

CITY OF PITTSBURGH

Office of Management & Budget

on behalf of the

Department of Personnel and
Civil Service Commission



Request for Proposal

For

Third-Party Vendor for City of Pittsburgh's CityFit Wellness@Work Program
and Engagement Platform

RFP No. 2017-0050

Release Date: August 14, 2017
Submittal Deadline: September 8, 2017
no later than 4:00pm EST

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1 Introduction

August 14, 2017

To All Prospective Bidders:

The City of Pittsburgh Office of Management and Budget on behalf of Department of Personnel And Civil Service Commission invites you to submit a proposal for Third-Party Vendor for City of Pittsburgh's Third Party Vendor for CityFit Wellness@Work Program and Engagement Platform.

Any questions in regard to this RFP should be submitted in writing **no later than 4pm EST** on August 25, 2017 and directed to:

Thoryn Simpson
Manager, Strategic Initiatives
Office of Management and Budget
City-County Building, Room 502
Pittsburgh, PA 15219
Email: thoryn.simpson@pittsburghpa.gov

All proposals will be due by **4pm on September 8, 2017** as described in the Timeline section of this RFP. The Committee will announce the Awardee on or about October 6, 2017.

Sincerely,

A handwritten signature in blue ink that reads "Jennifer L. Olzinger".

Jennifer L. Olzinger
Assistant Director/Procurement Manager
Office of Management and Budget

2 Background

The Department of Personnel & Civil Service Commission is seeking to contract with a qualified professional administrator to administer the CityFit Wellness @ Work Program and Engagement Platform for its approximately 2,500 wellness-eligible employees and their dependents. The selected organization will be responsible for the implementation of the City's wellness strategy and plan as it relates to the operation of wellness plan enrollments, bio-screening and other testing, monthly check-ins, wellness activity enrollment and completion, recordkeeping and reporting and or any and all other wellness programming on behalf of City of Pittsburgh employees and their dependents, as listed here. The City of Pittsburgh will pay all regularly scheduled expenses as defined.

HISTORICAL DATA

The City of Pittsburgh has maintained a wellness program for over 10 years, beginning with a basic plan administered by and funded through contributions from medical carriers. In September of 2015 the City developed a five (5) year plan for health and wellness which covered culture creation, integrated solutions, sustainability goals, targeted programs and mobile technology. Over time wellness participation has grown consistently. In 2017 the City has over 900 wellness participants and offers 10 wellness activities.

In 2015 the City doubled the amount of its wellness financial reward to employees. In 2018 the City will move the focus to that of wellbeing, and include emotional and financial health, in addition to physical health.

In 2016 the City began using constant multi-media communication and 'boots on the ground.' Currently there are three (3) wellness gurus interacting with employees at work locations (approximately 100) and running activities.

An onsite 10 week tobacco cessation course with follow-up support and online resources began in late 2015.

The City workforce consists of approximately 3,200 total employees with 2,500 wellness-eligible employees. Critical workforce segments at the City currently include:

1. 1,500 unionized public safety employees (police, fire and emergency medical)
2. predominantly shift workers
3. predominantly offsite workers
4. predominantly workers located in mobile units and not at a single location
5. equal mix of generations (one-third baby boomers and generations X and Y). The City expects movement to an equal mix of generations X and Y in the next five years, with about 25% baby boomers.
6. 65% male workforce population. This should continue.
7. The average age is 44.6 years. The City expects this average to decline over the next five years.
8. A 50% mix of those with email and internet savvy and those without. The City expects to extend full email and internet connectivity over the next year. Most employees have some type of private cell phone.

Currently the City is devoting City assets to the wellness program and is looking for the best practice in an interactive engagement platform with mobile applications and account management.

