



# CITY OF KNOXVILLE

## REQUEST FOR PROPOSALS

---

### **Pharmacy Benefit Manager**

**Proposals to be Received by 11:00:00 a.m., Eastern Time  
August 30, 2021**

Submit Proposals to:  
City of Knoxville  
Office of the Purchasing Division  
City/County Building  
Room 667-674  
400 Main Street  
Knoxville, Tennessee 37902

---

# Pharmacy Benefit Manager

## Table of Contents

| Item                                      | Page Number |
|---|-------------|
| Statement of Intent .....                 | 3           |
| RFP Timeline .....                        | 3           |
| Background .....                          | 3           |
| General Conditions .....                  | 8           |
| Scope of Service .....                    | 9           |
| Contract Requirements .....               | 10          |
| Instructions to Submitting Entities ..... | 17          |
| Evaluation Criteria .....                 | 20          |
| Submission Forms .....                    | 21          |

### Attachments

- Exhibit A – 2021 Guide to Your Benefits (PDF)
- Exhibit B – 2021 City of Knoxville Drug List (PDF)
- Exhibit C – City of Knoxville Rx Claims Data (EXCEL)
- Exhibit D – Preferred Data Format for Data Warehouse (EXCEL)
- Submission from S-2 Questionnaire (EXCEL)

# City of Knoxville Request for Proposals

## Pharmacy Benefits Manager

### I. Statement of Intent

The City of Knoxville is requesting proposals from responsible firms or teams to provide pharmacy benefits to all eligible City of Knoxville employees, retirees and dependents. The desired term of the contract is for three (3) years with an additional two one-year (1) renewal options. The enclosed specifications are the basis for proposals for services effective January 1, 2022.

### II. RFP Time Line

|  |                        |
|--|------------------------|
| Availability of RFP .....  | August 9, 2021         |
| Deadline for questions to be submitted in writing to the Purchasing Division ..... | August 23, 2021        |
| <b>Proposals Due Date .....</b>  | <b>August 30, 2021</b> |

This timetable is for the information of submitting entities. These dates are subject to change. **However, in no event shall the deadline for submission of the proposals be changed except by written modification from the City of Knoxville Purchasing Division.**

### III. Background

General: The City's medical and pharmacy benefit management plan is self-funded and has been since January 1, 2008. The City currently utilizes BCBST for Administrative Services and OptumRx for Pharmacy Benefit Management. The City moved to OptumRx on January 1, 2015. Prior to that, the City was with Humana from 2012 until 2015 with an Average Script Price arrangement.

#### Benefit Plan Eligibility

Employees: All active, regular (not temporary) employees who work at least 30 hours per week as well as members of the City Council (who work 20 hours per week) and the City Judge (who works 25 hours per week) are eligible for coverage under the medical & pharmacy plan. As of July 2021, a total of 1,398 covered, with 96 being retirees and 1,302 active employees. As of July, the City has a total of 3,084 members.

New employees have a 60-day waiting period and must enroll during the waiting period with coverage effective on the 1st of the month following 60 days of continuous employment. Coverage terminates on the last day of the month.

#### Current Medical & Rx Employee Contributions:

See Exhibit A – 2021 Guide to Your Benefits, specifically pages 8-9. At this point, the City does not anticipate significant changes to the employee contribution strategy with the exception of the required change in the event two networks are no longer offered.

Retirees: City retirees (who meet the age and years of service requirement under the City's pension plan) and their dependents are eligible to continue coverage on the City of Knoxville's medical plan until they

become Medicare eligible. Once a retiree becomes Medicare eligible, the retiree coverage ends, however, any covered dependents will be offered the option to continue coverage through COBRA for up to 36 months.

Retirees pay 60% of the total monthly premium, which is deducted from their pension check on an after-tax basis.

NOTE: The City has one retiree over normal Medicare entitlement age due to his/her inability to qualify for Medicare. This is the only post Medicare retirement age retiree eligible for coverage.

Dependents:

- The employee's current legal spouse defined by the Employer, which may include a Domestic Partner; or
- A dependent child, up to age 26, who is the employee's or employee's spouse's or qualified domestic partner's natural child, legally adopted child (including children placed for adoption), step-child, or child for whom the employee or employee's spouse is the legal guardian or legal custodian, or a child of the employee or employee's spouse or qualified domestic partner for whom a Qualified Medical Child Support Order has been issued;
- An incapacitated child of the employee or the employee's spouse or qualified domestic partner

NOTE: The City added coverage for Domestic Partners on January 1, 2014. We currently have 10 employees who cover a Domestic Partner on their medical coverage, 4 of which are considered tax dependents. The other 6 are paying for the DP coverage on an after-tax basis.

**Current Plans**

The City offers 4 different CDHP plans. The plans are illustrated in Exhibit A – 2021 Guide to Your Benefits. OptumRx provides PBM services. The prescription drug copayments in effect for the 2021 plan year are listed in Exhibit A – 2021 Guide to Your Benefits. The prescription drug plans are the same for all four options.

All active and retired employees are offered the same medical plan offerings.

Stop Loss Coverage:

The City has aggregate and specific stop loss coverage insured by HM Insurance. The stop loss coverage is marketed annually. For reference purposes, the current specific stop loss policy has a \$275,000 specific deductible with a \$140,000 aggregating specific deductible. Aggregate coverage covers medical claims only at 125% of expected claims and includes both Medical and Prescription Drugs.

Onsite Medical Clinic:

The City of Knoxville has had an onsite medical clinic since 2007. The Health, Education & Wellness Center ("The Center") operates in several different capacities for the City:

- 1) Occupational health / worker's comp injuries
- 2) Job-required Physicals
- 3) Wellness related services
- 4) Acute care

Prior to November, 2016, the clinic was operated by Summit Medical Group. On November 1, 2016, Premise Health became the new vendor. Some medications are given at The Center and these are not run through the pharmacy plan. There is no cost to the participant for these medications.

**Leave Provisions** (All leave provisions are governed by the City's Administrative Rules, which are subject to change).

Military Leave

Coverage terminates at the end of the month following 12 months of consecutive military leave. COBRA / USERRA are offered.

Family Medical Leave – Not due to a work related to injury to Employee

Coverage terminates at the end of the month during which the twelve (12) weeks of FMLA leave is exhausted and COBRA coverage is offered. If the employee has paid leave available at the end of the 12 week FMLA period, the City will contribute the employer contributions toward coverage until the day that paid leave is exhausted or if paid leave remains, twelve (12) weeks following the last day of FMLA leave, whichever comes first. Once the City's contributions end, the employee will be charged the 102% COBRA rates (which can be paid through payroll deduction as long as the employee continues to receive paid leave from the City) for as long as the employee is eligible for COBRA continuation.

Family Medical Leave – Due to a work related injury to employee

Coverage terminates at the end of the month during which the twelve (12) weeks of FMLA leave is exhausted and COBRA coverage is offered. If the employee is receiving STTD, the City will contribute the employer contributions toward COBRA coverage until the date that STTD ends or if STTD continues, until twelve (12) weeks after FMLA ends, whichever comes first. Once the City's contributions end, the employee will be charged the 102% COBRA rates (can be paid through payroll or TTD deduction as long as the employee is receiving a check) for as long as the employee is eligible for COBRA continuation.

