REQUEST FOR PROPOSAL (RFP) FOR FMLA ADMINISTRATION SERVICES

May 24, 2024

The Cleveland Public Library (CPL) is seeking quotes for FMLA Administration Services. To be considered for a contract with the term of August, 2024 – August, 2027, a proposal with all related costs provided, must be submitted electronically to Sharon Fallon, Procurement Coordinator, at sharon.fallon@cpl.org no later than 5:00 P.M. on Friday, June 21, 2024.

➤ NOTE: Cleveland Public Library is a government agency and subject to open records law. RFP submissions are subject to open records law; no guarantee of confidentiality is made and cannot be assumed. Confidential and/or proprietary information may be submitted; however, such information is subject to open records law as well.

The Cleveland Public Library’s Mission – We are the “People’s University,” the center of learning for a diverse and inclusive community. The Cleveland Public Library will be the driving force behind a powerful culture of learning that will inspire Clevelanders from all walks of life to continually learn, share, and seek out new knowledge in ways that are beneficial to themselves, their community, and the world.

The Cleveland Public Library currently has 650 employees with approximately 120 of those employees being part time employees. The Cleveland Public Library consists of 29 locations throughout the City of Cleveland, Ohio. The Cleveland Public Library currently has approximately 85 open FMLA claims.

Scope of Services

The Cleveland Public Library is seeking a service provider to perform a full range of services related to the administration of leave under the Family and Medical Leave Act (FMLA), including Military Caregiver and Military Exigency leaves. The goal of the Cleveland Public Library is to select the service provider who will be the most effective and proactive partner with the following provisions:

Administration of FMLA Leave:

- A dedicated secure web portal for employee’s absence reporting.
- A toll-free phone number for intake, claims questions or other employee and client communication.
- Determination of employee eligibility in accordance with CPL’s plan documents, eligibility data provided by CPL and Federal/State FMLA requirements.
- Determination of benefit entitlement based on work schedule and past hours worked.
- Communication of eligibility notice and applicable acknowledgements such as rights and responsibilities, certification of healthcare provider, authorization for release of medical records and information, and return to work forms.
Email notifications to managers regarding new claim initiation, claim milestones, including claim approvals and denials.
Communication to the employees regarding claim decisions, as well as copies to the employee’s manager.
Coordination of return to work/fitness for duty certifications with CPL.
Recertification of FMLA when necessary.
Notifications to employee/manager of leave exhaustion for continuous leaves.
Monitoring of employee deadlines for returning supporting leave documents.
Recording and tracking of benefit utilization with notifications to CPL.
A dedicated account service representative.
Portal reporting capabilities.
Capability to receive a file with current open FMLA claims.
Capability to receive a demographic file from CPL bi-weekly.
Training for CPL users and managers.

Process

Include in your quote:

1. Name, title, mailing address, phone number, fax number, and email for the main point of contact regarding the quote.
2. A brief description of the organization including history, number of years the company has been in business, type of services provided, legal status of organization.
3. A high-level description of services provided and a detailed work plan that will be performed by the service provider.
4. Distinguishing features of consultant and any other information that would be helpful in assessing how consultant will perform services herein.
5. Past experience on similar accounts, including at least three (3) references.
6. Description of proposed compensation.
7. Identify any additional costs.
8. If applicable, include your fee schedule/hourly rates.
9. Identify fees that are at a performance risk and related criteria.
10. Note any of the services listed above not included in your quote.

It is the intent of the Cleveland Public Library to include diversity, equity, and inclusion in all its contracting and purchasing activities, and to increase the participation of minority and female firms in its professional services contracts. Minority Business Enterprises (MBE) and Female Business Enterprises (FBE) are strongly encouraged to respond to this request for proposal. Please state whether your firm meets the City of Cleveland’s definition of MBE or FBE as defined in the attached Exhibit “A” definitions.

For non-MBE/FBE proposers, the library’s philosophy is to value consultants that implement diversity on their teams, and the library encourages professionals responding to this RFP to include in their proposals how they plan to assemble their teams to align with the library’s values.
The Cleveland Public Library will review the proposals, select the top finalists, and conduct interviews of only the chosen finalists. Consideration will be based on criteria including, but not limited to, the following: experience and qualifications; experience and past performance of the firm on similar projects; method of and tools used to accomplish scope of services; cost of services; extent of MBE/FBE participation or other diversity measures undertaken; and quality of oral presentation (for finalists only). The Cleveland Public Library reserves the right to reject any, and all proposals and to accept quotes other than the lowest price, if considered advantageous. The Cleveland Public Library reserves the right to waive any informality or irregularity in accepting any proposal. The evaluation and determination of Cleveland Public Library is final.

All questions should be submitted in writing to Sharon Fallon, Procurement Coordinator, via email at sharon.fallon@cpl.org no later than 5:00 P.M. on Friday, June 7, 2024.

All questions and answers will be shared with all potential proposers on record so that all potential proposers have the same information. The deadline for quote submittal by email is no later than 5:00 P.M. on Friday, June 21, 2024.
“Female Business Enterprise” or “FBE” means a Business Enterprise owned, operated, and controlled by one (1) or more Females who have fifty-one percent (51%) ownership. The one (1) or more Females must have operational and managerial Control, interest in capital, and earnings commensurate with the percentage of Female ownership. To qualify as a Female Business Enterprise, the Business Enterprise shall be located and doing business in the Cleveland Contracting Market.

“Minority Business Enterprise” or “MBE” means a Business Enterprise owned, operated and controlled by one (1) or more Minority Persons who have at least fifty-one percent (51%) ownership. The Minority Person(s) must have operational and managerial Control, interest in capital, and earnings commensurate with the percentage of ownership. To qualify as a Minority Business Enterprise, the enterprise shall be located and doing business in the Cleveland Contracting Market.