A broad preliminary draft of the 2018 Wellbeing Programming and Reward Schedule is shown here:

<u>2018-2020</u>		<u>2018-2020 Reward</u>	<u>2018-2020 Timing</u>
Wellness Reward #1	If Screen before 2/28/17 OR Wellness #1 for 2017 – no screen, just Profile	\$240 \$20month/\$10/pay	1st 6 months
	All other – New members between 3/1/2017 and 11/30/2017 Bio-screen, Profile and/or Annual Check-up at Fairs and other Events	\$240 \$20month/\$10/pay	1st 6 months
Wellness Reward #2	240 points for Activities among Physical, Personal, and Financial online programs, in addition to the onsite programs offered through the gurus. See Section Four for a detailed description of current guru programming.	Additional \$240 \$20month/\$10/pay	7/1/2018 for rest of the year
<u>2018-2020</u>	Consult, decide, and roll out reward for tobacco cessation	<u>2019 Reward</u>	<u>2019 Timing</u>

3 Tentative Schedule of Events

The following represents the tentative schedule for this project. Any change in the scheduled dates for the Pre-Proposal Conference (if applicable), Deadline for Submission of Written Questions, or Proposal Submission Deadline will be advertised in the form of an addendum to this RFP. The schedule for the evaluation process and other future dates may be adjusted without notice.

RFP released:	August 14, 2017
Cut-off for questions:	August 25, 2017 4pm EST
Proposal submission deadline:	September 8, 2017 4pm EST
Proposal Review & Supplier Scoring	September 11- September 21, 2017
Contract award:	On or before October 6, 2017
Project start date:	November 1, 2017
System Implementation:	November 1, 2017

4 Scope of Services

Scope Detail. This project will run from November 1, 2017 through December 31, 2020.

4.1.1 Products and Services. For each item listed here, please provide complete detail on similar offerings to your clients within the last two years, particularly those municipal government clients or clients of similar workforce and scope.

A. Propose a platform to offer and manage the current activities offered by the City. **This section of the proposal should contain specific pricing for these services.**

Wellness Activity	# of Participants	How Managed
Bio-screenings	938	Managed on current platform
Wellness profile (Health Risk Assessment)	938	Managed on current platform
Monthly Check-in Reporting Activity	938	Managed on current platform
2017 Wellness Activities*		Administered on Platform
1. Pittsburgh Beats the Pack – Tobacco cessation course, support and resources. In person at various locations City wide and one-on-one	33	Taught by Gurus
2. Case Specific Nutrition – Three personal visits with nutritionist consultant in person at various locations City wide. Costs are \$100 per visit and are charged to medical claims.	315	Taught by Dietician Nutritionist
3. Personal Training - Eight personal visits with wellness guru personal trainer in person at various locations City wide to get in better shape, train for an event, or meet individual goals	53	Taught by Gurus
4. YMCA Diabetes Prevention –One year program of classes for education and lifestyle change to address pre-diabetic employees at various locations City wide.	14	Taught by YMCA
5. YMCA Gym Memberships and City Recreation Centers at subsidized rates, and other Gym Memberships, all with	227	NA

specific attendance requirements.		
6. Fitbit – Use Fitbit to track diet and exercise	6	Gurus
7. Weight Watchers – Join at work location or online	36	City Benefits Staff
8. City Sports Teams		
Basketball	108	Gurus
Hockey	3	Gurus
Bowling	26	City Benefits Staff
Softball	38	City Benefits Staff
Rowing on the River	20	Gurus
Walking	17	Gurus
9. Pittsburgh Marathon – Participate in any of the running/walking events	64	City Benefits Staff
10. MyFitnessPal – App for tracking diet and exercise	91	Gurus
<ul style="list-style-type: none"> • Employees participate in more than one activity 		

B. Proposed platform should also include a fully functioning online wellness engagement program, **with specific pricing for these services of the contract**, directly appealing to a broad definition of wellbeing in the areas of:

- a. Physical (medical)
- b. Personal (psychological and social)
- c. Financial

C. Engagement platform features listed in 'B' above must include:

1. biometric screenings
2. online health risk assessments or employee profile
3. activity and health tracking
4. personalization
5. social support networks
6. challenges
7. co-branding with City logo on site
8. activation emails

D. Provider will not manage the bio-screens and wellness profiles (HRAs) for fall of 2017 for wellness participation for the 2018 calendar year. The current wellness provider will perform these functions.