Extended paid leave not subject to family medical leave

Coverage terminates on the date that paid leave ends or at the end of twelve (12) weeks of paid leave, whichever comes first. If the employee has paid leave available at the end of the initial twelve (12) weeks of paid leave, the City will contribute the employer contributions toward coverage until the earlier of the date that paid leave is exhausted or until twenty-four (24) weeks of total paid leave. Once the City's contributions end, the employee will be charged the 102% COBRA rates (which can be paid through payroll deduction as long as the employee continues to receive paid leave from the City) for as long as the employee is eligible for COBRA continuation.

| <b>Claims Information</b>                                |                    |                     |                     |                         |
|--|--------------------|---------------------|---------------------|-------------------------|
| <b>For the Period May 1, 2020 through April 30, 2021</b> |                    |                     |                     |                         |
|  | <b>Claim Count</b> | <b>Days' Supply</b> | <b>Member Spend</b> | <b>Total Plan Spend</b> |
| Retail Brand 1-83 Day Supply                             | 4,165              | 97,271              | \$59,293.48         | \$1,616,987.22          |
| Retail Brand 84+ Day Supply                              | 1,086              | 96,554              | \$31,841.01         | \$1,160,269.94          |
| Retail Generic 1-83 Day Supply                           | 20,157             | 479,803             | \$63,299.79         | \$451,648.99            |
| Retail Generic 84+ Day Supply                            | 10,471             | 938,778             | \$38,872.48         | \$649,439.47            |
| Mail Order Brand   | 187                | 13,394              | \$5,083.73          | \$219,212.88            |
| Mail Order Generic                                       | 732                | 63,060              | \$2,320.13          | \$40,507.77             |
| Specialty Brand  | 340                | 9,726               | \$84,311.04         | \$3,100,949.35          |
| Specialty Generic  | 65                 | 1,743               | \$3,323.85          | \$127,242.09            |
| <b>Total</b>   | <b>37,203</b>      | <b>1,700,329</b>    | <b>\$288,345.51</b> | <b>\$7,366,257.71</b>   |

## BENEFIT STRUCTURE

| <b>Copay Structure (Retail 30)</b>                     |                         |
|--|-------------------------|
| Specify Network  | <b>Broad Network</b>    |
| Day Supply Range                                       | <b>1 day - 31 days</b>  |
| Generic (Tier 1)                                       | <b>\$5</b>              |
| Non-Preferred Generic (Tier 2)                         | <b>\$10</b>             |
| Preferred Brand (Tier 3)                               | <b>\$20</b>             |
| Non-Preferred Brand (Tier 4)                           | <b>\$40</b>             |
| Preventative (HDHP/HSA) Generics (Tier 71)             | <b>\$0</b>              |
| Preventative (HDHP/HSA) Non-Preferred Generics         | <b>\$5</b>              |
| Preventative (HDHP/HSA) (Preferred Brands) Tier 72     | <b>\$10</b>             |
| Preventative (HDHP/HSA) (Non-Preferred Brands) Tier 73 | <b>\$20</b>             |
| DAW Penalty  | <b>Yes</b>              |
| <b>Copay Structure (Retail 90)</b>                     |                         |
| Day Supply Range                                       | <b>32 day - 90 days</b> |
| Generic (Tier 1)                                       | <b>\$12.50</b>          |
| Non-Preferred Generic (Tier 2)                         | <b>\$25.00</b>          |
| Preferred Brand (Tier 3)                               | <b>\$50.00</b>          |
| Non-Preferred Brand (Tier 4)                           | <b>\$100</b>            |
| Preventative (HDHP/HSA) Generics (Tier 71)             | <b>\$0</b>              |
| Preventative (HDHP/HSA) Non-Preferred Generics         | <b>\$12.50</b>          |
| Preventative (HDHP/HSA) (Preferred Brands) Tier 72     | <b>\$25.00</b>          |
| Preventative (HDHP/HSA) (Non-Preferred Brands) Tier 73 | <b>\$50.00</b>          |
| DAW Penalty  | <b>Yes</b>              |
| <b>Copay Structure (Mail)</b>                          |                         |
| Day Supply Range                                       | <b>1 day - 90 days</b>  |
| Generic (Tier 1)                                       | <b>\$10</b>             |
| Non-Preferred Generic (Tier 2)                         | <b>\$20</b>             |
| Preferred Brand (Tier 3)                               | <b>\$40</b>             |
| Non-Preferred Brand (Tier 4)                           | <b>\$80</b>             |
| Preventative (HDHP/HSA) Generics (Tier 71)             | <b>\$0</b>              |
| Preventative (HDHP/HSA) Non-Preferred Generics         | <b>\$10</b>             |
| Preventative (HDHP/HSA) (Preferred Brands) Tier 72     | <b>\$20</b>             |
| Preventative (HDHP/HSA) (Non-Preferred Brands) Tier 73 | <b>\$40</b>             |
| DAW Penalty  | <b>Yes</b>              |
| <b>Copay Structure (Specialty Pharmacy)</b>            |                         |
| Specialty (Generic)                                    | <b>\$80</b>             |
| Specialty (Preferred Brand)                            | <b>\$80</b>             |
| Specialty (Non-Preferred Brand)                        | <b>\$80</b>             |
| OptumRx Specialty Exclusive Y/N/O                      | <b>Yes</b>              |

| <b>Accumulators</b>  |   |
|--|---|
| Embedded/Non-Embedded                                      | <b>EMBEDDED</b>                           |
| Deductible   | <b>N/A</b>                                |
| Out of Pocket Maximum                                      | <b>\$2,500 Individual/ \$5,000 Family</b> |
| Maximum Allowable Benefit                                  | <b>n/a</b>                                |
| Lifetime Maximum Allowable Benefit                         | <b>N/A</b>                                |
| Pharmacy only or Medical and Pharmacy Accumulators         | <b>medical/pharmacy</b>                   |
| If DAW penalty exists, does it apply to the Out of Pocket? | <b>Yes</b>                                |
| If DAW penalty exists, Member penalty after meeting OOP?   | <b>No</b>                                 |
| <b>Grandfather Status</b>                                  |   |
| Grandfathered Plan Status Y/N                              | <b>No</b>                                 |
| Governed by ERISA Y/N                                      | <b>No</b>                                 |

**Additional Notes on Benefit Structure:**

- ✓ Copay Coupon Accumulator Adjustment and Variable Copay Solution Programs are currently active.
- ✓ City of Knoxville currently excludes medications with similar chemical composition to existing medications.
- ✓ City of Knoxville currently temporarily excludes newly launched products until reviewed by P&T Committee.
- ✓ City of Knoxville is using a Broad Network and Open Retail 90.
- ✓ City of Knoxville is currently using the Optum Rx Select Formulary.

**Current Programs under Optum:**

- ✓ Focus Utilization Management Programs
- ✓ RDUR Safety Management
- ✓ Opioid Risk Management
- ✓ Compound Management
- ✓ Vigilant Drug List (New to Market and Me Too List)
- ✓ Rx with OTC Program

**Specialty Programs:**

- ✓ Specialty Exclusive
- ✓ Copay Coupon Accumulator Adjustment and Variable Copay Solution

