

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

Request for Proposals for the City of Chattanooga, TN

Proposals will be received at 101 East 11th Street, Ste. G-13, Chattanooga, TN, 37402, until 4:00 p.m., e.s.t., on May 22, 2018.

Requisition No.: RFP – 169089

Ordering Dept.: Department of Finance & Administration / Treasury

Buyer: Deidre Keylon / Email: dmkeylon@chattanooga.gov

Phone No.: 423- 643-7231 / Fax No.: 423- 643-7244

Request for Proposals for Residential Sewer Utility Protection Program

**SEALED PROPOSALS MUST BE RECEIVED NO LATER THAN
4:00 PM, EST ON MAY 22, 2018**

**Deadline for Questions Submitted in Writing To rfp@chattanooga.gov No
Later Than 4:00 pm, est on May 8, 2018**

The City of Chattanooga reserves the right to reject any and/or all proposals,
waive any informalities in the proposals received (as determined by the City),
and to accept any proposal which in its opinion may be in 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 the
Website are applicable: <http://www.chattanooga.gov/purchasing/standard-terms-and-conditions>

All proposals 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.

ALL PROPOSALS MUST BE SIGNED.

COMPLETE THE FOLLOWING:

Company Name: _____

Mailing Address: _____

City & Zip Code: _____

Phone/Toll-Free No.: _____

Fax No.: _____

E-Mail Address: _____

Contact Person: _____

Signature: _____

Date: _____

**CITY OF CHATTANOOGA
REQUEST FOR PROPOSALS (RFP)
FOR
RESIDENTIAL SEWER UTILITY PROTECTION PROGRAM**

DEPARTMENT OF FINANCE & ADMINISTRATION / TREASURY

I. REQUEST SUMMARY

The City of Chattanooga, Tennessee, (“City”) invites interested parties to submit proposals for residential sewer utility protection program for a one (1) year contract with two (2) possible one-year renewals, by mutual agreement.

II. INTRODUCTION

A. COMMUNITY

Chattanooga is the fourth largest city in Tennessee, located near the southeastern corner of the State of Tennessee and is located within Hamilton County. It encompasses an area of 148 square miles and a population of approximately 174,000. The Census Bureau data shows the city is the second fastest growing urban area in the state. The City is empowered to levy a property tax on both real and personal property located within its boundaries. The City employs approximately 2,500 citizens and provides a full range of municipal services including but not limited to fire and police protection, sanitation services and recycling, construction and maintenance of highways, streets and infrastructure; recreation and cultural activities, youth and family development, public library, community development, planning and zoning, neighborhood services, social services, and general administrative services. It also operates a water quality program, a solid waste program, communication system and a wastewater system for its residents and for other communities in southeast TN and northwest GA.

B. BACKGROUND

The purpose of this Request for Proposal (RFP) is to solicit proposals from contractors who offer, administer and underwrite residential sewer utility protection programs. The goal is to engage a qualified contractor to offer residential sewer line protection programs to the residents of the City. Residents currently have an option through Tennessee

American Water Company to select an insurance option. The proposed Scope of Work will allow another competitive option for our citizens to choose.

III. SCOPE OF WORK

The contractor shall be responsible for developing and facilitating the City of Chattanooga Residential Sewer Utility Protection Program (RSUPP). The project will provide the City's residents a voluntary and affordable solution for unexpected sewer line emergencies. The program contractor will minimally provide sewer line protection services as a voluntary option to the residents of the City. The contractor shall be responsible for marketing the program to City residents and will field all inquiries regarding the protection program and the claims process. Should a resident choose to enroll in coverage, the business transaction that follows shall be managed by the contractor. All marketing material and distribution timelines shall be approved by the City in advance of any distribution. The City will make the City logo available to the contractor only for the RSUPP-specific marketing. The City will not be responsible for any costs related to the program including but not limited to implementation (including software), marketing, administering, or underwriting the Residential Sewer Utility Protection Program. Subcontractor relationships shall be permitted, however the prime contractor shall be legally responsible and accountable for the entire Residential Sewer Utility Protection Program. The prime contractor shall be the main point of contact for all services provided to the City under this contract.

IV. SCORING OF PROPOSALS - EVALUATION CRITERIA

Award(s) shall be made to the responsible responder(s) whose proposal is determined in writing to be the most advantageous to the City based upon the evaluation criteria listed below.