E. Special promotion of web and mobile application access platform products must be included as a current best practice.

- F. Bidders must include their product development roadmap so the City can utilize emerging best practices, if selected as either part of the contract or as an additional service.
- G. Possible additional platform products available from bidders **at an additional charge** should be presented as an addition to the products and services listed above, i.e. onsite clinics, workplace kiosks or health stations, tracking devices, single sign on, gift cards, etc.
- H. All bidders must include a description of their capabilities and **separate pricing** for each of the following, should the City want to implement any of these at a later date:
 - 1. Decision Support Function supporting enrollment decisions (plan costs calculators, algorithm-driven recommendations, etc.),
 - 2. second opinions, treatment decision tools, and
 - 3. price and/or transparency tools for health services either from the City's medical and other benefit providers or from the bidder.
- I. Best practice recordkeeping and reporting for the wellbeing program must be included in the proposal, described in detail, available real time, and available in Excel format for download by the City.
- J. These specific reports must be available for the wellness screenings and profile (HRAs) by employee as of January 1st of each calendar year. For January 1, 2018 this report will be provided by the current wellness carrier. Bidders will need to provide a wellness activity completion report by employee at or around 7/1/2018.
- K. The program and platform proposal must contain definite annual and quarterly milestones and timelines for each year of the three (3) year contract.
- L. Manage the project plan and timeline with and for the City. Successful provider must work seamlessly and in concert with City staff.
- M. All bidders must include in the proposal a detailed best practice Performance Measures Schedule with at least 20% of fees at risk for each year of the contract.
- N. All bidders must include a sample contract or professional services agreement for the details of this project with this proposal.

4.1.2 Deliverables

- A. Execute a project contract or professional services agreement with the City on or before 11/1/2017.
- B. Present an engagement plan and platform for consideration and review at 10/6/2017 for finalization at 11/1/2017.

- C. Project Implementation and Management Plan for 10/6/2017-12/31/2017 and throughout the life of the contract.
- D. Regularly scheduled online interaction with City staff on the implementation phase progress up to and including 1/1/2018 and regularly scheduled updates thereafter.
- E. Schedule for Online Management Reports for utilization and performance in real time and downloadable for the following (this is not an inclusive listing):
 - 1. Implementation Summary Report and Regular Performance Reports – detailing implementation points and ongoing program activities.
 - 2. Project Plan ROI - accounting and statistical data sufficient to analyze and monitor the City's Wellness Program, and document savings in medical and prescription costs, lost time, etc. from one time frame to another.
- F. The selected provider must fully document its policies and procedures regarding, Confidential Information and Intellectual Property, Proprietary Information, Protected Health Information (HIPAA). The selected provider shall guarantee the confidentiality of all files, and under no circumstance will information contained in those files be released without the prior permission of the City of Pittsburgh's Director of the Department of Personnel and Civil Service Commission or his/her designee.
- G. All files, records and online data pertaining to the administration of the City of Pittsburgh's Wellness Program will be considered the property of the City of Pittsburgh and, at any time, the City of Pittsburgh's Director of the Department of Personnel and Civil Service Commission or his/her designee will have access to and can audit these records.



5 General Terms & Conditions

5.1 Examination of Proposal Documents

The submission of a proposal shall be deemed a representation and certification by the Respondent that they:

- 5.1.1** Have carefully read and fully understand the information that was provided by the City to serve as the basis for submission of the proposal
- 5.1.2** Have the capability to successfully undertake and complete the responsibilities and obligations of the proposal being submitted.
- 5.1.3** Represent that all information contained in the proposal is true and correct.
- 5.1.4** Did not, in any way, collude; conspire to agree, directly or indirectly, with any person, firm, corporation or other proposer in regard to the amount, terms or conditions of this proposal.
- 5.1.5** Acknowledge that the City has the right to make any inquiry it deems appropriate to substantiate or supplement information supplied by a proposer, and proposer hereby grants the City permission to make these inquiries, and to provide any and all related documentation in a timely manner.