**IV. General Conditions**

- 4.1. The following data is intended to form the basis for submission of proposals to provide pharmacy benefit services to all eligible City of Knoxville employees, retirees and dependents effective January 1, 2022. This document outlines final bid specifications and clarifications relating to the City of Knoxville's pharmacy benefit program. The RFP is written in an attempt to create a level playing field for all bidders. In that regard, any contract language contradicting your response to this RFP will be grounds for dismissal from the process.
- 4.2. ARMSRx will serve as an auditor and financial analyst resource for Willis Towers Watson, the City's health and welfare consultant, for the data provided in each of the proposals.
- 4.3. This material contains general conditions for the procurement process, the scope of service requested, contract requirements, instructions for submissions of proposals, and submission forms that must be included in the proposal. The RFP should be read in its entirety before preparing the proposal.
- 4.4. All materials submitted pursuant to this RFP shall become the property of the City of Knoxville.
- 4.5. To the extent permitted by law, all documents pertaining to this Request for Proposals shall be kept confidential until the proposal evaluation is complete and a recommendation submitted to City Council for review. No information about any submission of proposals shall be released until the process is complete, except to the members of the Evaluation Committee and other appropriate City staff. All information provided shall be considered by the Evaluation Committee in making a recommendation to enter into an agreement with the selected firm.
- 4.6. Any inquiries, suggestions or requests concerning interpretation, clarification or additional information pertaining to the RFP shall be made **in writing and be in the hands of the Assistant Purchasing Agent, James McKeehan by the close of the business day on August 23, 2021.** Questions can be submitted by letter, fax (865-215-2277), or email to [jmckeehan@knoxvilletn.gov](mailto:jmckeehan@knoxvilletn.gov). The City of Knoxville is not responsible for oral interpretations given by any City employee, representative, or others. The issuance of written addenda is the only official method whereby interpretation, clarification, or additional information can be given. If any addenda are issued to this Request for Proposals, the Purchasing Division will post them to the City's website at [www.knoxvilletn.gov/bids](http://www.knoxvilletn.gov/bids). Submitting organizations are strongly encouraged to view this website often to see if addenda are posted. Failure of any proposer to receive such addendum or interpretation shall not relieve such Proposer from any obligation under his proposal as submitted. All addenda so issued shall become part of the Contract Documents.
- 4.7. The City of Knoxville reserves the right to (a) accept or reject any and/or all submissions of proposals; (b) to waive irregularities, informalities, and technicalities; and (c) to accept any alternative submission of proposals presented which, in its opinion, would best serve the interests of the City. The City shall be the sole judge of the proposals, and the resulting negotiated agreement that is in its best interest, and its decision shall be final. The City also reserves the right to make such investigation as it deems necessary to determine the ability of any submitting entity to perform the work or service requested. Information the City deems necessary to make this determination shall be provided by the submitting entity. Such information may include, but is not limited to, current financial statements by an independent CPA, verification of availability of equipment and personnel, and past performance records.
- 4.8. Included in the Contract Documents is an affidavit that the undersigned has not entered into any collusion with any person in respect to this qualification. The qualifier is required to submit this affidavit with the submission. Also included is the Diversity Business Program contracting packet. Submissions must indicate on the enclosed form whether or not the proposer/qualifier intends to use subcontractors and/or suppliers from one of the defined groups. Proposers/Qualifiers are advised that the City tracks use of such use, but it does not influence or affect evaluation or award.
- 4.9. Subsequent to the Evaluation Committee's review and the Mayor's recommendation of a firm(s), Knoxville City Council approval may be required before the final contract may be executed.



- 4.10. All expenses for making a submission of proposal shall be borne by the submitting entity.
- 4.11. Any submission of proposals may be withdrawn up until the date and time for opening of the submissions. **Any submission not so withdrawn shall, upon opening, constitute an irrevocable offer for a period of 120 days to the City of Knoxville for the services set forth in the Request for Proposals until one or more of the submissions have been duly accepted by the City.**
- 4.12. Prior to submitting their proposals, proposers are to be registered with the Purchasing Division through the City of Knoxville's online Vendor Registration system. Instructions for registering on-line are available at [www.knoxvilletn.gov/purchasing](http://www.knoxvilletn.gov/purchasing). **Proposals from un-registered proposers may be rejected.**
- 4.13. **NO CONTACT POLICY:** After the posting of this solicitation to the Purchasing Division's website, any contact initiated by any proposer with any City of Knoxville representative concerning this proposal is strictly prohibited, unless such contact is made with the Purchasing Division representative listed herein or with said representative's authorization. Any unauthorized contact may cause the disqualification of the proposer from this procurement transaction. Proposals must include a notarized No Contact/No Advocacy Affidavit (to be found in the "Submission Forms" section of this document).
- 4.14. **INCLEMENT WEATHER:** During periods of inclement weather, the Purchasing Division will enact the following procedures with regard to solicitations and weather delays:
- If City offices are closed due to inclement weather on the date that bids/proposals/qualifications/letters of interest are due into the Purchasing Office, all solicitations due that same day will be moved to the next operational business day.
  - The City of Knoxville shall not be liable for any commercial carrier's decision regarding deliveries during inclement weather.

## V. Scope of Service

The City of Knoxville (City) is requesting proposals from responsible firms or teams to provide prescription drug administration for the City of Knoxville's health plan for the time period of January 1, 2022 through December 31, 2026. A 3 year contract term with two 1-year options to renew is requested with the administrative fee(s) and pricing indicated for each year.

Proposing firms agree to provide the level and type of services described in all sections of this RFP. In addition to services addressed in Submission Form S-2, the provider agrees to the services and standards listed hereunder in Scope of Service. The list services mentioned here and throughout the RFP is not exhaustive, but should be used for the basis of this proposal. Final determination of services provided will be handled during negotiations.

The City shall be the owner of all claims data, and the Contractor shall at the City's direction make any or all claims data available electronically (or in report form if requested) to vendors with which the City has executed Business Associate Agreements under HIPAA. The Contractor shall not charge more for providing such data than the Contractor's actual cost. Contractor shall not use claims data for any purpose except administration of the City's medical plan without the written consent of the City.

Contractor will agree that Member holds sole and exclusive ownership, right, title and interest in and to the claims data, PHI or any form or portion thereof including de-identified PHI, Summary Health Information, or a Limited Data Set (as defined in the Health Insurance Portability and Accountability Act of 1996 [HIPAA]). Contractor shall provide data to Data Warehouse in the format requested in Exhibit D.

5.1 Prescription drug benefit plan administration and related services shall be provided for eligible City of Knoxville employees, retirees, and dependents as described in Exhibit A – COK RFP Attachment.

**5.2** Contractor(s) will accept all members covered under the City's present medical / prescription plans on the day prior to the coverage effective date. Contractor(s) will also accept all individuals covered under COBRA at the time of the effective date.

**5.3** Contractor will agree that City holds sole and exclusive ownership, right, title and interest in and to the claims data, PHI or any form or portion thereof including de-identified PHI, Summary Health Information, or a Limited Data Set (as defined in the Health Insurance Portability and Accountability Act of 1996 [HIPAA]). Contractor shall provide data to Data Warehouse in the format requested in Exhibit E.

**5.4** Provide the medical plan with daily interface to comply with ACA out of pocket requirements.

**5.5** Contractor will provide City with a dedicated account management representative as well as direct access to a Pharmacist.

**5.6** Contractor will provide City with a means to review claim data to include but not limited to, drug name, quantity, prescriber, prescriber phone number, pharmacy name and number, and any denial reasons.

**5.7** Contractor agrees to City exercising their right to reevaluate pricing during any of the 3-5 years agreed upon in the new contract due to the volatility and increases of prescription drugs pricing from year to year as well as the changing landscape when it comes to prescription drug discounts and/or rebates. This can occur effective for the plan anniversary date, and not during the plan year, but this would allow the flexibility to the City to work to negotiate changes or updates to their existing contract.

**5.8** Contractor agrees to provide Pharmacy Benefit Management duties that will include, but are not limited to, the following:

1. Pharmacy claims adjudication
2. Pharmacy networks
3. Pharmacy MAC list
4. Pharmaceutical rebates with detailed reports
5. Utilization on-line reporting
6. Clinical programs
7. Mail Order services
8. Specialty pharmacy services
9. Eligibility
10. Reporting
11. Member Call Center
12. Pharmacy Help Desk
13. Implementation of PBM services
14. Account Management
15. Member Portal
16. Client Portal for online systems access

## **VI. Contract Requirements**

Submitting entities, if selected, must be willing to sign a contract with the City which will include certain provisions, among which are the following:

**6.1. Contract Documents.** The contract shall consist of (1) the RFP; (2) the proposal submitted by the contractor to this RFP; and (3) the contract. In the event of a discrepancy between the contract, the RFP and the submitted proposal, the terms that provide the greater benefit to the City and/or impose the greater obligation to the contractor will prevail.

