

Request for Proposals

For

Service Organization Control I Type II Report (SOC I)

Rhode Island Student Loan Authority

935 Jefferson Blvd., Suite 3000

Warwick, RI 02886

June 25, 2019

Purpose

RISLA is soliciting proposals from qualified firms to provide a Report on Controls at a Service Organization Relevant to User Entities' Internal Control over Financial Reporting (SOC 1), related to the Rhode Island Student Loan Authority's (RISLA) description and suitability of the design and operating effectiveness of the controls in place for the student loan processing and servicing operations for the three consecutive periods of January 1 - December 31, 2019-2021, prepared in accordance with *Statements on Standards for Attestation Engagements* (SSAE) No. 18.

RISLA's last SOC I, Type II report was completed for the calendar year ended December 31, 2018. A summary of the control objectives used in the prior report are on RISLA's web site, www.risla.com under the RFP section. There were sixteen control objectives and related control activities tested in total (with zero deviations noted) and RISLA does not expect to eliminate any of these going forward.

Notifications and Instructions

Bidders are instructed to review all sections of this RFP carefully and follow instructions completely. All costs associated with developing or submitting a proposal in response to this RFP shall be borne by the bidder.

Description of RISLA

Authority

RISLA was established in 1981 as a public agency of the State of Rhode Island (the "State") and is a leading originator of non-federal education loans and the sponsor of the College Planning Center of Rhode Island.

RISLA is governed by a six-member board of directors, five of whom are appointed by the Governor of the State and the sixth of whom is the General Treasurer of the State.

Loan Processing and Servicing Operation

RISLA has originated non-federal student loans since 1992 and services a portfolio with an outstanding principal balance of approximately \$454,000,000 as of April 30, 2019. This includes servicing for over 18,500 borrowers and 34,000 loans. For the fiscal year ended June 30, 2018 RISLA originated approximately \$85,000,000 in non-federal loans.

RISLA performs all functions relating to the origination of non-federal loans from acceptance of loan application through the disbursement of funds to the designated school or university. This includes application and credit review, maintenance of all required documentation, and preparation of fund disbursements via check, wire or ACH. RISLA also performs all functions associated with servicing their non-federal student loans. The servicing platform used by RISLA personnel to service the loans is contracted through a third-party vendor. The software is a web based product that is maintained by the vendor and allows RISLA personnel to access borrower information, apply payments, and make changes to borrower accounts. This report will include the control objectives and related controls of RISLA and excludes any control objectives and related controls of the contracted vendor with regards to the servicing platform.

Information Required from Bidders

I. Executive Summary

Provide an Executive Summary of your organization that will highlight the bidder's approach and ability to

meet the requirements set forth in the RFP. Specifically discuss your methodology utilizing a readiness approach, timing of the engagement including field work to be completed at RISLA's location, and the number of hours and employees dedicated to the engagement.

II. Staffing and Experience

In response to this RFP, a qualified bidder shall present evidence of its professional competence, training, and any other relevant documentation. The respondent shall present the qualifications, certifications, and experience of the firm's key personnel who will be assigned to the performance of services. This would include personnel assigned to the Information Technology aspects of the engagement as well as the origination and servicing aspects. The Proposal must include a resume or a statement of qualifications for all key personnel. **Emphasize experience directly applicable to SOC 1 Type II reporting.**

Please provide a listing of similar engagements completed within the last two years. Potential bidders should also include references from at least three clients for whom the firm has completed SOC 1 Type II reports.

Proposal Timetable and Selection Process

- June 25, 2019 – RFP issued
- July 11, 2019 – Deadline for any questions from prospective vendors. All vendor questions must be submitted via email to kmcaleer@risla.com. No questions will be accepted via phone call. After the deadline for questions has passed, all Q&A's will be posted on RISLA's website.
- July 23, 2019 – Deadline for receipt of sealed proposals. Proposals must be received by RISLA no later than 4PM EST. Please include three copies of the proposal. They can be mailed or hand delivered to:
Rhode Island Student Loan Authority
SOC 1 RFP
Attn: Kevan McAleer
935 Jefferson Blvd., Suite 3000
Warwick, RI 02886

Proposals will not be accepted after this time.

Proposals will be evaluated by the Deputy Director, Controller, and other RISLA staff. The award will be subject to the execution of a contract with terms and conditions acceptable to RISLA.

RISLA reserves the right to cancel this RFP and to reject any and all proposals.

Delivery Schedule

The testing period for the bid is:

January 1, 2019 - December 31, 2019
January 1, 2020 – December 31, 2020
January 1, 2021 – December 31, 2021

The SOC 1 Type II report must be completed and issued by March 1 of the year after the closing of the testing period.

Pricing

The bid is for a three-year contract and the price should indicate the overall fixed price for the engagement as well as hourly rates and an estimated total number of hours for each category of assigned personnel (e.g. partner, manager, senior staff, etc.). If including travel and other non-personnel costs, please list separately. **Since the bid is for three successive reports (December 31, 2019, 2020, 2021) please list costs and hourly estimates per year separately.**