No request for modification of the proposal shall be considered after its submission on the grounds that the proposer was not fully informed to any fact or condition.

5.2 RFP Term

Respondent's proposal shall remain firm and effective, subject to the City's review and approval, for a period of one hundred twenty (120) days from the closing date for the receipt of proposals.

The City may enter into negotiations with one or more Respondents during the one hundred twenty (120) day period during which all proposals will stay effective. The purpose of such negotiations will be to address questions and identify issues as the parties move towards the execution of a final contract or contracts.

5.3 RFP Communications

Unauthorized contact regarding this RFP with employees or officials of the City of Pittsburgh other than the RFP Coordinator named in Section 1 of this document may result in disqualification from this procurement process.

Neither Respondent(s) nor any person acting on Respondent(s)'s behalf shall attempt to influence the outcome of the award by the offer, presentation or promise of gratuities, favors, or anything of value to any appointed or elected official or employee of the City of Pittsburgh, their families or staff members. All inquiries regarding the solicitation are to be directed to the designated RFP Coordinator identified in Section 1 of this document.

5.3.1 Interested parties must direct all communications regarding this RFP as outlined in this document.

5.3.2 The City shall not be responsible for nor bound by any oral instructions, interpretations or explanations issued by the City or its representatives.

5.3.3 Each proposer shall assume the risk of the method of dispatching any communication or proposal.

5.3.4 The RFP Coordinator must receive all written comments, including questions and requests for clarification, no later than the Deadline for Submission Questions listed in the tentative project schedule.

5.3.5 The City reserves the right to determine, at its sole discretion, the appropriate and adequate responses to written comments, questions, and requests for clarification. The City's official responses and other official communications pursuant to this RFP shall constitute an addendum of this RFP.

5.3.6 The City will publish all official responses and communications pursuant to this RFP to the City of Pittsburgh procurement website. It is the responsibility of each proposer to check the site and incorporate all addenda into their response.

All addenda for this RFP will be distributed via the City of Pittsburgh procurement website at procurement.pittsburghpa.gov/beacon/opportunities

5.3.7 Only the City's official, written responses and communications shall be considered binding with regard to this RFP.

5.4 Addenda/Clarifications

Should discrepancies or omissions be found in this RFP or should there be a need to clarify this RFP, questions or comments regarding this RFP must be put in writing and received by the City as outlined in Section 8.2 of this document

5.5 Withdrawal of Proposals

A proposer may withdraw its proposal at any time before the expiration of the time for submission of proposals as provided in this RFP by delivering a written request for withdrawal signed by, or on behalf of, the proposer.

5.6 Public Record

Respondent, by submittal of a proposal, acknowledges that all proposals may be considered public information in accordance with the Commonwealth of Pennsylvania Right to Know laws. Subject to award of this RFP, all or part of any submittal may be released to any person or firm who may request it. Therefore, proposers shall specify in their Cover Letter if any portion of their submittal should be treated as proprietary and not releasable as public information. Proposers should be aware that all such requests may be subject to legal review and challenge.

Any information considered proprietary should be indicated as such or not included in the response.

5.7 Non-Conforming Proposal

A proposal shall be prepared and submitted in accordance with the provisions of these RFP instructions and specifications. Any alteration, omission, addition, variance, or limitation of, from or to a proposal may be sufficient grounds for non-acceptance of the proposal, at the sole discretion of the City.