**6.2. Administration.** The contract will be administered by the City of Knoxville's Employee Benefits and Risk Management.

**6.3. Invoices.** Invoices for services will be submitted to the City in accordance with the contract terms.

- 6.4. Independent Contractor.** The relationship of contractor to the City will be that of independent contractor. The contractor will be solely and entirely responsible for its acts and for the acts of its agents, employees, servants and subcontractors done during the performance of the contract. All services performed by the contractor shall be provided in an independent contractor capacity and not in the capacity of officers, agents, or employees of the City.
- 6.5. Assignment.** The contractor shall not assign or transfer any interest in this contract without prior written consent of the City of Knoxville.
- 6.6. ADA Compliance.** With regard to the services performed under this Agreement, the Contractor will comply with all applicable requirements of the Americans with Disabilities Act, 42 U.S.C. § 12101, *et seq.* ("ADA"). The Contractor agrees that it will defend, indemnify and hold the City harmless against any and all claims, demands, suits or causes of action which arise out of any negligent and/or intentional act or omission by the Contractor, its employees, agents or representatives that violates the ADA. The Contractor agrees that the City will not be responsible for any cost or expenses arising from the Contractor's failure to comply with the ADA.
- 6.7. Indemnification and Hold Harmless.** The successful proposer will be required to sign a contract with the City which contains the following indemnification clause. This indemnification clause will not be altered in any way. Failure to agree with this indemnification clause in the contract may result in the City moving to the next responsible responsive proposer.

Contractor shall defend, indemnify and hold harmless the City, its officers, employees and agents from any and all liabilities which may accrue against the City, its officers, employees and agents or any third party for any and all lawsuits, claims, demands, losses or damages alleged to have arisen from an act or omission of Contractor in performance of this Agreement or from Contractor's failure to perform this Agreement using ordinary care and skill, except where such injury, damage, or loss was caused by the sole negligence of the City, its agents or employees. The amount and type of insurance coverage requirements set forth in this Agreement will in no way be construed as limiting the scope of the indemnity in this section.

Contractor shall save, indemnify and hold the City harmless from the cost of the defense of any claim, demand, suit or cause of action made or brought against the City alleging liability referenced above, including, but not limited to, costs, fees, attorney fees, and other expenses of any kind whatsoever arising in connection with the defense of the City; and Contractor shall assume and take over the defense of the City in any such claim, demand, suit, or cause of action upon written notice and demand for same by the City. Contractor will have the right to defend the City with counsel of its choice that is satisfactory to the City, and the City will provide reasonable cooperation in the defense as Contractor may request. Contractor will not consent to the entry of any judgment or enter into any settlement with respect to an indemnified claim without the prior written consent of the City, such consent not to be unreasonably withheld or delayed. The City shall have the right to participate in the defense against the indemnified claims with counsel of its choice at its own expense.

Contractor shall save, indemnify and hold City harmless and pay judgments that shall be rendered in any such actions, suits, claims or demands against City alleging liability referenced above.

The indemnification and hold harmless provisions of this Agreement shall survive termination of the Agreement.

- 6.8. Termination.** The City may terminate this Agreement at any time, with or without cause, by written notice of termination to the Contractor.

If the City terminates this Agreement, and such termination is not a result of a default by the Contractor, the Contractor shall be entitled to receive as its sole and exclusive remedy the following amounts from the City, and the City shall have no further or other obligations to the Contractor: the amount due to the Contractor for work executed through the date of termination, not including any

future fees, profits, or other compensation or payments which the Contractor would have been entitled to receive if this Agreement had not been terminated.

The City may, by written notice of default to the Contractor, terminate the whole or any part of this Agreement if the Contractor fails to perform any provisions of this Agreement and does not cure such failure within a period of ten (10) days (or such longer period as the Purchasing Agent may authorize in writing) after receipt of said notice from the Purchasing Agent specifying such failure. If this Agreement is terminated in whole or in part for default, the City may procure, upon such terms and in such manner as the Purchasing Agent may deem appropriate, supplies or services similar to those terminated.

**6.9. Insurance.** When applicable and prior to the commencement of the contract, contractor must, at its sole expense, obtain and maintain in full force and effect for the duration of the Agreement and any extension hereof at least the following types and amounts of insurance for claims which may arise from or in connection with this Agreement. Contractor shall furnish the City of Knoxville with properly executed certificates of insurance which shall clearly evidence all insurance required by the City. All insurance must be underwritten by insurers with an A.M. Best rating of A-VIII or better. Such insurance shall be at a minimum the following:

**A. Commercial General Liability Insurance;** occurrence version commercial general liability insurance, and if necessary umbrella liability insurance, with a limit of not less than two million dollars each occurrence for bodily injury, personal injury, property damage, and products and completed operations. If such insurance contains a general aggregate limit, it shall apply separately to the work/location in this Agreement or be no less than \$3,000,000.

Such insurance shall:

(a.) Contain or be endorsed to contain a provision that includes the City, its officials, officers, employees, and volunteers as additional insureds with respect to liability arising out of work or operations performed by or on behalf of the Contractor including materials, parts, or equipment furnished in connection with such work or operations. The coverage shall contain no special limitations on the scope of its protection afforded to the above-listed insureds. Proof of additional insured status up to and including copies of endorsements and/or policy wording will be required.

(b.) For any claims related to this project, Contractor's insurance coverage shall be primary insurance as respects the City, its officers, officials, officers, employees, and volunteers. Any insurance or self-insurance programs covering the City, its officials, officers, employees, and volunteers shall be excess of Contractor's insurance and shall not contribute with it.

(c.) At the sole discretion of the City, dedicated limits of liability for this specific project may be required.

**B. Automobile Liability Insurance;** including vehicles owned, hired, and non-owned, with a combined single limit of not less than \$1,000,000 each accident. Such insurance shall include coverage for loading and unloading hazards. Insurance shall contain or be endorsed to contain a provision that includes the City, its officials, officers, employees, and volunteers as additional insureds with respect to liability arising out of automobiles owned, leased, hired, or borrowed by or on behalf of Contractor.

**C. Workers' Compensation Insurance.** Contractor shall maintain workers' compensation insurance with statutory limits as required by the State of Tennessee or other applicable laws and employers' liability insurance with limits of not less than \$500,000. Contractor shall require each of its subcontractors to provide Workers' Compensation for all of the latter's employees to be engaged in such work unless such employees are covered by Contractor's workers' compensation insurance coverage.

**D. Professional Liability** (including Errors & Omissions). Contractor shall maintain professional liability insurance covering claims arising from real or alleged errors, omissions, or negligent acts committed in the performance of professional services under this Agreement with limits equal to the general liability requirement but no less than \$2,000,000. Coverage for contingent bodily injury and property damage should be included or endorsed onto the policy.

**E. Cyber Liability Insurance** (also referred to as Network Security and Privacy). Contractor shall provide proof of Network Security and Privacy insurance with limits of not less than \$5,000,000 for each occurrence and an annual aggregate of \$5,000,000 covering claims involving privacy violations; information theft; damage to, or destruction of, electronic information; intentional and/or unintentional release of private information; alteration of electronic information; extortion; and network security. There should be no special limitations in the policy with respect to copyright, trademark, or other infringement of media. If not covered in a separate policy, the policy should include Technology Errors and Omissions. Coverage shall also provide business interruption and extra expense coverage. Such coverage is required only if any products and/or services related to information technology (including but not limited to hardware, software, consulting, data management, and database reporting) are provided to the City and for claims involving any professional services for which Contractor is engaged with the City for such length of time as necessary to cover any and all claims. Use of a claims-made policy must be approved by the City and will require evidence of a retroactive date prior to the inception of the contract and at least 5 subsequent annual renewals after the contract is complete.

