

BID SOLICITATION



City of Chattanooga
 101 East 11th Street, Suite G13
 Chattanooga, TN 37402

SEALED BIDS

Mail or submit two (2) signed copies of bid form to this office in the enclosed envelope. Retain one copy for your file.

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BID OPENING DATE AND TIME:

20-MAY-19 at 2:00 PM

BID NUMBER: 305505

BUYER:

PHONE #: (423) 643-7230

DELIVERY REQUIRED:

M City of Chattanooga

A 101 East 11th Street, Suite G13

I Chattanooga, TN 37402

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Item	Class-Item	Quantity	Unit	Unit Price	Total
Requisition No.: 184376 / Bid Request No. 305505 Ordering Dept.: Human Resources Buyer: Marisol Hernandez Phone No.: 423-643-7235 Email: mhernandez@chattanooga.gov Items Being Purchased: Benefits Eligibility Audit ATTACHMENTS: Specifications Iran Divestment Act Form Affirmative Action Plan No Contact / No Advocacy Notice Receipt, Must Be Notarized ***** DEADLINE FOR QUESTIONS IS MAY 10, 2019 ***** This Shall Be A Twelve (12) Month Blanket Contract To Supply Dependent Eligibility Audit for City of Chattanooga Health Plan. The City Of Chattanooga nd The Contractor May Bilaterally Extend The Contract By Providing Written Confirmation Of Agreement By Both Parties At Least 30 Days Prior To The Contract's Current Expiration Date Into Any Successive Term As Provided Herein. QUANTITIES ARE ESTIMATES ONLY THE CITY OF CHATTANOOGA SHALL GUARANTEE NO MINIMUM OR MAXIMUM AMOUNT PURCHASED DURING THE LIFETIME OF THE CONTRACT. *** BID MUST BE RECEIVED NO LATER THAN *** *** 2:00 PM EST ON MAY 20, 2019 *** SUBMIT SEALED BIDS IN DUPLICATE WITH AN ADDITIONAL COPY ON A FLASH DRIVE INDICATING BID NUMBER (305505) ON OUTSIDE PACKAGING ***** City of Chattanooga (COC) Terms and Conditions posted on Website http://www.chattanooga.gov/purchasing/standard-terms-and-conditions If you can't download call buyer for a copy. NOTE: ALL BIDS MUST BE SIGNED All bids received are subject to the terms and conditions contained herein and as listed in the above referenced website. The undersigned Bidder acknowledges having received, reviewed, and agrees to be bound to these terms and conditions, unless specific written exceptions are otherwise stated. Exceptions not submitted with bid responses will not be considered. Any manufacturer;s names, trade names, brand names, or catalog numbers used in the specifications are for the purpose of describing and establishing general quality levels. Such references ar enot intended to be restrictive. Bids will be considered for any brand which meets or exceeds the quality of the specifications listed for any item. The City of Chattanooga reserves the right to reject any and/or all bids, waive any informalities in the bids received, and to accept any bid which in its opinion may be for the best interest of the city.					

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The City of Chattanooga will be non-discriminatory in the purchase of all goods and services on the basis of race, color, or national origin.

**** NOTE ****
 PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION:

Company Name _____

Address _____

Phone/Toll-Free No. _____

Fax No. _____

eMail Address _____

Contact Person's Name _____

Estimated Delivery _____

Minority-Owned Business _____ Small Business _____ Veteran _____

Minority Woman-Owned Business _____ Disabled Veteran _____

Woman-Owned Business _____

**** ALL ITEMS MUST BE QUOTED F.O.B. DESTINATION ****

NOTE: ALL BIDS RECEIVED ARE SUBJECT TO THE TERMS AND CONDITIONS

The City is Exempt from all Federal and State Tax.
 Bids will be received at the above mentioned address.

TERMS OF PAYMENT: _____

TELEPHONE NUMBER: _____

ALL BIDS MUST BE SIGNED – The undersigned offers the above quoted prices under the conditions contained herein.

COMPANY: _____

SIGNATURE: _____

NAME AND TITLE: _____

BID SOLICITATION



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City of Chattanooga
 101 East 11th Street, Suite G13
 Chattanooga, TN 37402

Item	Class-Item	Quantity	Unit	Unit Price	Total
1	Bid Proposals for Eligibility Audit	50000	Each	_____	_____

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 SIGNATURE: _____
 NAME AND TITLE: _____

May 2, 2019

Ref. No. RFB 305505

**PURCHASING DIVISION
101 EAST 11th STREET, STE. G-13
CHATTANOOGA, TENNESSEE 37402
CITY HALL**

Invitation to Bid for the City of Chattanooga, TN

Bids will be received at 101 East 11th Street, Ste. G-13, Chattanooga, TN, 37402, until 2:00 p.m., e.s.t., on Monday, May 20, 2019.