5.8 Disqualification

Factors such as, but not limited to, any of the following may be considered just cause to disqualify a proposal without further consideration:

5.8.1 Evidence of collusion, directly or indirectly, among proposers in regard to the amount, terms or conditions of this proposal;

5.8.2 Any attempt to improperly influence any member of the evaluation team;

5.8.3 Existence of any lawsuit, unresolved contractual claim, or dispute between the proposer and the City;

5.8.4 Evidence of incorrect information submitted as part of the proposal;

5.8.5 Evidence of proposer's inability to successfully complete the responsibilities and obligation of the proposal; and

5.8.6 Proposer's default under any previous agreement with the City, which results in termination of the agreement.

5.9 Restrictions on Gifts and Activities

The City of Pittsburgh Ethics Code and Chapter 198 of the City Code (Code of Conduct) was established to promote public confidence in the proper operation of our local government. These resources outline the requirements for disclosure of interests and restricted activities as related to public procurement processes. Proposers are responsible to determine the applicability of these requirements to their activities and to comply with its requirements.

5.10 Rights of the City of Pittsburgh

This RFP does not commit the City to enter into a contract, nor does it obligate the City to pay for any costs incurred in preparation and submission of proposals or in anticipation of a contract. The City reserves the right to:

- A.** Reject any and all proposals;
- B.** Issue subsequent Requests for Proposals;
- C.** Cancel this RFP with or without issuing another RFP;
- D.** Remedy technical errors in the Request for Proposals process;
- E.** Approve or disapprove the use of particular sub-consultants;
- F.** Make an award without further discussion of the submittal with the proposer (therefore, the proposal should be submitted initially on the most favorable terms that the firm or individual might propose);
- G.** Meet with select proposers at any time to gather additional information;
- H.** Make adjustments to the scope of services at any time if deemed by the Office of Management and Budget to be in the best interest of the City;
- I.** Accept other than the lowest offer.
- J.** Waive any informality, defect, non-responsiveness, or deviation from this RFP that is not material to the Respondent's proposal;
- K.** Reject the proposal of any Respondent who, in the City's sole judgment, has been delinquent or unfaithful in the performance of any contract with the City;
- L.** Reject the proposal of any Respondent who, in the City's sole judgment, is financially or technically incapable of performing in accordance with this RFP;
- M.** Negotiate with any, all, or none of the Offerors and to enter into an agreement with another Offeror in the event that the originally selected finalist defaults or fails to execute an agreement with the City.
- N.** Award a contract to the firm(s) that presents the best qualifications and whose proposal best accomplishes the desired results; and/or
- O.** Enter into an agreement with another proposer in the event the originally selected proposer defaults or fails to execute an agreement with the City.
- P.** Require a performance bond and/or other "failure to deliver" agreement by the awardee at time of contracting.

6 Miscellaneous Requirements

6.1 Acknowledgements

A. Conflict of Interest

By submission of a proposal to this RFP, Respondent agrees that it presently has no interest and shall not have any interest, direct or indirect, which would conflict in any manner with the performance of the services required under this RFP.

B. Code of Ethics

By submission of a proposal to this RFP, Respondent agrees to abide by the Code of Ethics of The City of Pittsburgh. The full Ethics Handbook can be found here: http://pittsburghpa.gov/personnel/files/policies/10_Ethics_Handbook.pdf

C. Fair Trade Certification

By responding to this RFP, the Respondent certifies that no attempt has been made, or will be made, by the Respondent to induce any other person or firm to submit or not to submit a submission for the purpose of restricting competition.

D. Non-Disclosure

By responding to this RFP, the Respondent acknowledges they may be required to sign a Non-Disclosure Agreement during the contracting process if they are the successful bidder.

E. Debarment

This RFP is also subject to Section 161.22 of the City of Pittsburgh Code related to debarment from bidding on and participating in City contracts.

F. Financial Interest

No proposal shall be accepted from, or contract awarded to, any individual or firm in which any City employee, director, or official has a direct or indirect financial interest in violation of applicable City and State ethics rules. Entities that are legally related to each other or to a common entity which seek to submit separate and competing proposals must disclose the nature of their relatedness.

