



STATE OF DELAWARE
EXECUTIVE DEPARTMENT
OFFICE OF MANAGEMENT AND BUDGET

State of Delaware
EMPLOYEE TEMPORARY LOAN SERVICES
Request for Information
Request No. GSS18815-EE_LOAN_SVCS

April 16, 2018

- *Deadline to Respond* -
May 15, 2018
1:00 PM (Local Time)

Date: April 16, 2018

REQUEST for INFORMATION NO. GSS18815-EE_LOAN_SVCS

This Request for Information (RFI) will **not** result in award of a competitively bid contract.

The State of Delaware, Government Support Services, is seeking market information on Temporary Loan Services eligible to all personnel that are State of Delaware employees. The range of services may include temporary loans, payday and/or emergency loan services. The information gathered may or may not lead to the issuance of a Request for Proposals.

Responses to this Request for Information will remain confidential until such time as a determination is made on whether the State will move forward with a Request for Proposal for any one or more types of Temporary Loan Services. If a decision is made to move forward with a Request for Proposal, the responses to this Request for Information will remain confidential until the completion of the Request for Proposal process.

All responses to this Request for Information shall be submitted in a sealed envelope **clearly displaying the request for information number and vendor name** by **May 15, 2018** at 1:00 PM (Local Time).

Responses must be mailed/delivered to:

**State of Delaware
Government Support Services
GSS18815-EE_LOAN_SVCS
100 Enterprise Place, Suite 4
Dover, DE 19904-8202
ATTN: Roxann Parker**

Please review and follow the information and instructions contained in this Request For Information (RFI). Should you need additional information, please contact Roxann Parker at roxann.parker@state.de.us .

I. INTRODUCTION

A. RFI DESIGNATED CONTACT

All requests, questions, or other communications about this RFI shall be made in writing to the State of Delaware. Address all communications to the person listed below; communications made to other State of Delaware personnel or attempting to ask questions by phone or in person will not be allowed or recognized as valid. Vendors should rely only on written statements issued by the RFI designated contact.

Roxann Parker
State of Delaware
Government Support Services
100 Enterprise Place, Suite 4
Dover, DE 19904-8202
or
roxann.parker@state.de.us

To ensure that written requests are received and answered in a timely manner, electronic mail (e-mail) correspondence is acceptable, but other forms of delivery, such as postal and courier services can also be used.

B. CONTACT WITH STATE EMPLOYEE

Direct contact with State of Delaware employees other than the State of Delaware Designated Contact regarding this RFI is expressly prohibited without prior consent. Vendors directly contacting State of Delaware employees risk elimination of their response from further consideration. Exceptions exist only for organizations currently doing business in the State who require contact in the normal course of doing that business.

C. RFI OBLIGATION

The RFI is a request for information only. There will be no contract awarded as a result of this RFI. Nothing in the materials vendors provide, further referred to as Vendor Information Packages (VIP) as a response to this RFI nor the State's remarks or responses to the VIP's of any individual vendor, will be considered binding for a future contract.

D. RFI QUESTION AND ANSWER PROCESS

The State of Delaware will allow written requests for clarification of the RFI and its attachments. All RFI questions shall be received no later than April 26, 2018. All questions will be consolidated into a single set of responses and posted on the State's website at www.bids.delaware.gov by the date of May 2, 2018. Vendor names will be removed from questions in the responses released. Questions should be submitted in the following format. Deviations from this format will not be accepted.

Section number

Paragraph number

Page number

Text of passage being questioned

All questions may be submitted by email to: roxann.parker@state.de.us

Or, questions may be submitted by mail to the RFI designated contact address identified above, but must be received by the “no later than” RFI questions deadline specified.

Questions not submitted electronically shall be accompanied by a CD and all questions shall be formatted in Microsoft Word.

II. SCOPE OF WORK

A. PURPOSE / BACKGROUND

The purpose of this RFI is to provide the State of Delaware with information regarding vendor interest and capabilities providing Temporary Loan Services to State of Delaware employees. The State of Delaware invites vendors to submit their capabilities and interests relative to this Request for Information (RFI). The State of Delaware may reference this material as indicative of industry capabilities and in the event the State of Delaware issues a Request for Proposal (RFP), the State may use this material to facilitate the development of the RFP or the establishment of standards and policies.

STATEMENT OF NEEDS

Vendors are asked to review, consider and be responsive to the questions listed in the **Appendix A below**. Further, to ensure that the state team has all relevant information to make an informed decision, the responding vendor shall provide any other information that they believe pertinent in their response package.