**F. Other Insurance Requirements.** Contractor shall:

- Prior to commencement of services, furnish the City with original certificates and amendatory endorsements effecting coverage required by this section and provide that such insurance shall not be cancelled, allowed to expire, or be materially reduced in coverage except on 30 days' prior written notice to the City Attorney of Knoxville; P.O. Box 1631; Knoxville, Tennessee 37901. Proof of policy provisions regarding notice of cancellation will be required.
- Upon the City's request, provide certified copies of endorsements and policies if requested by the City in lieu of or in addition to certificates of insurance. Copies of policies will only be requested when contracts are deemed to be extremely or uniquely hazardous, include a dollar amount that is significant to the overall budget of the City or a City Department, or the coverage(s) may not follow standard insurance forms. A policy will only be requested after the City's Risk Manager has reviewed the contract and proof of coverage has been provided. Should the certificate of insurance refer to specific coverage wording or endorsements(s), proof of such policy wording or endorsement(s) will be required.
- Replace certificates, policies, and endorsements for any such insurance expiring prior to completion of services.
- Maintain such insurance from the time services commence until services are completed. Failure to maintain or renew coverage or to provide evidence of renewal may be treated by the City as a material breach of contract.
- If Contractor cannot procure insurance through an insurer having an A.M. Best rating of A-VIII, Contractor may, in the alternative, place such insurance with insurer licensed to do business in Tennessee and having A.M. Best Company ratings of no less than A. Modification of this standard may be considered upon appeal to the City Law Director.
- Require all subcontractors to maintain during the term of the Agreement Commercial General Liability insurance, Business Automobile Liability insurance, and Workers' Compensation/Employer's Liability insurance (unless subcontractor's employees are

covered by Contractor's insurance) in the same manner as specified for Contractor. Contractor shall furnish subcontractors' certificates of insurance to the City without expense immediately upon request.

- Large Deductibles; Self-Insured Retentions. Any deductibles and/or self-insured retentions greater than \$50,000 must be disclosed to and approved by the City of Knoxville prior to the commencement of services. Use of large deductibles and/or self-insured retentions may require proof of financial ability as determined by the City.
- Waiver of Subrogation Required. The insurer shall agree to waive all rights of subrogation against the City, its officers, officials, and employees for losses arising from work performed by Contractor for the City. Proof of waiver of subrogation up to and including copies of endorsements and/or policy wording will be required.
- Occurrence Basis Requirement. All general liability policies must be written on an occurrence basis, unless the Risk Manager determines that a claims made basis is reasonable in the specific circumstance. Use of policies written on a claims made basis must be approved by the City. Risk Manager and retroactive dates and/or continuation dates must be provided to the City prior to commencement of any work performed. Professional Liability and Environmental Liability (Pollution Coverage) are most commonly written on a claims made basis and are generally acceptable in that form.

**6.10. Ethical Standards.** Attention of all firms is directed to the following provisions contained in the Code of the City of Knoxville: Chapter 24, Article II, Section 24-33 entitled "Debts owed by persons receiving payments other than Salary;" Chapter 2, Article VIII, Division 11. the Contractor hereby takes notice of and affirms that it is not in violation of, or has not participated, and will not participate, in the violation of any of the following ethical standards prescribed by the Knoxville City Code:

A. Section 2-1048. Conflict of Interest.

It shall be unlawful for any employee of the city to participate, directly or indirectly, through decision, approval, disapproval, recommendation, preparation of any part of a purchase request, influencing the content of any specification or purchase standard, rendering of advice, investigation, auditing or otherwise, in any proceeding or application, request for ruling or other determination, claim or controversy or other matter pertaining to any contract or subcontract and any solicitation or proposal therefore, where to the employee's knowledge there is a financial interest possessed by:

- (1) the employee or the employee's immediate family;
- (2) a business other than a public agency in which the employee or member of the employee's immediate family serves as an officer, director, trustee, partner or employee; or
- (3) any person or business with whom the employee or a member of the employee's immediate family is negotiating or has an arrangement concerning prospective employment.

B. Section 2-1049. Receipt of Benefits from City Contracts by Council Members, Employees and Officers of the City.

It shall be unlawful for any member of council, member of the board of education, officer or employee of the city to have or hold any interest in the profits or emoluments of any contract, job, work or service, either by himself or by another, directly or indirectly. Any such contract for a job, work or service for the city in which any member of council, member of the board of education, officer or employee has or holds any such interest is void.

C. Section 2-1050. Gratuities and Kickbacks Prohibited.

It is unlawful for any person to offer, give or agree to give to any person, while a city employee, or for any person, while a city employee, to solicit, demand, accept or agree to accept from another person, anything of a pecuniary value for or because of:

- (1) An official action taken, or to be taken, or which could be taken;
- (2) A legal duty performed, or to be performed, or which could be performed; or
- (3) A legal duty violated, or to be violated, or which could be violated by such person while a city employee.

Anything of nominal value shall be presumed not to constitute a gratuity under this section.

Kickbacks. It is unlawful for any payment, gratuity, or benefit to be made by or on behalf of a subcontractor or any person associated therewith as an inducement for the award of a subcontract or order.

D. Section 2-1051. Covenant Relating to Contingent Fees.

- (a) Representation of Contractor. Every person, before being awarded a contract in excess of ten thousand dollars (\$10,000.00) with the city, shall represent that no other person has been retained to solicit or secure the contract with the city upon an agreement or understanding for a commission, percentage, brokerage or contingent fee, except for bona fide employees or bona fide established commercial, selling agencies maintained by the person so representing for the purpose of securing business.
- (b) Intentional Violation Unlawful. The intentional violation of the representation specified in subsection (a) of this section is unlawful.

E. Section 2-1052. Restrictions on Employment of Present and Former City Employees.

Contemporaneous employment prohibited. It shall be unlawful for any city employee to become or be, while such employee, an employee of any party contracting with the particular department or agency in which the person is employed.

For violations of the ethical standards outlined in the Knoxville City Code, the City has the following remedies:

- (1) Oral or written warnings or reprimands;
- (2) Cancellation of transactions; and
- (3) Suspension or debarment from being a Contractor or subcontractor under city or city-funded contracts.

The value of anything transferred in violation of these ethical standards shall be recoverable by the City from such person. All procedures under this section shall be in accord with due process requirements, included but not limited to a right to notice and hearing prior to imposition of any cancellation, suspension or debarment from being a Contractor or subcontractor under a city contract.

- 6.11.** Firms must comply with the President's Executive Order No. 11246 and 11375 which prohibit discrimination in employment regarding race, color, religion, sex or national origin. Firms must also comply with Title VI of the Civil Rights Act of 1964, Copeland Anti-Kick Back Act, the Contract Work Hours and Safety Standards Act, Section 402 of the Vietnam Veterans Adjustment Act of 1974, Section 503 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990, all of which are herein incorporated by reference.
- 6.12.** Firms shall give consideration to the inclusion of minority firms or individuals in this project, and shall advise the city in this proposal of their efforts to do so.
- 6.13.** Firms shall give consideration to the use of environmentally sustainable best practices, and shall advise the city in this submittal of qualifications of their efforts to do so.
- 6.14.** Federal, State, and Local Requirements. Each submitting entity is responsible for full compliance with all laws, rules and regulations which may be applicable.