1. Experience and Capacity of Responder 50%
2. Method and Approach to Scope of Work 20%
3. Value/Cost Benefit to City (including any revenue sharing with the City) 30%

V. REQUIRED PROPOSAL CONTENTS

Proposals shall be prepared simply and economically. Proposals shall provide a clear and concise proposal explanation, and avoid nominal marketing material submission.

In response to this RFP, Proposers shall submit clearly labeled and indexed portfolios/binders, with appropriate section and sub-section numbers, itemized as follows:

- A. Cover Letter and Executive Summary** - issued by an Officer of the proposing entity, with the following general information about the organization:
- a. Submit a project-specific organizational chart.
 - b. Briefly describe:
 - i. The proposed contractual relationships between the Proposer and all major partners and subcontractors relative to the various phases of the project.
 - ii. The history of the relationships among the Project Team members, including a description of past working relationships.
 - c. Complete in full **APPENDIX A, Proposer Profile.**
 - d. **State any exceptions to the City Standard Terms and Conditions.**

B. Capacity, Experience and References [50%]

- a. Describe your firm's competence in the provision of services related to the project.
- b. Describe your firm's related project experience.
- c. Describe your firm's financial and staffing capacity to perform work.
- d. Clearly define your project team's organizational structure including defined responsibilities and use of subcontractors.
- e. Identify the team members that would be responsible for compiling data and reporting to the City of Chattanooga.
- f. Identify the lead parties, with specified roles, to apply during identified project phases.
- g. Describe relevant experience of proposed team members.
- h. Explain unique team experience, expertise, and/or approach for completing the project.
- i. Provide documentation that the firm is of sound financial standing (which can include current financial rating).
- j. Complete in full **APPENDIX B, Proposed Subcontractor List.**
- k. Complete in full **APPENDIX C, Reference Projects.**

C. Method and Approach to Scope of Work [20%]

- a. Explain in detail how the Scope of Work will be addressed in order to achieve the stated outcomes of this solicitation.
- b. Describe recommended criteria to use in establishing a residential sewer utility protection program.

- c. Describe all necessary licenses or permits legally required to perform the Scope of Work, and state whether or not your business currently maintains them.
- d. Billing
 - i. Describe customer billing process, and provide a sample bill.
- e. Claims
 - i. State the method through which claims are submitted
 - ii. Is claim submission available 24 hours per day/7 days per week?
- f. Repair Contractors
 - i. Describe the minimum qualifications for a repair contractor.
 - ii. Describe how contractors are vetted, and performance monitored.
 - iii. Describe the geographical area from which contractors are solicited.
 - iv. Describe how quality to the customer will be assessed.
- g. Marketing and Communication
 - i. Provide a proposed schedule of implementation for beginning the program and services.
 - ii. Provide a sample of marketing material.
 - iii. Describe how customer inquiries will be received and timely addressed.

D. Value and Cost Benefit (30%)

- a. Describe the proposed coverage(s) and cost(s) to a homeowner, additionally including:
 - i. Describe any coverage limitation, including any caps.
 - ii. Is a customer deductible incorporated into the coverage?
 - iii. Are additional fees to customer are required for any level of coverage?
 - 1. Example - Grease or root concerns
 - iv. Describe physical limits of coverage.
 - 1. Example - Does the coverage extend to a home connection point?
 - v. Is customer hotel and kennel coverage incorporated?
 - vi. Does the program require a line infrastructure baseline to be established, or any like assessment?
- b. Provide claims denial rate over the most recent five (5) years.
- c. Describe the proposed rate of revenue share with the City.

E. Additional Required Exhibits - APPENDIX D

- a. Affirmative Action Plan, Signed/Dated
- b. Iran Divestment Act, Signed/Dated
- c. No Contact Affidavit, Signed/Dated, Notarized

REQUEST FOR PROPOSAL PROCEDURE

EVALUATION COMMITTEE MEMBERS

A small group of City Evaluation Committee Members will be given the task of evaluating the proposals in an objective manner based upon the criteria specified in this document.

FINALIST FORMAL PRESENTATION

One or more finalists may be selected for formal presentation to be given in-person, by webcast, or by teleconference (format to be pre-arranged prior to the event). The City may allow vendors to choose a preferred format due to cost. In the event that the City decides to select one or more proposers for formal presentation, the City will select the highest ranked proposer or proposers. Scheduling of Finalist presentations may not be flexible. Finalist formal presentations will be evaluated based on the same criteria in the same weights described above, unless otherwise specified to involved parties prior to presentations.