G. Full Fee Disclosure

Pursuant to Section 161.36 of the Pittsburgh City Code, a Respondent must include a disclosure of any finder's fees, fee splitting, firm affiliation or relationship with any broker-dealer, payments to consultants, lobbyists, or commissioned representatives or other contractual arrangements of the firm that could present a real or perceived conflict of interest.

7 Equal Opportunity

7.1 MWE/DBE

The City of Pittsburgh is committed to the ideal of providing all citizens an equal opportunity to participate in City and its Authorities' contracting opportunities. It is therefore the City's goal to encourage increased participation of women and minority groups in all City contracts.

The City requires that all bidders demonstrate good faith efforts to obtain the participation of Minority-Owned Business Enterprises (MBE's) and Women-Owned Business Enterprises (WBE's) in work to be performed under City contracts. The levels of MBE and WBE participation will be monitored by the City of Pittsburgh's Equal Opportunity Review Commission (EORC).

In order to ensure that there are opportunities for historically disadvantaged minority groups and women to participate on Covered Contracts, and consistent with the City's current equal employment opportunity practice and goals, the EORC will review contracts to include an evaluation of a developer/contractor's employment of minority groups and women, and encourages goals of eighteen (18) percent and seven (7) percent participation respectively.

7.2 Veteran-Owned Small Business

It is also the City's goal to encourage participation by veteran-owned small businesses in all contracts. The City of Pittsburgh shall have an annual goal of not less than five (5) percent participation by veteran-owned small businesses in all contracts. The participation goal shall apply to the overall dollar amount expended with respect to the contracts.

The City requires that all bidders demonstrate good faith efforts to obtain the participation of veteran-owned small business in work to be performed under City contracts. The levels of veteran-owned participation will be monitored by the City of Pittsburgh's EORC.

7.3 Good Faith Commitment

In order to demonstrate good faith commitment to these goals, all bidders are required to complete the attached MDE/WBE/Veteran-Owned Solicitation and Commitment Form (which details the efforts made by the bidder to obtain such participation). Failure to submit this form may result in rejection of the bid.

For further information, including definitions and additional requirements, please see Chapter 177A (Sections 177A.01 *et. seq.*) of the City Code and Section 161.40 of the City Code.

8 Format & Submittal Requirements

8.1 Format Requirements

Each response to this RFP shall include the information described in this section. Provide the information in the specified order. Failure to include all of the elements specified may be cause for rejection. Additional information may be provided, but should be succinct and relevant to the goals of this RFP. Excessive information will not be considered favorably.

The proposal should be bound or contained in a loose leaf binder. Document pages shall be 8-1/2 inches by 11 inches in size or folded to such a size. Use section dividers, tabbed in accordance with this Section as specified below.

8.1.1 Cover Letter

A cover letter should be submitted with the following information:

- A. Title of this RFP
- B. Name and Mailing Address of Firm (including physical location if mailing address is a PO Box)
- C. Contact Person, Telephone Number, Fax Number, and Email Address
- D. A statement that the submitting firm will perform the services and adhere to the requirements described in this RFP, including any addenda (*reference the addenda by date and/or number*)
- E. Acknowledgement that all proposals may be considered public information in accordance with the Commonwealth of Pennsylvania Right to Know Laws as described in Section 5 of this document.
- F. The Cover Letter must be signed by an officer empowered by the firm to sign such material and thereby commit the firm to the obligations contained in the RFP response. Further, the signing and submission of a response shall indicate the intention of the proposer to adhere to the provisions described in this RFP and a commitment to enter a binding contract.
- G. If you, as an individual, or if any principal or employee of your firm, has a relationship or knowledge of, or contact with any official or employee of the City; that relationship, knowledge, or contact should be stated and described in your Letter of Transmittal.