- 6.15. Licenses.** Before a contract is signed by the City, the submitting entity, if selected, **must** provide the City Purchasing Division with a copy of its valid business license **or** with an affidavit explaining why it is exempt from the business licensure requirements of the city or county in which it is headquartered. If a contract is signed, the contractor's business license shall be kept current throughout the duration of the contract, and the contractor shall inform the City of changes in its business name or location. The contractor must be a licensed professional as required by the state of Tennessee, see T.C.A. Sections 62-2-101 et. seq., for any services in this contract requiring such licensure.
- 6.16. Funding.** The City's performance and obligation to pay under this contract is subject to funding contingent upon an annual appropriation.
- 6.17. Governing Law and Venue.** This Agreement shall be governed by and construed in accordance with the substantive laws of the State of Tennessee and its conflict of laws provisions. Venue for any action arising between the City and the Contractor from the Agreement shall lie in Knox County, Tennessee.
- 6.18. Subcontracts to the Agreement.** Contractor shall not enter into a subcontract for any of the services performed under this Agreement without obtaining the prior written approval of the City.
- 6.19. Amendments.** This Agreement may be modified only by a written amendment or addendum that has been executed and approved by the appropriate officials shown on the signature page of the Agreement.
- 6.20. Captions.** The captions appearing in the Agreement are for convenience only and are not a part of the Agreement; they do not in any way limit or amplify the provisions of the Agreement.
- 6.21. Severability.** If any provision of the Agreement is determined to be unenforceable or invalid, such determination shall not affect the validity of the other provisions contained in the Agreement. Failure to enforce any provision of the Agreement does not affect the rights of the parties to enforce such provision in another circumstance, nor does it affect the rights of the parties to enforce any other provision of this Agreement at any time.
- 6.22. No Benefit for Third Parties.** The services to be performed by the Contractor pursuant to the Agreement with the City are intended solely for the benefit of the City, and no benefit is conferred hereby, nor is any contractual relationship established herewith, upon or with any person or entity not a party to the Agreement. No such person or entity shall be entitled to rely on the Contractor's performance of its services hereunder, and no right to assert a claim against the City or the Contractor, its officers, employees, agents, or contractors shall accrue to the Contractor or to any subcontractors, independently retained professional consultant, supplier, fabricator, manufacturer, lender, tenant, insurer, surety, or any other third party as a result of this Agreement or the performance or non-performance of the Contractor's services hereunder.
- 6.23. Non-Reliance of Parties.** Parties explicitly agree that they have not relied upon any earlier or outside representations other than what has been included in the Agreement. Furthermore, neither party has been induced to enter into this Agreement by anything other than the specific written terms set forth herein.
- 6.24. Force Majeure.** Neither party shall be liable to the other for any delay or failure to perform any of the services or obligations set forth in this Agreement due to causes beyond its reasonable control, and performance times shall be considered extended for a period of time equivalent to the time lost because of such delay plus a reasonable period of time to allow the parties to recommence performance of their respective obligations hereunder. Should a circumstance of force majeure last more than ninety (90) days, either party may by written notice to the other terminate this Agreement. The term "force majeure" as used herein shall mean the following: acts of God; strikes, lockouts or other industrial disturbances; acts of public enemies; orders or restraints of any kind of the



government of the United States or of the State or any of their departments, agencies or officials, or any civil or military authority; insurrections, riots, landslides, earthquakes, fires, storms, tornadoes, droughts, floods, explosions, breakage or accident to machinery, transmission pipes or canals; or any other cause or event not reasonably within the control of either party.

- 6.25.** EEO/AA. The City of Knoxville is an EE/AA/Title VI/Section 504/ADA/ADEA Employer.
- 6.26.** By submitting a proposal, the submitting entity agrees to all terms and conditions established in this RFP, including its contract requirements.

## VII. Instructions to Submitting Entities

All submissions of proposals shall comply with the following instructions. These instructions ensure that (1) submissions contain the information and documents required by the City's RFP and (2) the submissions have a degree of uniformity to facilitate evaluation.

### 7.1. General

Submission forms and RFP documentation may be obtained on or after August 9, 2021, at no charge from:

City of Knoxville Purchasing Division  
City/County Building  
400 Main Street, Room 667  
Knoxville, Tennessee 37902

between 8:30 a.m. and 4:30 p.m. (Eastern Time), Monday through Friday or by calling 865/215-2070. Forms and RFP information are also available on the City web site at [www.knoxvilletn.gov/purchasing](http://www.knoxvilletn.gov/purchasing) where it can be read or printed using Adobe Acrobat Reader software.

### 7.2. Submission Information

Option 1 - Electronic Submission Procedures. Electronic submissions shall be submitted online through the City's Procurement website. DO NOT EMAIL YOUR SUBMISSION. All proposers/bidders must register as a vendor in order to submit an electronic file.

Step One: Register as a City of Knoxville vendor (Vendors are encouraged to complete this step now to ensure seamless submission process prior to deadline.) To register as a vendor: Visit the website at [www.knoxvilletn.gov/purchasing](http://www.knoxvilletn.gov/purchasing) Click the "Vendor Registration" tab; then "Click here to register as a City of Knoxville Vendor" Follow the prompts to complete online registration. Note: You will be asked for a PIN. This PIN will be emailed to you and may be sent to your spam or junk folder.

**DO NOT WAIT UNTIL SUBMISSION DEADLINE TO REGISTER AS A VENDOR.** The electronic submission link will be disabled at 11:00:00 a.m. Eastern time. Vendors will not have the ability to submit any electronic files once the deadline has passed and the City will accept no late submissions.

Step Two: Submit all materials electronically as one (1) file to City's Procurement website PRIOR to 11:00:00 a.m. (Eastern Time) on August 30, 2021. To submit electronic file: Visit the procurement website at [www.knoxvilletn.gov/bids](http://www.knoxvilletn.gov/bids) Click "RFP - Pharmacy Benefit Manager", Click "Submit Bid" (red button located at top of screen) Follow the prompts to upload and submit electronic file. The City prefers only one (1) bid file per submission. Files MUST use the following naming convention, listing the firm's name followed by the title of the project. Example: "ABC Company- Pharmacy Benefit Manager.pdf." Should you need to merge multiple documents into one PDF please utilize Google to download a free software intended for merging pdf documents.

Option 2 - Hard Copy Submission Procedures: Proposals shall include one original and one electronic copy of the proposal (.pdf format on CD or USB drive only—mark the storage device with the company name); the electronic version shall be an exact duplicate of the original, and the electronic version will be the official document exhibited in the contract. Electronic submissions must be included with the sealed submissions; do not email your submission.

**IMPORTANT NOTE: The original hard copy submitted proposal must bear an original signature, signed in ink (duplicated signatures substituted for original ink signatures may result in rejection of the proposals).** The signature must be entered above the typed or printed name and title of the signer. All proposals must be signed by an officer of the company authorized to bind the firm to a contract.

Proposals will be received until 11:00:00 a.m. (Eastern Time) on August 30, 2021. Each proposal must be submitted in a sealed envelope addressed to:

City of Knoxville Purchasing Division  
City/County Building  
400 Main Street, Room 667  
Knoxville, TN 37902

**IMPORTANT NOTE: Each mailing envelope or carton containing a proposal or multiple copies of the proposal must be sealed and plainly marked on the outside “RFP – Pharmacy Benefit Manager.”**

Proposers are reminded that the Purchasing Division receives many bids and proposals for any number of solicitations; **unlabeled submissions are extremely difficult to match to their appropriate solicitations and therefore may be rejected.**

Any proposals received after the time and date on the cover sheet will not be considered. It shall be the sole responsibility of the submitting entity to have the proposal delivered to the City of Knoxville Purchasing Division on or before that date.

Late proposals will not be considered. Proposals that arrive late due to the fault of United States Postal Service, United Parcel Service, DHL, FEDEX, any delivery/courier service, or any other carrier of any sort are still considered late and shall not be accepted by the City. Such proposals shall remain unopened and will be returned to the submitting entity upon request.