Requisition No.: 184376 / Bid 305505

Ordering Dept.: Human Resources

Buyer: Marisol Hernandez

Phone No.: 423-643-7235

Fax No.: 423-643-7244

Items Being Purchased: **CONTRACT TO PROVIDE DEPENDENT ELIGIBILITY
AUDIT FOR CITY OF CHATTANOOGA HEALTH PLAN.**

*****BID MUST BE RECEIVED***
NO LATER THAN
2:00 P.M. E.S.T. ON May 20, 2019
ALL QUESTIONS MUST BE SUBMITTED IN WRITING
AND RECEIVED NO LATER THAN
2:00 P.M. E.S.T. ON May 10, 2019**

The City of Chattanooga reserves the right to reject any and/or all bids, waive any informalities in the bids received, and to accept any bid which in its opinion may be for the best interest of the City.

The City of Chattanooga will be non-discriminatory in the purchase of all goods and services on the basis of race, color or national origin.

The City of Chattanooga (COC) Terms and Conditions posted on Website are applicable: <http://www.chattanooga.gov/purchasing/standard-terms-and-conditions>

NOTE: ALL BIDS MUST BE SIGNED.

All bids received are subject to the terms and conditions contained herein and as listed in the above referenced website. The undersigned Offeror acknowledges having received, reviewed, and agrees to be bound to these terms and conditions, unless specific written exceptions are otherwise stated within Offeror's bid.

INVITATION TO BID

Dependent Eligibility Audit

For

City of Chattanooga Health Plan

May 2, 2019

Background

The City of Chattanooga, TN (City) offers a comprehensive benefits package to eligible employees and retirees and their eligible dependents with approximately 6400 members covered on a self-insured plan. Of these, there are approximately 2158 active employees with 1104 spouses and 1944 children covered under the City's health plan. However, to avoid payment of health claims for ineligible dependents (spouses and children), the City would like to investigate conducting a Dependent Eligibility Audit for its active employees. The goals are to educate employees on the definition of an "eligible dependent," identify ineligible dependents, remove ineligible dependents and decrease overall risk and cost of our health plan. The City has never performed a third party eligibility audit. The City desires to perform the audit some time during the next fiscal year (7/1/19-6/30/20). The health plan is administered by BlueCross BlueShield of Tennessee (BCBST). The City has two health plan options; a PPO Plan and a High Deductible Health Plan (HDHP) with two network options. The City has a tremendous Population Health Management program in place with a full service onsite medical clinic and a full service onsite pharmacy. The City does not have a spousal surcharge in place.

Current Verification Practice

The City currently uses an Oracle based Oracle Advanced Benefits (OAB) for benefit administration for its active employees. Employees are required to provide proof of dependent relationship at the time of hire and at every qualifying life event change but not on a regular basis. No proof of eligibility is required at the annual Open Enrollment which is held in May each year. Many of the covered dependents were on the plan prior to implementing Oracle so the dependents were not verified at that time. The Oracle system does not require verification and does not house such documents.

Please note the City will not pay an outside entity commissions other than Russ Blakely & Associates, LLC. The City also asks for bids to be submitted directly by bidding carriers and not Advisors, Brokers or Consultants.

GENERAL INSTRUCTIONS TO PROPOSERS

Sealed Bids must be submitted in format listed below to the Purchasing Division, City of Chattanooga, by no later than 2:00 p.m., EDT, on May 20, 2019 to the attention of:

City of Chattanooga Purchasing Division
Attn: Marisol Hernandez
101 East 11th Street
Suite G13
Chattanooga, TN 37402
Phone: (423) 643-7235
Fax: (423) 643-7244
mhernandez@chattanooga.gov

Late or misdirected bids shall be rejected and returned unopened without exception. Postmarks are not accepted.

Quantity and Format

Proposer shall submit three (3) complete copies of their bid; one (1) original, two (2) copies and one (1) electronic copy in PDF format on a flash drive. All bids shall be submitted in a sealed non-transparent envelope or box marked “RFB – 305505 - “Dependent Eligibility Audit for City of Chattanooga Health Plan.”

Implied Requirements

All products and services not specifically mentioned in this bid, but which are necessary to provide the functional capabilities described by the Proposer, shall be included in the Bid.

Proposer-Supplied Materials

Any material submitted by a Proposer shall become the property of the City unless otherwise requested at the time of submission. **Any firm submitting a bid should assume the information included in the bid is subject to Open Records / Freedom of Information Act.**

Incurring Costs

The City shall not be liable for any cost incurred by the proposer prior to the issuance of a contract purchase agreement and will not pay for the information solicited or obtained. Proposer shall not include or integrate any such expense as part of its bid.