8.1.2 TAB A: Firm's Qualifications, Experience & References

Describe the firm and provide a statement of the firm's qualifications for providing the scope of services. Identify the services which would be completed by your firm's staff and those that would be provided by sub-consultants, if any. Identify any sub-consultants you proposed to utilize to supplement your firm's staff.

- A. Type of organization
- B. The length of time this organization has provided the products and services outlined in this RFP.

- C. The percent of the company's gross revenue to the revenue generated from the products and services described in this RFP.
- D. The number of clients for whom this company currently provides the products and services described in this RFP, with particular notification of local government clients.
- E. A copy of the company's most recent audited financial statement (wellness programs and platform only).
- F. A copy of the company's organizational structure, geographic locations and any structural changes within the last five (5) years.

Provide a summary of the firm's experience in providing these or similar services. Provide a minimum of three references for related projects (preferably with local governments), including dates, contact person, phone number, email, and a brief description of the project or scope of work and costs.

8.1.3 TAB B: Qualifications of Team

Provide a brief summary of the qualifications and experience of each team member assigned to this project, including length of service with the firm and resume/bio, and the qualifications /experience of any sub-consultant staff on your project team.

8.1.4 TAB C: Project Approach and Plan

Provide a detailed discussion of your firm's approach to the successful completion of the scope of services outlined in this RFP. Include thorough discussions of methodologies you believe are essential to accomplishing this project or completing the scope of services. Include a proposed work schedule to accomplish all of the required tasks within the desired timeline. Identify the staff roles who would be assigned to each major task, including sub-consultants. In this section include the following responses:

- A. Internal Auditing
 - 1. Please describe your internal quality control measures.
 - 2. Please describe the employee performance standards maintained by your company in regard to your unemployment compensation services.
- B. Financial
 - 1. How do you track your actual administrative expenses?
 - 2. Do you provide an annual savings analysis to your client? If so, what factors or items are included in this report?
- C. Security
 - 1. Describe your audit standards. Are you SAS 70 certified? Are you ISO certified?
 - 2. Where are backup files stored? Do you have a company's Disaster Recovery Plan?
 - 3. Describe your security features concerning user IDs and access codes.
 - 4. Do you allow clients to perform regular security assessments and penetration costs?
 - 5. How do you specifically secure Social Security Number information?
- D. Miscellaneous

1. Please describe those aspects of your program/systems you feel are superior to your competitors' program/systems.
 2. Please provide a listing of municipalities and other major employers (including names, titles and telephone numbers) where similar plans are administered by your company.
 3. Please indicate type(s) of plan(s) administered for each organization included in your listing.
 4. Please provide details on those services your company will provide during the set-up and/or transition phase of assuming the administration of this Program.
 5. Please confirm that all hiring and promotion within your firm is made without regard to race, color, religion, sex, age, national origin, sexual preference, place of birth, marital status and physical or mental handicap. If this policy is in writing, please include a copy of same with your proposal.
- E. Systems
1. Describe your computer system, including when it was introduced, any enhancements made since its introduction, and the current number of programs utilized.
 2. Are future enhancements to your system planned? If so, what are they and when are they scheduled?
 3. What role do clients play in recommending enhancements to your system?
 4. How many full-time programmers do you employ (dedicated exclusively to your unemployment compensation system)?
 5. Can you provide Electronic Data Interchange (EDI) with clients and the state agencies?
 6. What data files will be required to be supplied to you by the City regarding employees, positions, compensation rates, etc.?

8.1.5 TAB D: Cost Proposal

Provide a total cost proposal for all services to be delivered, and a breakdown of costs delineated by major phase and/or deliverable as described in your project plan. Include a schedule of hourly rates for all proposed staff and the amount of time each person will be devoted to this project. Provide a listing of optional and additional services and their pricing. Define any reimbursable expenses (e.g., travel) requested to be paid by the City. Note: if travel expenses are included, the rate assumptions generally should not exceed the United State General Services Administration (GSA) rates for Pittsburgh.