### 7.3. Format

The City is committed to reducing waste. Submissions of qualifications must be typed on 8.5 x 11 inch wide white paper, printed on both sides. DO NOT BIND the document; instead, staple or binder clip the submission together and place in a sealed envelope (see Paragraph 7.2). Pages must be consecutively numbered. A table of contents must be included in the proposal immediately after the title page, and each of the following numbered sections must be tabbed.

Proposals shall be structured as follows. Numbered items listed below should have a numbered tab page:

1. Title Page
2. Table of Contents
3. Submission Forms:
  - A. [Form S-1](#)
  - B. [Form S-2](#)
  - C. [Non-Collusion Affidavit](#)
  - D. [No Contact/No Advocacy Affidavit](#)
  - E. [Iran Divestment Act Certification of Noninclusion](#)
  - F. [Diversity Business Enterprise Program Form](#)
  - G. [Exceptions to Terms and Conditions](#)
4. Body of Proposal:
  - A. Submission Form S-2: Supplemental Questionnaire.(EXCEL ATTACHMENT)
  - B. Attachments A-O

[NOTE: All required submission forms may be found in this solicitation document.](#)

## **7.4. Evaluation of Proposals**

All qualified submissions received by the deadline will be analyzed by the Evaluation Committee according to the criteria outlined in these specifications. Failure to comply with the provisions of the RFP may cause any proposal to be ineligible for evaluation. Each submittal of proposals will be initially analyzed and judged according to the evaluation criteria below. The maximum score is 100 points.

The City reserves full discretion to determine the capability of proposing entities. Proposers, if asked, will provide, in a timely manner, any and all information that the City deems necessary to make such a decision. In addition to materials provided in the written responses to this RFP, the Committee may request additional material, information, references, a site visit, or a live test demonstration from the submitting entity or others.

The Evaluation Committee may or may not decide to interview any or all proposing entities at a time and date determined by the City in order to address questions and more fully ascertain how the solution to this project satisfies the evaluation criteria. Firms and/or teams responding to this Request for Proposals shall be available for interviews with the Evaluation Committee. Discussions may be conducted with responsible submitting entities for purposes of clarification to assure full understanding of and conformance to the RFP requirements. Selection shall be based on the firms' qualifications applicable to the scope and nature of the services to be performed per this request for proposals. Determination of firms' qualifications shall be based on their written responses to this Request for Proposals and information presented to the Evaluation Committee during oral interviews, if any.

In addition to materials provided in the written responses to this Request for Proposals, the Committee may request additional material, information, or references from the submitting entity or others.

Provided it is in the best interest of the City of Knoxville, the firm or team determined to be the most responsive to the City of Knoxville, taking into consideration the evaluation factors set forth in this Request for Proposals, will be selected to begin contract negotiations. The firm or team selected will be notified at the earliest practical date and invited to submit more comprehensive information if necessary. If no satisfactory agreement can be reached with the "most responsive firm," the City may elect to negotiate with the next best and most responsive firm or team.

## **VIII. Evaluation Criteria**

An evaluation team, composed of representatives of the City, will evaluate proposals on a variety of quantitative and qualitative criteria. Upon receipt of proposals, the City will review to determine whether the proposal is acceptable or non-acceptable based on the criteria outlined below.

The criteria and the associated weights upon which the evaluation of the proposals will be based include, but are not limited to, the following:

### **8.1 General**

Proposals will be analyzed and judged according to the evaluation criteria below. Each proposal will be scored.

Provided it is in the best interest of the City to accept it, the firm submitting the proposal that is determined to be most advantageous to the City, taking into consideration price and the evaluation factors set forth in this Request for Proposals, will be selected. The firm selected will be notified at the earliest practicable date.

## 8.2 Proposed Criteria

| <b>Section</b>   | <b>Weight</b>  |
|--|----------------|
| General Information, Account Management, Implementation, Billing, Network, Mail Order, Claims Adjudication, Member Portal/Online Access, Member Call Center, Data and Reporting, Eligibility | 25.00%         |
| Audits   | 10.00%         |
| Clinical Management/Specialty Pharmacy   | 12.50%         |
| Formulary and Rebates  | 10.00%         |
| Pricing  | 25.00%         |
| Performance Guarantees   | 5.00%          |
| B/G Definitions  | 5.00%          |
| Attachments  | 2.50%          |
| References   | 5.00%          |
| <b>Total</b>   | <b>100.00%</b> |

## **Submission Forms**



# CITY OF KNOXVILLE

## REQUEST FOR PROPOSALS

### Pharmacy Benefit Manager

### Submission Form S-1

Proposals to be Received by 11:00:00 a.m., Eastern Time; August 30, 2021; in Room 667-674, City/County Building; Knoxville, Tennessee.

**IMPORTANT:** All submissions of proposals shall comply with the instructions found in [Section 7, Instructions to Submitting Entities](#). These instructions ensure that (1) submissions contain the information and documents required by the City's RFP and (2) the submissions have a degree of uniformity to facilitate evaluation; **do not email your submission.**

Please complete the following:

Legal Name of Proposer: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Email Address: \_\_\_\_\_

DUNS #: \_\_\_\_\_

Signature: \_\_\_\_\_

Name and Title of Signer: \_\_\_\_\_

**Note: Failure to use these response sheets may disqualify your submission.**

**Non-Collusion Affidavit of Prime Bidder**

State of \_\_\_\_\_

County of \_\_\_\_\_

\_\_\_\_\_, being first duly sworn, deposes and says that:

1. He/She is the \_\_\_\_\_ of \_\_\_\_\_, the firm that has submitted the attached Bid;
2. He/She is fully informed respecting the preparation and contents of the attached Bid and of all pertinent circumstances respecting such Bid;
3. Such Bid is genuine and is not a collusive or sham Bid;
4. Neither the said Bid nor any of its officers, partners, owners, agents, representatives, employees, or parties in interest, including this affiant, has in any way colluded, conspired, connived or agreed, directly or indirectly, with any other Bidder, firm or person to submit a collusive or sham Bid in connection with the Contract for which the attached Bid has been submitted or to refrain from proposing in connection with such Contract, or has in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other Bidder, firm, or person to fix the price or prices in the attached Bid or of any other Bidder, firm, or person to fix any overhead, profit, or cost element of the bid price or the bid price of any other Bidder, or to secure through any collusion, conspiracy, connivance or unlawful agreement any advantage against the City of Knoxville or any person interested in the proposed Contract; and
5. The price or prices quoted in that attached Bid are fair and proper and are not tainted by any collusion, conspiracy, connivance or unlawful agreement on the part of the Bidder or any of its agents, representatives, owners, employees, or parties in interest, including this affidavit.

(Signed): \_\_\_\_\_

Title: \_\_\_\_\_

Subscribed and sworn to before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_.

\_\_\_\_\_  
NOTARY PUBLIC

My Commission expires \_\_\_\_\_

## No Contact/No Advocacy Affidavit

State of \_\_\_\_\_

County of \_\_\_\_\_

\_\_\_\_\_, being first duly sworn, deposes and says that:

- (1) He/She is the owner, partner, officer, representative, or agent of

\_\_\_\_\_ ,

the Proposer that has submitted the attached Proposal;

- (2) The Proposer \_\_\_\_\_ swears or affirms that he/she will abide by the following "No Contact" and "No Advocacy" clauses:

- a) **NO CONTACT POLICY:** After the posting of this solicitation to the Purchasing Division's website, any contact initiated by any proposer with any City of Knoxville representative concerning this proposal is strictly prohibited, unless such contact is made with the Purchasing Agent (Penny Owens) or the listed Point of Contact James McKeehan. Any unauthorized contact may cause the disqualification of the proposer from this procurement transaction.
- b) **NO ADVOCATING POLICY:** To ensure the integrity of the review and evaluation process, companies and/or individuals submitting proposals for any part of this project, as well as those persons and/or companies representing such proposers, may not lobby or advocate to the City of Knoxville staff including, but not limited to, members of City Council, Office of the Mayor, Employee Benefits and Risk Management or any other City staff.