Economy of Preparation

Bids shall be prepared simply and economically. Bids shall provide a straightforward and concise bid description. Emphasis shall be placed on clarity and content.

Bid Withdrawal Procedure

A Bid may be withdrawn at any time until the date and time set above for opening of bids. Any bid not so withdrawn shall, upon opening, constitute an irrevocable offer to provide the specifications set forth in the bid, until the successful bid(s) is/are accepted and a contract has been executed between the City and the successful Proposer(s).

General Reservation of City Rights

The City of Chattanooga may contact any firm for the purpose of obtaining additional information or clarification.

General Terms

Any contract resulting from this Bid will be subject to the City of Chattanooga’s Standard Terms and Conditions.

<http://www.chattanooga.gov/purchasing/standard-terms-and-conditions>

Any exceptions to said Terms and Conditions must be submitted with Bid response.

Proposers shall state any exceptions to or deviations from the terms of this Bid and the Standard Terms and Conditions. Where proposer wishes to propose alternative approaches to meeting the City’s

technical or contractual requirements, these should be thoroughly explained. The Contractor shall be bound to accept all stated terms not except in its bid.

City reserves the right to accept or reject any or all exceptions / deviations at its sole discretion. City reserves the right to reject excepted or conditional bids at its sole discretion.

Any resulting contract shall NOT be open to other Tennessee governmental agencies (including school districts) as a "piggyback contract".

ADDITIONAL BID INFORMATION

Please provide a proposal with pricing for a full Dependent Eligibility Verification Audit based on the Scope of Services and the data provided.

Bid Timeline

Bid to be released by City – May 2, 2019

Last day to ask questions* (see below) – May 10, 2019

City response to questions – May 14, 2019

Last day to submit bid – May 20, 2019

*Please send questions or the need for additional information in writing to the City's purchasing department.

Please note the City will not pay an outside entity commissions other than Russ Blakely & Associates, LLC. The City also asks for bids to be submitted directly by bidding carriers and not Advisors, Brokers or Consultants.

The following data is available upon request from the City's Purchasing Department. Requests must be made directly to Marisol Hernandez, Buyer at mhernandez@chattanooga.gov

**BCBST Active Member Listing
City of Chattanooga PPO EOC
City of Chattanooga HDHP EOC**

*All questions, and requests for information or clarification must be submitted in writing, and will be accepted until 2:00 PM on May 10, 2019, and shall be sent to:

City of Chattanooga Purchasing Division
Attn: Marisol Hernandez, Buyer
101 East 11th Street
Suite G13
Chattanooga, TN 37402
Phone: (423) 643-7235
Fax: (423) 643-7244
mhernandez@chattanooga.gov

The City specifically requests that any communication concerning this bid be made exclusively with the Purchasing Division Buyer until selection has been completed. Failure to honor this request will be negatively viewed in the selection process.

BID SCOPE OF WORK

Please provide a proposal for a full one time Dependent Eligibility/Verification Audit based on the census provided. The services should include but are not limited to:

- Develop overall audit plan and timeline with extensive communication strategy
- Receive and house documentation evidencing compliance with the eligibility rules
- Resolve employee and dependent questions
- Provide plan to remove ineligible dependents from plan
- Transfer documentation to City
- Update on audit process from start to finish

Proposers should include the following:

Describe your company's experience with performing dependent eligibility audits to include the numbers performed and if clients include government entities.

Describe you company's HIPAA and confidentiality compliance measures.

Describe how your company will work with City staff to develop audit structure and timeline. Plan should include but is not limited to phases of planning, communication, verification, reminders, notifications, grace period, appeals and closure.

Will your company provide a dedicated project manager?

Please provide detailed potential timeline starting audit in the fall of 2019. Timeline should be appropriate for members to respond and comply without being rushed.

Once the audit is planned, the City's involvement should be minimal. Please describe any areas where City staff would be required to provide services.

Describe you plan for an extensive communication strategy to include mailing letters, sending email, flyers, etc. Include methods to promote a high level of response rate.

Describe your company's technology/ portal/dedicated call center capabilities.

Describe your verification portal or any mobile capabilities. How can members get information, provide verification and track the status of documentation?

Describe your process for transferring eligibility documents to the City and what is the timeframe? What is the process and timeframe for destroying the documents?

Describe administrative technology so that City staff has access to progress of audit such as a real time dashboard.

Explain how your company's employees will resolve employee and dependent questions. Please provide a description of the training and experience of vendor employees who will be working at call center.