8.1.6 TAB E: Required Statements

Include statements of assurance regarding the following requirements detailed in Section 7 of this document:

- Applicable completed MWE/DBE & Veteran-Owned Small Business Solicitation & Commitment Form (Appendix B)

8.1.7 TAB F: Exceptions

Describe any and all proposed exceptions, alterations, or amendments to the Scope of Services or other requirements of this RFP, including the City of Pittsburgh Sample Professional Services Agreement. This section shall be clearly marked "Proposed Exceptions" in your submittal. The nature and scope of your proposed exceptions may affect the evaluation of your submittal and the City's determination of whether it is possible to successfully negotiate a contract with your firm.

8.2 Submittal Requirements

- A.** Your submittal package, to be returned by the date and time outlined in Section 3 of this document, shall include the following:
- One (1) original and ten (10) printed copies of your proposal; and
 - One (1) electronic copy of your proposal in either MS Word or PDF format to be delivered via email.
- B.** Submittals shall be sent by U.S. Mail, commercial delivery service or Hand Delivery. Submissions may not be sent by fax.
- C.** Responses should be delivered ONLY to the OMB RFP Coordinator:
- Thoryn Simpson
Manager, Strategic Initiatives
Office of Management and Budget
City-County Building, Room 502
Pittsburgh, PA 15219
thoryn.simpson@pittsburghpa.gov
- D.** The City of Pittsburgh shall not be responsible for proposals delivered to a person or location other than that specified herein.
- E.** Late proposals shall not be accepted or considered.
- F.** All submittals, whether selected or rejected, shall become the property of the City of Pittsburgh and will not be returned.
- G.** All costs associated with proposal preparation shall be borne by the Respondent.

9 Evaluation & Selection

9.1 Selection Procedure

- A. Your Proposal will be evaluated by a Proposal Committee comprised of the Director or other supervisor of the Using Department, one or more members of the Director's staff, at least one member of the Office of Management & Budget and any other department representatives as deemed necessary.

- B. Submittals will be reviewed for responsiveness, and responsive submittals will further be screened by a selection committee in accordance with the criteria listed below. The firm(s) submitting the highest rated proposal may be invited for interviews.

9.2 Criteria

All proposals will be evaluated using the following criteria:

- Firm's Qualifications, Experience and References
- Qualifications of Team
- Project Approach, Plan and Products
- Cost Proposal
- MWDBE Good Faith Effort Participation

10 Award & Contract

10.1 Award

After the City has received all Proposals and conducted its initial Evaluation, described above, the Proposal Committee may invite one or more Respondents to a follow-up interview to further discuss their Proposal(s).

The Proposal Committee may decide to accept the Proposal of one or more Respondents. It may decide to reject all proposals. Once a Proposal is accepted, the contract negotiation process will commence. This RFP and your response to it, in the form of your entire Proposal, will become part of the Contract. If a real or apparent conflict should arise between this RFP/Proposal and other language contained in the final Contract, the language of the final Contract shall control.

10.2 Contracting Process

Successful Respondents will be required to enter into a Contract with the City of Pittsburgh, contingent upon the approval of City Council. This Contract will be directed and managed by the issuing department and the Office of Management & Budget. A copy of the City's Standard Professional Services Contract is attached for your review.

Work cannot commence on the Scope of the RFP until it a contract is fully executed. The City cannot process invoices nor approve payments until this Contract has been fully executed by the Respondent and all required City signatories, including the issuing department, the Law Department, and the City Controller.

City laws and policies mandate the incorporation of various terms and conditions into all City contracts (see Appendices). For this reason the City will not sign any standard contract proffered by the Respondent.

An agreement shall not be binding or valid with the City unless and until it is fully executed by authorized representatives of the City and of the Proposer. Once the Contract is fully executed the City will notify Respondent in writing and give the order to proceed.

11 Appendices

11.1 Attachment(s) Listing

Appendix A – Sample Professional Services Agreement

Appendix B – MWDBE and Veteran-Owned Solicitation and Commitment Form