SELECTION OF A FINALIST OR FINALISTS

After the review of the proposals and formal presentations (if any) by the Evaluation Committee, the City may, at its sole option, elect to reject all proposals or elect to pursue the project further. In the event that the City decides to pursue the project further, the City will select the highest ranked finalist or finalists to negotiate an agreement.

AWARD

The City reserves the right to award to one or more vendors as in the best interest of the City.

RFP TIMELINE:

May 1, 2018	Announcement of RFP
May 8, 2018, 4:00 pm, est	Deadline for questions
May 22, 2018, 4:00 pm, est	Deadline for receipt of proposals
Early June, 2018	Finalist Presentations begin (if any)
July 1, 2018	Contract in effect

QUESTIONS AND ANSWERS:

Questions concerning this RFP must be submitted in writing before the Deadline for Questions specified on the cover page. All questions must be clearly labelled as questions for this RFP: **“QUESTION re: RFP #169089 RSUPP.”**

The preferred method of question submission is e-mail with read-receipt addressed to rfp@chattanooga.gov.

Other acceptable methods for submitting questions are by mail or fax to:

City of Chattanooga, Municipal Building
101 E. 11th Street, Suite G13
Chattanooga, TN 37402
Attn: **QUESTION re: RFP #169089 RSUPP**

Fax: (423) 643-7244
Attn: **QUESTION re: RFP #169089 RSUPP**

Answers to questions and any other change to this solicitation process will be published in the form of Addenda to this solicitation item. It is the responder's responsibility to obtain and complete the acknowledgement of each Addendum, and submit the acknowledgement (i.e., the signed/dated cover page of each Addendum) with its sealed response, prior to the submission deadline.

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

PROPOSAL SUBMISSION REQUIREMENTS:

The following formats of the proposal shall be submitted: One (1) unbound original (with original signatures); one (1) bound copy; and one (1) electronic copy in searchable PDF format on a **flash or jump drive only** (no discs accepted - no disc reader). The proposal should be limited to the requested content.

All proposals shall be submitted in a sealed envelope or box clearly externally marked “RFP #169089 RSUPP”.

The copies of the proposal shall be indexed with tabs for each section as applicable.

All sealed proposals shall be submitted **for time-stamping in the Purchasing Dept, Suite G-13, by no later than 4:00 p.m, e.s.t., on May 22, 2018**, to the following address:

City of Chattanooga, Purchasing Dept., ATTN: RFP
101 E. 11th Street, Suite G13
Chattanooga, TN 37402

Purchasing Department Phone: (423) 643-7230

PROPOSALS MUST BE SUBMITTED BY MAIL, HAND-DELIVERY, OR OTHER METHOD THAT PRESERVES THE SECURITY OF THE PROPOSAL UNTIL THE PROPOSAL OPENING TIME. BECAUSE E-MAIL DOES NOT PRESERVE SECURITY, NO PROPOSALS OR PARTS OF PROPOSALS CAN BE SUBMITTED BY E-MAIL. **ANY PROPOSAL SUBMITTED BY E-MAIL WILL BE AUTOMATICALLY ELIMINATED.**

EXPRESS AND IMPLIED REQUIREMENTS

The Proposer shall comply with the rules and conditions found in this solicitation document, and on the Purchasing Division website.

<http://www.chattanooga.gov/purchasing/doing-business-with-the-city>

All products and services not specifically mentioned in this RFP but which are necessary to provide the functional capabilities described by the Proposer shall be included in the Respondent's Proposal.

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 information solicited or obtained.

PROPOSAL WITHDRAWAL PROCEDURE

Proposals may be withdrawn at any time up until the date and time set above for opening of proposals. Any Proposal not so withdrawn shall, upon opening, constitute an irrevocable offer for a period of 90 days to provide the services set forth in the proposal or until one of the Proposals has been accepted and a contract has been executed between the City and the successful Proposer.

RESERVATION OF CITY RIGHTS

- A. The City reserves the right to request clarification of submitted information and to request additional information of one (1) or more Proposers.
- B. The City reserves the right to negotiate this Agreement/Contract for work covered by this RFP with the next most qualified finalist if the successful finalist does not execute a contract within seven (7) days after submission of an Agreement/Contract by the City. The City reserves the right to negotiate all elements of work that comprise the selected Proposal.
- C. The City reserves the right, after opening the Proposals or at any other point during the selection process, to reject any or all Proposals, modify or postpone the proposed project, evaluate any alternatives offered or accept the Proposal that, in the City's sole judgment, is in its best interest.
- D. The City reserves the right to terminate the Agreement/Contract if the Proposer fails to commence the work described herein upon giving the Proposer a 30 day written Notice.