Describe your company's rate of response from past dependent audits.

Describe estimated cost savings to the City. What is the ROI?

Would your contract provide a Performance Guarantee? Please describe.

Provide Pricing:

Provide pricing for a one time Full Dependent Eligibility/Verification Audit. Pricing should include any cost the City would be billed for such as paper for mailings, letterhead, envelopes, printing and postage as well as any other ancillary cost such as travel or file formatting fees.

The City requests pricing for a one time audit but proposer is welcome to include pricing for ongoing services. Please provide such pricing separately.

Please note the City will not pay an outside entity commissions other than Russ Blakely & Associates, LLC. The City also asks for bids to be submitted directly by bidding carriers and not Advisors, Brokers or Consultants.

TERM OF CONTRACT

Contract for the Dependent Eligibility Audit shall begin on at a negotiated date and continue through project completion. The Contractor shall submit to the City of Chattanooga invoices for services provided. Invoices are due after service has been rendered unless negotiated otherwise. The monthly invoice shall be sent to: City of Chattanooga (Accounts Payable Division) 101 East 11th Street, Suite 101 Chattanooga, TN 37402 during the last week of each and every month for the preceding month's service.

Chapter No. 817 (HB0261/SB0377). "Iran Divestment Act" enacted.

Vendor Disclosure and Acknowledgement

By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each bidder is not on the list created pursuant to § 12-12-106.

(SIGNED) _____

(PRINTED NAME) _____

(BUSINESS NAME) _____

(DATE) _____

For more information, please contact the State of Tennessee, Central Procurement Office
<https://www.tn.gov/generalservices/procurement/central-procurement-office--cpo-/library-/public-information-library.html>

Affirmative Action Plan

The City of Chattanooga is an equal opportunity employer and during the performance of this Contract, the Contractor agrees to abide by the equal opportunity goals of the City of Chattanooga as follows:

1. The Contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin, or handicap. The Contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment without regard to their race, color, religion, sex, national origin, or handicap. Such action shall include, but not be limited to, the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training including apprenticeship. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
2. The Contractor will, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, or handicap.
3. The Contractor will send to each labor union or representative of workers with which he/she has a collective bargaining agreement or other contract or understanding, a notice advising said labor union or workers' representatives of the Contractor's commitments under this section, and shall post copies of the notice in conspicuous places available to employees and applicants for employment.
4. During the term of all construction contracts or subcontracts in excess of \$10,000 to be performed for the City of Chattanooga, the following non-discriminatory hiring practices shall be employed to provide employment opportunities for minorities and women:
 - a. All help wanted ads placed in newspapers or other publications shall contain the phrase "Equal Employment Opportunity Employer".
 - b. Seek and maintain contracts with minority groups and human relations organizations as available.
 - c. Encourage present employees to refer qualified minority group and female applicants for employment opportunities.
 - d. Use only recruitment sources which state in writing that they practice equal opportunity. Advise all recruitment sources that qualified minority

group members and women will be sought for consideration for all positions when vacancies occur.

5. Minority statistics are subject to audit by City of Chattanooga staff or other governmental agency.
6. The Contractor agrees to notify the City of Chattanooga of any claim or investigation by State or Federal agencies as to discrimination.

(Signature of Contractor)

(Title and Name of Company)

(Date)

No Contact/No Advocacy Affidavit

City of Chattanooga
Purchasing Division

For Submission with Sealed RFP, RFQ, Sealed Bid Responses:

State of _____

County of _____

_____ (agent name), being first duly sworn, deposes and says that:

- (1) He/She is the owner, partner, officer, representative, or agent of _____
_____ (business name), the Submitter of the attached sealed solicitation
response to Solicitation # _____;
- (2) _____ (agent name) swears or affirms that the Submitter
has taken notice, and will abide by the following No Contact and No Advocacy clauses:

NO CONTACT POLICY: After the posting of this solicitation, a potential submitter is prohibited from directly or indirectly contacting any City of Chattanooga representative concerning the subject matter of this solicitation, unless such contact is made with the Purchasing Division.

NO ADVOCATING POLICY: To ensure the integrity of the review and evaluation process, companies and/or individuals submitting sealed solicitation responses, as well as those persons and/or companies formally/informally representing such submitters, may not directly or indirectly lobby or advocate to any City of Chattanooga representative.

Any business entity and/or individual that does not comply with the No Contact and No Advocating policies may be subject to the rejection or disqualification of its solicitation response from consideration.

Submitter Signature:

Printed Name:

Title: _____

Subscribed and sworn to before me this _____ day of _____, 2_____.

Notary Public: _____

My commission expires: _____