III. VENDOR INFORMATION PACKAGE (VIP) REQUIREMENTS

A. COVER LETTER

Each VIP response will have a cover letter on the letterhead of the company or organization submitting the response. The cover letter must briefly summarize the Vendor's ability to provide the services specified in the RFI Appendix A - Statement of Needs. The cover letter must also identify a contact person which includes a phone number an email address.

B. DESCRIPTION OF SERVICES AND QUALIFICATIONS

Each response must contain a response and detailed description of how the Vendor could provide the goods and services outlined in this RFI. This part of the response may also include descriptions of any enhancements or additional services or qualifications the Vendor will provide that are not mentioned in this RFI.

C. NUMBER OF COPIES WITH MAILING OF RESPONSE

Each VIP response must be submitted with one (1) paper copy and one (1) electronic copy on CD or DVD media disk. VIP responses are to be sent to the State of Delaware and received **no later than 1:00 PM (Local Time) on May 15, 2018**. The VIP response may be delivered by Express Delivery (e.g., FedEx, UPS, etc.), US Mail, or by hand to:

**State of Delaware
Government Support Services
GSS18815-EE_LOAN_SVCS
100 Enterprise Place, Suite 4
Dover, DE 19904-8202**

Any response submitted by US Mail shall be sent by either certified or registered mail. Any response received after the date and time deadline referenced above shall be returned unopened.

D. OTHER VENDOR INFORMATION PACKAGE (VIP) RESPONSE - PRICING

The Vendor shall provide a breakdown of the pricing, including the pricing scenarios, as outlined in the **Statement of Needs, Part B – Pricing and Sample Price Scenarios**.

Further, the responding vendor shall provide any and all other pricing structures that have been identified in the Statement of Needs, as well as any other pricing considerations that the State should be considering should it proceed to an RFP solicitation.

Appendix A Statement of Needs

Section A – Understanding Vendor Scope of Services

- Describe how your system operates.
 - Is this a voluntary deduction or is it considered a wage garnishment?
 - How do you factor in other wage garnishments?
 - How do any existing garnishments affect loan decision?
 - Does solution consider garnishment on wages by IRS?
- What regulatory structure does your service operate under?
- Do you require 1099 reporting from the State?
- Is system operated as a stand-alone without connectivity to the State?
- How do you identify an eligible employee?
 - What information do you require?
 - Direct from State, or
 - From employee application
 - How do you verify information?
 - Credit bureaus, or
 - uConfirm
 - What is the minimum employment length before an employee is eligible?
 - Is there a minimum credit score?
 - Any other factors?
- Do you require employee submit their payroll via Direct Deposit to an account with your service?
 - Are you a bank? If yes ...
 - What is your availability of funds policy?
 - Where can employees access their funds?
 - How many access points do you have in the Delaware?
 - Surrounding state counties?
 - If NOT a bank, do you require a bank account prior to employee participation in program?
- What are the staff resource requirements for an employer, on a per employee or pay cycle period, to manage the loan repayment process?
- What happens when the employee leaves state employment?
- Is State required to serve as a collection agency?

- Is there a maximum loan amount?
 - Set by application?
 - Set by number of loans?
 - Is loan advance adjustable?
 - Is there a maximum loan as a % of Gross Income?
- Is there a maximum number of loans the employee can take over time?
- How does employee receive distribution of loan funds?
- Is there a maximum duration for loan repayment?
- What is the minimum net earnings (\$ level or % of pay) that employee can bring home?
- How are loans repaid?
 - Direct withdrawal from a registered account?
 - Direct payroll deduction paid by the state from employee proceeds?
 - Monthly installments?
 - Does vendor require priority in net pay distribution?
- Do you provide a mobile application for Employee Access?
- Do you offer financial literacy training?
 - IF yes, please provide summary of training offered?
 - AND, identify any costs for member/participants.
- Do you report employee loans and repayment history to credit bureaus?

Section B – Pricing and Sample Price Scenarios

- Identify Fee Structure
 - Any employee membership fees?
 - Employer membership fees?
 - Fees set by aggregate loan amount or per transaction by pay cycle or monthly?
 - Fixed \$ amount or variable (% of total loan/repayment amount)?
 - Fees front loaded or spread over term of loan?
 - Eligible for prepayment?
 - Any prepayment penalty?
- Please provide a sample pricing of the following loan scenarios including any membership fees that may be included. Vendors are asked to clearly identify their repayment schedule, i.e. is a repayment installment based on a two week pay cycle deduction or a monthly due date invoice.
 1. \$2500 repaid over 4 installments
 2. \$2500 loan repaid over 12 installments
 3. \$2500 loan planned for 12 installments but repaid in full after 4th installment