RIGHTS TO SUBMITTED MATERIAL

All proposals, responses, inquiries, or correspondence relating to or in reference to this RFP, and other documents provided by proposers will become the property of the City when received. No submission or supporting documentation will be returned to proposers.

All data and other information generated by or used by the respondent in any form whatsoever, is the property of the City, and shall not be used by the respondent for any purpose whatsoever except to perform the requested service.

The City is subject to the Tennessee Public Records Act and must comply with the disclosure requirements of such laws. Therefore, the confidentiality of such material may be lost, and the City assumes no liability for the disclosure of any information required by law.

Terms and Conditions

The terms and conditions shall be those addressed in the City's standard Services Agreement, incorporating the following terms and conditions:

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

Responding vendors must state any exceptions to the City Standard Terms and Conditions in its response, in order to be considered responsive.

APPENDIX A
PROPOSER PROFILE

All questions must be answered clearly and comprehensively. If necessary, separate sheets may be attached.

1. Company Name of Proposer, and Primary Contact Name:

2. Individuals authorized to sign on behalf of the company.

3. Main office address:

4. Phone: _____ Fax: _____

- a. Email Address:

- b. Website:

5. Proposers federal tax identification number:

(Please attach Form W-9)

6. Type of organization (i.e. Corporation, etc.)

7. The date the proposer was organized in its current form:

8. If a corporation, the state where it is incorporated:

9. Is your company registered with the Tennessee Secretary of State?

a. ☐ YES

b. ☐ NO - Please explain

10. How many years have you be engaged in the business described in this solicitation, under your present business name:

11. Is your business a subsidiary of a parent company? If so, please explain its corporate structure in relation to the parent company.

12. Describe any pending plans to sell or merge your company.

13. State the names of partners or company officers who own 10 percent or more of company shares

14. Have you ever been debarred or suspended by a government from consideration for the award of contracts?

a. ☐ YES - Please list the contract party, and explain

b. ☐ NO

15. Have you ever been disqualified, removed, sued, or otherwise prevented from proposing on or completing any contract?

a. ☐ YES - Please list the contract party, and explain

b. ☐ NO

16. Have you ever been charged with liquidated damages on a contract?

a. ☐ YES - Please list the contract party, and explain

b. ☐ NO

17. Identify any lawsuits or litigation, permit violationship, and/or contract disputes for other projects facilitated by Proposer.

APPENDIX B
PROPOSED SUBCONTRACTOR LIST

The following is a list of the subcontractors that Proposer may propose to be utilized in the performance of the referenced Scope of Work. Additional numbered pages may be attached.

During the course of any awarded contract, prior to utilizing any new subcontractor, the awarded Vendor must obtain written approval of the City of Chattanooga.

Proposer Name: _____

1. **Subcontractor Name:** _____

Item of Work: _____

Location/Address: _____

Phone Number: _____

Email Address: _____

2. **Subcontractor Name:** _____

Item of Work: _____

Location/Address: _____

Phone Number: _____

Email Address: _____

3. **Subcontractor Name:** _____

Item of Work: _____

Location/Address: _____

Phone Number: _____

Email Address: _____

APPENDIX C
REFERENCE PROJECTS

Provide a list of three (3) to five (5) projects/contracts of similar scope to the proposed Scope of Work, either that the Proposer's Project Team has worked on independently or together.

Reference Verification - Bad contact information and/or non-responsive references will be reflected in evaluation, if applicable.

Please attach additional pages, if necessary

Company Name and Address

Describe Project Scope and Project Location

Dates Work Performed

Annual Contract Amount

Status of Project

Company Contact - Name, Contract Role, Phone Number and Email Address

Is the Contracting Party still using your service/product?

Appendix D: OTHER SIGNATURE FORMS

Affirmative Action Plan

Iran Divestment Act

No Contact / No Advocacy Affidavit

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 the 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 the 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 this contract 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)

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/general-services/procurement/central-procurement-office--cpo-/library-/public-information-library.html>

No Contact/No Advocacy Affidavit

City of Chattanooga
Purchasing Division

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: _____