calendar year for its employees. City Executive leaders and HR Liaisons have received training from the U.S. Department of Labor and/or the City’s Law Department on the recent changes in FMLA regulations. City employees were notified of the new FMLA changes through a payroll stuffer in February 2009.

Accurate tracking of FMLA “Intermittent Leave” and the time required by the HR Liaisons to effectively manage FMLA issues is of concern. The City is currently proposing restrictions in dual employment by employees who are on sick leave, medical leave or FMLA leave for their own illness if the dual employment is inconsistent with the reason for the leave. Furthermore, the failure to properly record FMLA time has an effect on discipline and promotions for employees. The City’s promotion criteria deny a promotion to an employee who has had more than seven (7) sick “no pay” days. If the employee has a FMLA qualifying condition and the time is approved FMLA leave, the employee is not penalized for the absence.

The City currently does not count workers compensation leave against an employee’s FMLA benefits. The City has a Third Party Administrator on contract for the administration of workers compensation. The City offers at the employee’s election and expense, Long Term Disability coverage. The City currently does not provide Short Term Disability coverage to its employees.

The DHR, the Department of Finance (Benefits Management Division), the Office of Compliance and the Office of Budget and Management have collaborated on this project and will review the responses received for this RFI. The team would like to develop a business case to strategically outsource the FMLA administration to a third party administrator. The

City is interested in exploring a pilot program in the 2010 fiscal year to determine the feasibility of transitioning from a decentralized program to an outsourced TPA managed program.

### **III. SCOPE OF SERVICES**

This RFI is being issued to conduct research to identify firms capable of providing FMLA administration services for the City of Chicago (“City”). The objective of this RFI is to gather information from qualified firms to formulate a strategy for outsourcing FMLA administration to a third party administrator. The information collected through this RFI may be used by the City to develop a Request for Proposal (RFP) for an FMLA administration services contract. After receipt of the responses to this RFI, meetings may be scheduled by the City to review and/or discuss the information received. This RFI does not constitute a solicitation for bids or proposals and will not result in contract award for these services based on information provided in response to this request.

The City’s administration of FMLA claims are decentralized and managed by the individual departments. In an effort to reduce employee abuse of FMLA leave, and improve the efficiency and management of FMLA-related absences, the City requests information from respondents in their ability to provide FMLA administration services which includes the following:

#### **CLAIM MANAGEMENT AND PROCESSING**

1. Issuance of initial FMLA claim package to employee
2. Determination of FMLA leave eligibility
3. Preparation of approval and denial correspondence to employees
4. Verification of medical certification
5. Notification to employer and employee of FMLA end date
6. Detailed case management
7. Efficient FMLA claim processing
8. Access to FMLA medical specialists and attorneys
9. Action plan to address sick leave abuses
10. Improved communication to management and employees on FMLA issues
11. Customer service, call center and/or help desk; including bilingual services

## **CLAIM TRACKING, DOCUMENTATION, AND REPORTING**

1. Tracking of all employee FMLA requests and absences
2. Tracking of FMLA utilization by employees including, re-certification, intermittent, etc.
3. Complete documentation for each FMLA claim, including documentation of communications with employees
4. Ability to track FMLA leave concurrently with disability claims
5. Track reduction in absenteeism and lost time to control absenteeism cost
6. Technology or automated tracking tools and resources
7. Detailed reports on employee FMLA usage
8. Reports to review program results
9. Data backup, security and disaster recovery plan

## **FMLA COMPLIANCE**

1. Compliance with state and federal FMLA laws
2. Compliance with HIPAA privacy requirements
3. Impact on employee productivity and morale by fair and consistent application of FMLA requirements
4. Reduction in absence-related expenses through more efficient, automated administration and closer communication with the interested parties
5. Best practices in absence management

## **IV. SUBMITTAL REQUIREMENTS**

### **A. Format**

Responses should be prepared on 8 ½” X 11” letter size paper (preferably recycled). The City encourages using reusable, recycled, recyclable and chlorine-free printed materials for responses prepared in connection with this solicitation. Expensive papers and bindings are discouraged, as no materials will be returned.

### **B. Required Content of Response**

**All Respondents must include the following information in their responses.**

1. Cover Letter

A cover letter signed by an authorized representative of the Respondent indicating the Respondent is interested in providing information about its FMLA administration services to the City. The letter should include the name and contact information for the authorized representative, and a brief summary of the response submitted.

2. Company Background

Describe the structure of your company's services and operations. Include a description of your firm's capabilities nationally, in Illinois, and in Chicago.

3. Qualifications and Experience

Provide a summary of your FMLA administration qualifications and experience for the past five (5) years. Please detail your experience with public sector organizations, and experience with a unionized workforce.

4. Similar Engagements

Provide two (2) examples of programs of similar scope and magnitude for which the Respondent is currently providing services similar to the services described herein.

5. Methodology and Approach

Please provide detail of your methodology and approach for managing FMLA administration services (both implementation and ongoing services) described in the RFI. Methodology should include project management and controls, risks/issues management, quality management, customer service, training, and reporting and security protocols. Please describe the resources available (facilities, equipment, personnel, technology) to the City through your methodology. Please indicate the resources needed from the City to effectively administer FMLA administration services through your methodology

6. Scope of Services

Please provide detailed information in the areas specified in the Scope of Services, Section III of this RFI.

7. Pilot Program

Please provide a detailed description of a pilot program and cost, if any, to transition a decentralized FMLA administered program to an outsourced managed program.

8. Cost

Please describe the cost options or approaches associated with the implementation and ongoing FMLA administration services using your methodology, which may include but not limited to cost per claim, cost per employee, fixed management fee, or a combination thereof. Please segregate costs associated with any technology

integration, maintenance, upgrades and ongoing technical support. Please describe any potential cost savings resulting from implementation.

