

CITY OF TUSCALOOSA)
STATE OF ALABAMA)

REQUEST FOR PROPOSALS

(A18-1351)

TO: Qualified Firms

FROM: The City of Tuscaloosa, Alabama

RE: Request for Proposals for: Benefits Enrollment Portal

DATE: October 12, 2018

DUE DATE: Proposals are due by close of business October 26, 2018 (before 5:00 p.m. CST.)

Section 1. Introduction.

This is a Request for Proposals (“RFP”) containing information concerning the above-referenced matter, an abbreviated scope of work, and evaluation items. Firms expressing interest should be fully capable of providing the end results requested.

This is a procurement of professional services as more particularly described herein. This procurement will be conducted in a manner providing full and open competition consistent with the standards of 24 CFR § 85.36. To wit:

- a. Each firm’s experience and qualifications will be evaluated primarily as they relate to the firm’s ability to provide **Benefits Enrollment Portal**.
- b. The City will make awards only to responsible firms possessing the ability to perform successfully under the terms and conditions of the procurement. Consideration will be given to such matters as firm integrity, compliance with public policy, record of past performance, and financial and technical resources. The City will require firms to execute a “Disbarment and Suspension Statement” certifying / verifying that the firm is not suspended or disbarred or otherwise excluded under 2 CFR Section 408.220 of the government-wide non-procurement, disbursement and suspension list. This is a qualifications-based procurement of professional services whereby competitors’ qualifications will be evaluated and the most qualified firm will be selected, subject to negotiation of fair and reasonable compensation.

- c. Written proposals will be reviewed and rated by a panel of qualified City employees. The rating system will consist of a numerical grading system and a pass/fail grading system, as set forth in Section 3. The City may or may not elect to interview any of the responding firms.
- d. The City has exclusive and sole discretion to determine the firm whose services will be most advantageous to the City, and reserves the right to reject all firms.

The purpose of this inquiry is to determine the interest or non-interest and the qualifications of firms in providing the professional services required. A number of firms may be asked to express their interest in regard to these services in the form of a Proposal. Following the receipt of Proposals, a certain firm or firms may be selected for further consideration.

Section 2. General Scope of Services

The City of Tuscaloosa seeks the services of a professional firm which has the knowledge, experience and expertise to perform the services as requested, generally as follows:

- The City of Tuscaloosa seeks a vendor to provide a Benefit Enrollment Portal / Platform – e.g., new hire, qualifying life event, and open enrollment. The following are essential elements:
 - Enrollment completion tracking
 - Reporting
 - Data privacy and integrity
 - Must include file feed compatibility with Munis, BCBS of AL, Mutual of Omaha, VSP, Colonial, and Health Equity
 - Must support multiple medical plan options
 - Educational tools – i.e. videos, text explanations
 - Decision support tools
 - Mobile communication (text, email notifications)
 - ACA tracking and reporting
 - Call center support
 - Dependent verification to include multiple ways of uploading supporting documentation (cell phone photo, scan and email, fax)
 - Evidence of Insurability
 - Total compensation statements
 - Cloud based

The firm must comply with all applicable state, local, and federal regulations related to the services provided to the City.

The City reserves the right, subject to negotiation and agreement, in writing, with the selected firm, to either expand or limit the scope of services as needed.

The selected firm will be required to have sufficient personnel to complete the tasks required by this scope of services. The selected firm would be expected to enter into a contract for services based upon the firm's hourly rates and an agreed-upon not to exceed amount.

Section 3. Firm Qualification and Proposal Requirements

Firms interested in performing the work will be considered on the basis of a proposal containing information submitted in response to this request in a form limited to ten (10) pages in 12-point font or larger of either Times New Roman or Arial. Front and back shall be considered 2 pages

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All proposals should be submitted in 8 1/2" x 11" paper size. Each proposal shall be prepared simply and economically, providing straightforward, concise delineation of the firm's capabilities to satisfy the requirements of this RFP. Fancy binding and color displays other than those necessary are highly discouraged.

Provide three (3) bound copies of Proposals to:

**Grant H. Wilson, Associate City Attorney
Office of the City Attorney
City of Tuscaloosa
Post Office Box 2089
Tuscaloosa, Alabama 35403-2089
(205) 248-5140**

**Courier address:
Office of the City Attorney
2201 University Blvd.
Tuscaloosa, Alabama 35401**

The selected firm or firms must be experienced and qualified to provide the required scope of services. The firm or firms selected must have expertise related to the general Scope of Services set forth in Section 2. The following information must be submitted with the proposal on the date indicated above and in the order indicated below:

- a. Experience and Qualifications. A statement of the firm's qualifications to perform the work and years in business. The statement should include the following:
1. The general experience of the firm. (10 points possible)
 2. The specific experience of the proposed personnel in the fields that the proposed services are requested, their qualifications, years of experience, professional certifications and availability to perform the work and services to be provided. (20 points possible)
 3. A statement of experience and work of similar nature that all the proposed personnel have performed. (10 points possible)
 4. Please include a very specific and detailed statement providing examples of similar projects / programs executed by the firm on behalf of similarly situated clients. (20 points possible)
 5. A statement as to whether the firm or any subcontractors are a minority or woman owned business enterprise. (5 points possible)
 6. A statement as to professional standing including any pending controversies outstanding. (Including, but limited to, mediation, arbitration, litigation- present, pending and/or in the last five (5) years that your firm was a party to.) If none exists, such a statement should be made. (Pass/Fail)
- c. Discuss the proposed approach to completing the needed services and provide a sample program plan. (30 points possible)
- d. Please include a statement as to potential general conflicts of interest that would prevent the City of Tuscaloosa from entering into an agreement with your firm pursuant to this RFP. If none exists, such a statement should be made. (pass/fail)
- e. Firm must be licensed and approved for work in the State of Alabama; please include a statement to this effect. (pass/fail)

The City reserves the right to interview a firm or multiple firms as it sees fit. There is no guarantee that a contract award will be made pursuant to this RFP. This RFP may be modified or amended at any time and for any reason, in the discretion of the City. In the interest of fairness and in order to maintain impartiality, the City may not respond to questions from individual firms during the RFP process.

END RFP.