

**City of Waxahachie**  
**Informal Request for Products/Services/Pricing**

**Release Date:** Sunday, April 16, 2017

**Department Submitting:** Department of Human Resources

**Title:** Request for products/services/pricing for FML Administration

**Purpose:** The City of Waxahachie is seeking information for professional services to provide all administration related to employee FML.

**Scope of Work (minimum requirements):**

The City of Waxahachie is soliciting proposals and pricing from qualified firms interested in administering FMLA. The City of Waxahachie has a total of approximately 297 full time employees and 28 part time employees.

City of seeking a vendor that can provide the following:

- Claim Management and Processing
  - Issuance of initial FMLA claim package to employee
  - Determination of FMLA leave eligibility
  - Preparation of approval and denial notifications to employees
  - Verification of medical certification
  - Notification to employer and employee of FMLA end date
  - Detailed case management
  - Efficient FMLA claim processing (i.e. within Department of Labor mandates)
  - Access to FMLA medical specialists and attorneys
  - Advice/counsel on FMLA abuses and non-compliance
  - Action plan to address instances of FMLA/sick leave abuse
  - Improved communication to management and employees on FMLA issues
  - Customer service, call center and/or help desk; including bilingual services
  - Coordination with other city leave related benefits – Workers Compensation, and other disability leaves
- Claim Tracking, Documentation and Reporting
  - Tracking of all employee FMLA requests and absences
  - Tracking of FMLA utilization by employees including recertification, intermittent, etc.
  - Complete documentation for each FMLA claim, including documentation of communications with employees
  - Detailed reports on employee FMLA usage
  - Reports to preview program results, including ROI
  - Data backup, security and disaster recovery plan
- FMLA Compliance
  - Compliance with state and federal FMLA laws
  - Compliance with HIPAA privacy requirements

- Impact on employee productivity and morale by fair and consistent application of FMLA requirements
- Reduction in absence-related expenses through more efficient, automated administration and closer communication with the interested parties
- Review of existing City Policies and Procedures
- Best practices in absence management

**Additional Specifications:**

Vendor must

- Have a Customer Support or Helpdesk for the City of Waxahachie and partners for training, to answer routine questions, and to trouble shoot problems during the hours of 8am – 6pm, Monday - Friday

**Special Requirements:**

NONE

**Preferred Component:**

NONE

**Special Note:**

All submissions must include pricing information and an implementation timeline and strategy/plan. At this time, the City is seeking information regarding this service. The City reserves the right to reject any or all proposals to re-issue or to proceed to obtain the service(s) desired otherwise, at any time or in any manner considered in the City's best interests.

**Proposal Delivery Requirements:** Provide detailed response to the request for information no later than the deadline noted. **Please submit to Yasmin Barnes at [ybarnes@waxahachie.com](mailto:ybarnes@waxahachie.com) no later than 5:00 PM (CST), Friday, April 28, 2017.**