**Any company and/or individual who does not comply with the above stated "No Contact" and "No Advocating" policies may be subject to having their proposal rejected from consideration.**

Signed: \_\_\_\_\_

Title: \_\_\_\_\_

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

My commission expires: \_\_\_\_\_



## Iran Divestment Act

Certification of Noninclusion

**NOTICE:** Pursuant to the Iran Divestment Act, Tenn. Code Ann. § 12-12-106 requires the State of Tennessee Chief Procurement Officer to publish, using creditable information freely available to the public, a list of persons it determines engage in investment activities in Iran, as described in § 12-12-105. Inclusion on this list makes a person ineligible to contract with the state of Tennessee; if a person ceases its engagement in investment activities in Iran, it may be removed from the list. A list of entities ineligible to contract in the State of Tennessee Department of General Services or any political subdivision of the State may be found here:

[https://www.tn.gov/content/dam/tn/generalservices/documents/cpo/cpo-library/public-information-library/List of persons pursuant to Tenn. Code Ann. 12-12-106 Iran Divestment Act updated 7.7.17.pdf](https://www.tn.gov/content/dam/tn/generalservices/documents/cpo/cpo-library/public-information-library/List_of_persons_pursuant_to_Tenn._Code_Ann._12-12-106_Iran_Divestment_Act_updated_7.7.17.pdf)

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 T.C.A. § 12-12-106.

|  |               |
|--|---------------|
| Vendor Name (Printed)                    | Address       |
| By (Authorized Signature)                | Date Executed |
| Printed Name and Title of Person Signing |               |

NOTARY PUBLIC:

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

My commission expires: \_\_\_\_\_

## Diversity Business Enterprise Program (DBE) Program

The City of Knoxville strongly encourages prime contractors to employ diverse businesses in the fulfillment of contracts/projects for the City of Knoxville.

The City of Knoxville's Fiscal Year 2021 goal is to conduct 5.35% of its business with minority owned businesses, 9.5% of its business with women-owned businesses, and 38.4% with small businesses.

While the City cannot engage (pursuant to state law) in preferential bidding practices, the City does **strongly encourage** prime contractors to seek out and hire diverse businesses in order to help the City meet its goals as stated above. As such, the City encourages prime contractors to seek out and consider competitive sub-bids and quotations from diverse businesses.

For DBE tracking purposes, the City requests that prime contractors who are bidding, proposing, or submitting statements of qualifications record whether or not they plan to employ DBE's as sub-contractors or consultants. With that in mind, please fill out, sign and submit (with your bid/proposal) the following sub-contractor/ consultant statement.

### CITY OF KNOXVILLE DIVERSITY BUSINESS DEFINITIONS

Diversity Business Enterprise (DBE's) are minority-owned (MOB), women-owned (WOB), service-disabled veteran-owned (SDVO), and small businesses (SB), who are impeded from normal entry into the economic mainstream because of past practices of discrimination based on race or ethnic background. These persons must own at least 51% of the entity and operate or control the business on a daily basis.

Minority: A person who is a citizen or lawful admitted permanent resident of the United States and who is a member of one (1) of the following groups:

- a. African American, persons having origins in any of the Black racial groups of Africa;
- b. Hispanic American, persons of Mexican, Puerto Rican, Cuban, Central or South American or other Spanish culture or origin, regardless of race;
- c. Native American, persons who have origin in any of the original peoples of North America
- d. Asian American, person having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands.

Minority-owned business (MOB) is a continuing, independent, for profit business that performs a commercially useful function, and is at least fifty-one percent (51%) owned and controlled by one (1) or more minority individuals.

Woman-owned business (WOB) is a continuing, independent, for profit business that performs a commercially useful function, and is at least fifty-one percent (51%) owned and controlled by one (1) or more women.

Service Disabled Veteran-owned business (SDOV) is a continuing, independent, for profit business that performs a commercially useful function, owned by any person who served honorably on active duty in the armed forces of the United States with at least a twenty percent (20%) disability that is service connected. Meaning such disability was incurred or aggravated in the line of duty in the active military, naval or air service, and is at least fifty-one percent (51%) owned and controlled by one (1) or more service disabled veteran.

Small Business (SB) is a continuing, independent, for profit business which performs a commercially useful function and has total gross receipts of not more than ten million dollars (\$10,000,000) average over a three-year period or employs no more than ninety-nine (99) persons on a full-time basis.

**Subcontractor/Consultant Statement**  
(TO BE SUBMITTED IN THE BID/PROPOSAL ENVELOPE)

We \_\_\_\_\_ do certify that on the  
(Bidder/Proposer Company Name)

\_\_\_\_\_  
(Project Name)

\$ \_\_\_\_\_  
(Amount of Bid)

**Please select one:**

**Option A: Intent to subcontract using Diverse Businesses**

A Diversity business will be employed as subcontractor(s), vendor(s), supplier(s), or professional service(s). The estimated **dollar value** of the amount that we plan to pay is:

\$ \_\_\_\_\_.  
Estimated Amount of Subcontracted Service

| <b>Diversity Business Enterprise Utilization</b> |        |  |                          |
|--|--------|--|--------------------------|
| Description of Work/Project                      | Amount | Diverse Classification<br>(MOB, WOB, SB, SDOV) | Name of Diverse Business |
|  |        |  |                          |
|  |        |  |                          |
|  |        |  |                          |

**Option B: Intent to perform work “without” using Diverse Businesses**

We hereby certify that it is our intent to perform 100 % of the work required for the contract, work will be completed without subcontracting, or we plan to subcontract with non-Diverse companies.

DATE: \_\_\_\_\_ COMPANY NAME: \_\_\_\_\_

SUBMITTED BY: \_\_\_\_\_ TITLE: \_\_\_\_\_  
(Authorized Representative)

ADDRESS: \_\_\_\_\_

CITY/STATE/ZIP CODE: \_\_\_\_\_

TELEPHONE NO: \_\_\_\_\_

## Exceptions to Terms and Conditions

Applicants shall be presumed to be in agreement with the terms and conditions of the RFP unless the Applicant takes specific exception to one or more of the conditions on this form. RESPONDERS ARE CAUTIONED THAT BY TAKING ANY EXCEPTION THEY MAY BE MATERIALLY DEVIATING FROM THE RFP SPECIFICATIONS. IF A RESPONDER MATERIALLY DEVIATES FROM A RFP SPECIFICATION, ITS PROPOSAL MAY BE REJECTED.

A material deviation is an exception to a specification which 1) affords the Responder taking the exception a competitive advantage over other Responders, or 2) gives the City something significantly different than the City requested.

INSTRUCTIONS: Responders must explicitly list all exceptions to City terms and conditions. Reference the actual number of the City's term and condition and page number for which an exception(s) is being taken. If no exceptions exist, state "NONE" specifically on the form below. Whether or not exceptions are taken, the Responder must sign and date this form and submit it as part of their Proposal. (Add additional pages if necessary.)

|   |  |
|---|--|
| <b>Responder Name:</b>                              |  |
| <b><u>Term &amp; Condition Number/Provision</u></b> | <b><u>Explanation of Exception</u></b> |
|   |  |

By signing this form, I acknowledge that the above named Responder accepts, without qualification, all terms and conditions stated in this RFP except those clearly outlined as exceptions above.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date