1. Request for Information

Friday, November 6, 2026

RFI-063

Human Resources

17090 Monument Circle

https://www.co.isle-of-wight.va.us/

Paid Family and Medical Leave (PFML) Administration Services

Responses will be received through the Procurement Portal by the Isle of Wight County, until 2:00 pm on Monday, November 30, 2026 (local prevailing time).

SUMMARY SCOPE OF SERVICE: – **NO VALUE**

Questions Due: Thursday, November 12, 2026, 2:00 pm

Proposal Due: **Monday, November 30, 2026, 2:00 pm**

Procurement Contract Officer: Deyonne Ndango, Purchasing Agent, dndango@isleofwightus.net

The Procurement Contract Officer, Deyonne Ndango, is the sole contact for Isle of Wight County with respect to this RFI. All questions and/or comments should be submitted through the Procurement Portal.

Release Project Date:	November 6, 2026
Question Submission Deadline:	November 12, 2026, 2:00pm
Response Submission Deadline:	November 30, 2026, 2:00pm

2. RFI Documents

Request for Information (RFI) documents, including any addenda, are available through the Procurement Portal.

Questions concerning this request must be submitted through the Procurement Portal and shall be received no later than 2:00 pm on Thursday, November 12, 2026.

3. Summary

Isle of Wight County has issued this Request for Information (RFI) for Paid Family and Medical Leave (PFML) Administration Services.

This RFI is solely for informational, market research, budgetary, and planning purposes. This RFI is not a solicitation to purchase goods or services and does not constitute a commitment to issue any future solicitation, award of a contract, or payment for any cost incurred in developing a response to this RFI. In the future, Isle of Wight County may or may not choose to issue a solicitation to contract for these or similar goods or services, and may or may not choose to incorporate information gathered through this RFI into future requirements.

We would like to learn (1) which vendors can administer leave, claims coordination and compliance for the state program, (2) whether a vendor can offer or support an employer **private plan** approved by the Virginia Employment Commission (VEC) as an alternative to the state program, and (3) typical pricing, timelines and service models, so the Company can decide whether to run an RFP.

4. Background

Virginia enacted its first statewide paid family and medical leave insurance program in spring 2026 (SB 2 / HB 1207). The VEC administers it. Respondents should confirm every point below against current VEC rules and guidance, which are still being developed.

5. Statement of Needs

Isle of Wight County is is issuing this Request for Information (RFI) to identify qualified vendors that can help it comply with, and administer leave under, Virginia's new Paid Family and Medical Leave Insurance (PFML) program. This RFI is for information gathering only.

6. General Conditions

The County will not reimburse any cost incurred in preparing a response, attending a site visit, providing clarification, or participating in follow-up discussions.

Responses become County records and may be subject to disclosure under the Virginia Freedom of Information Act.

Respondents should clearly identify information they believe is protected from disclosure and state the legal basis; marking an entire response confidential may not be accepted.

Respondents should not include trade secrets or other sensitive information unless necessary to answer the RFI. The County cannot guarantee confidentiality beyond that provided by law.

This RFI does not commit the County to issue a solicitation, award a contract, use any information submitted, or proceed with the project as described.

Any future procurement will be governed by its own solicitation, the Virginia Public Procurement Act, and applicable Isle of Wight County policies and contract terms.

The County may use ideas and planning information from responses in developing a future scope. Respondents should identify any proprietary limitation on use at the point where the information appears.

7. PRE-BID MEETING

No Pre-bid conference will be held. All work will occur on public property and the work area is available for independent access. The Bidder is required to be familiar with the site conditions prior to submitting a bid.

8. SCOPE

Please enter a description of information requested

8.1. Purpose

Isle of Wight County is issuing this Request for Information (RFI) to identify qualified vendors that can help it comply with, and administer leave under, Virginia's new Paid Family and Medical Leave Insurance (PFML) program

8.2. Scope of Work

1. **Leave administration:** intake of leave requests, eligibility and entitlement tracking, designation notices, intermittent leave tracking, and coordination with federal FMLA, Virginia PFML and any company leave policies.

2. **State program coordination:** support for employee applications to the VEC, employer certifications and responses, payroll contribution calculation and remittance support, and appeals.
3. **Private plan option:** design, VEC approval support, underwriting or administration, and ongoing compliance for an employer private plan.
4. **Compliance and notices:** required postings, employee notices, policy language, job protection and anti-retaliation tracking, and regulatory change monitoring.
5. **Technology:** employee and manager portal, case management, and integrations with the Company's payroll and HRIS systems.
6. **Reporting and analytics:** utilization, cost, duration and trend reporting.
7. **Employee and manager support:** training and communications

8.3. Questions

State program and private plan

1. Do you recommend the state program, a private plan, or a hybrid for an employer of our profile? Explain the tradeoffs.
2. If you support private plans, describe how you would meet the "equal to or greater than" standard, your plan design options, and your process for VEC approval.
3. How will you handle employees who move between Virginia and other states with paid leave programs?
4. How do you track VEC rulemaking, and how quickly do you update processes after new guidance?

Claims and leave administration

5. Describe the end-to-end process from an employee's first notice through return to work, including target timeframes.
6. How do you determine eligibility, certify medical or other qualifying events, and handle intermittent and reduced-schedule leave?
7. How do you coordinate concurrent Virginia PFML, FMLA, short-term disability, workers' compensation and company paid time off?
8. What is your process for fraud, waste and abuse?
9. What is your appeals and dispute process?
10. How do you handle leave for safety-services reasons while protecting employee privacy?

Compliance and legal

11. How do you keep clients compliant with Virginia law, federal FMLA, and other state leave laws?

12. Will you provide compliant policy templates, notices, and posters, and will you review the Company's handbook language?
13. What audit rights and records retention periods do you offer?
14. Do you indemnify clients for compliance errors? Describe any limits.

Technology and integration

15. Describe your employee, manager and HR portals and mobile experience, including accessibility standards met (for example WCAG 2.1 AA).
16. List the payroll and HRIS systems you integrate with, and the integration method (API, file, real time or batch).
17. How do you calculate and report wages and contributions for VEC remittance?
18. Describe your product roadmap for Virginia PFML.

Reporting and analytics

19. What standard reports do you provide (utilization, duration, cost, reasons, accommodations)?
20. Can the Company access data in real time or export to its own tools?

Customer service

21. Describe your service model, including dedicated account management, and support hours.
22. State your service level commitments (response time, claim decision time, call answer rate) and any financial remedies for missing them.

Security and privacy

23. Describe how you protect employee medical and other sensitive data, including encryption, access controls and HIPAA safeguards where applicable

9. Proposal Submission

 A - technical proposal template

10. Technical Proposal

1. Proposal*

Upload your proposal here

*Response required