9. Company Profile Page

The Company Profile Page, included as Appendix A, must be appropriately completed. Additional pages may be used if necessary.

**V. General Terms**

A. Confidentiality

All responses are subject to the Illinois Freedom of Information Act.

B. Incurred Costs

The City of Chicago will not be liable in any way for any costs incurred by Respondents in replying to this RFI, including, but not limited to, costs associated with preparing the response and of participating in any demonstrations, conferences or oral presentations.

C. Technology Demonstration

If a Respondent has a technology solution that can be demonstrated on the Internet, please provide the URL with the response. If a demonstration CD is available, please furnish it with the response. In addition, the City reserves the right to request a presentation and/or demonstration of the technology.

D. Evaluation of Responses

The City reserves the right to request clarification or additional information from any Respondent at any time during the evaluation of responses to this RFI.

E. Prohibition on Certain Contributions – Mayoral Executive Order No. 05-1

Pursuant to Mayoral Executive Order no. 05-1, from the date of public advertisement of this request for information through the date of award of a contract pursuant to this request for qualifications/proposals/information, Respondent, any person or entity who directly or indirectly has an ownership or beneficial interest in Respondent of more than 7.5 percent ("Owners"), spouses and domestic partners of such Owners, Respondent's proposed Subcontractors, any person or entity who directly or indirectly has an ownership or beneficial interest in any Subcontractor of more than 7.5 percent ("Sub-owners") and spouses and domestic partners of such Sub-owners (Respondent and all the other preceding classes of persons and entities are together, the "Identified Parties") must not: (a) make a contribution of any amount to the Mayor of the City of Chicago (the "Mayor") or to his political fundraising committee; (b) coerce, compel or intimidate its employees to make a contribution of any amount to the Mayor or to the Mayor's political fundraising committee; (c) reimburse its employees for a contribution of any amount made to the Mayor or to the Mayor's political fundraising committee; or (d) bundle or solicit others to bundle contributions to the Mayor or to his political fundraising committee.

If Respondent violates this provision or Mayoral Executive Order No. 05-1 prior to the award of an agreement resulting from this request for information, the Chief Procurement Officer may reject Respondent's proposal.

For purposes of this provision:

"Bundle" means to collect contributions from more than one source which are then delivered by one person to the Mayor or to his political fundraising committee.

"Contribution" means a "political contribution" as defined in Chapter 2-156 of the Municipal Code of Chicago, as amended.

Individuals are "Domestic Partners" if they satisfy the following criteria:

- (A) they are each other's sole domestic partner, responsible for each other's common welfare; and
- (B) neither party is married; and
- (C) the partners are not related by blood closer than would bar marriage in the State of Illinois; and
- (D) each partner is at least 18 years of age, and the partners are the same sex, and the partners reside at the same residence; and
- (E) two of the following four conditions exist for the partners:
  - 1. The partners have been residing together for at least 12 months.
  - 2. The partners have common or joint ownership of a residence.
  - 3. The partners have at least two of the following arrangements:
    - a. joint ownership of a motor vehicle;
    - b. a joint credit account;
    - c. a joint checking account;
    - d. a lease for a residence identifying both domestic partners as tenants.
  - 4. Each partner identifies the other partner as a primary beneficiary in a will.

"Political fundraising committee" means a "political fundraising committee" as defined in Chapter 2-156 of the Municipal code of Chicago, as amended.

Any contract awarded pursuant to this solicitation will be subject to and contain provisions requiring continued compliance with Executive Order 2005-01.

F. False Statements

(a) 1-21-010 False Statements

Any person who knowingly makes a false statement of material fact to the city in violation of any statute, ordinance or regulation, or who knowingly falsifies any statement of material fact made in connection with an application, report, affidavit, oath, or attestation, including a statement of material fact made in connection with a bid, proposal, contract or economic disclosure statement or affidavit, is liable to the city for a civil penalty of not less than \$500.00 and not more than \$1,000.00, plus up to three times the amount of damages which the city sustains because of the person's violation of this section. A person who violates this section shall also be liable for the city's litigation and collection costs and attorney's fees.



The penalties imposed by this section shall be in addition to any other penalty provided for in the municipal code. (Added Coun. J. 12-15-04, p. 39915, § 1)

(b) 1-21-020 Aiding and Abetting.

Any person who aids, abets, incites, compels or coerces the doing of any act prohibited by this chapter shall be liable to the city for the same penalties for the violation. (Added Coun. J. 12-15-04, p. 39915, § 1)

(c) 1-21-030 Enforcement.

In addition to any other means authorized by law, the corporation counsel may enforce this chapter by instituting an action with the department of administrative hearings. (Added Coun. J. 12-15-04, p. 39915, § 1)

**Appendix A - COMPANY PROFILE**

Name of Firm: \_\_\_\_\_

Headquarters Address: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

Web Site Address: \_\_\_\_\_

Business Organization:  Sole Proprietor    Partnership    Limited Liability Company  
 Corporation; State of Incorporation: \_\_\_\_\_

Number of Years in Business: \_\_\_\_\_

Total Number of Employees: \_\_\_\_\_

Total Annual Revenues separated by last 3 full fiscal years: \_\_\_\_\_

Number of Municipal Clients: \_\_\_\_\_

Major Products and/or Services Offered by your Firm:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**References** (List 3 Clients – FMLA Products):

**Client #1**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Person & Telephone #: \_\_\_\_\_

Product & Date Service: \_\_\_\_\_

**Client #2**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Person & Telephone #: \_\_\_\_\_

Product & Date Service: \_\_\_\_\_

**Client #3**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Person & Telephone #: \_\_\_\_\_

Product & Date Service: \_\_\_\_\_