



CITY OF MEMPHIS

REQUEST FOR PROPOSAL

#123759

Health Plan Administration

Medical Plan administrator (including healthcare accounts and COBRA), Pharmacy Benefit Manager (PBM), and Dental and Vision Insurer

Date Issued: March 28, 2023

Proposal Submission Deadline: May 24, 2023

CONTENTS

1. OVERVIEW	4
1.1 GENERAL CONDITIONS	4
1.2 OBJECTIVE	5
1.3 ORGANIZATIONAL OVERVIEW	5
1.4 REASON FOR COMPETITIVE BID.....	6
1.5 CURRENT BENEFIT PROGRAMS	6
2023 Plan Offerings	6
benefit programs included in this RFP	8
2. SCOPE OF SERVICES	8
2.1 REQUESTED SCOPE OF SERVICES	8
2.2 INTENT TO BID FORM AND NDA.....	15
2.3 INSURANCE REQUIREMENTS	16
2.4 DURATION	16
3. PROPOSAL RESPONSE.....	17
3.1 COVER LETTER.....	17
3.2 NON-COLLUSION AFFIDAVIT	18
3.3 CRIMINAL AND CIVIL PROCEEDINGS DISCLOSURE.....	18
3.4 QUESTIONNAIRE	18
3.5 PRICING.....	19
3.6 RELEVANT EXPERIENCE	19
3.7 PERFORMANCE GUARANTEES	19
3.8 EQUAL BUSINESS OPPORTUNITY (EBO) PROGRAM	20
3.9 SAMPLE CONTRACT	23
3.10 IMPLEMENTATION PLAN	23
4. INSTRUCTIONS ON RFP PROCESS	24
4.1 USE OF INFORMATION.....	24

4.2	PRINCIPAL CONTACT AND INFORMATION REQUESTS	24
4.3	SCHEDULE OF ACTIVITIES	24
4.4	PRE-SUBMITTAL CONFERENCE	26
4.5	INITIAL QUESTIONS SUBMISSION, FINAL QUESTIONS SUBMISSION.....	26
4.6	PROPOSAL SUBMISSIONS	26
4.7	FINALIST SELECTIONS (OPTIONAL).....	28
4.8	RECIPIENT PRESENTATIONS (OPTIONAL).....	29
4.9	CONTRACT AWARD	29
4.10	PROTESTS	29
4.11	MODIFICATION OR TERMINATION OF RFP PROCESS.....	29
4.12	SUPPLEMENTAL INFORMATION	30
4.13	NO REPRESENTATIONS OR WARRANTIES	30
4.14	PROPOSAL PREPARATION COSTS.....	30
5.	EVALUATION MODEL.....	31
5.1	QUALIFYING PROPOSALS	31
5.2	EVALUATION OF QUALIFYING PROPOSALS.....	31
6.	RFP TERMS AND CONDITIONS.....	32
	EXHIBITS	35
	EXHIBIT 1 – NON-COLLUSION AFFIDAVIT	35
	EXHIBIT 2 – CRIMINAL AND CIVIL PROCEEDINGS DISCLOSURE.....	38
	EXHIBIT 3 – PRICE FORM	39
	EXHIBIT 4 – PROPOSER QUESTIONS TEMPLATE	40
	EXHIBIT 5 – CITY OF MEMPHIS SERVICE AGREEMENT SAMPLE CONTRACT.....	41
	EXHIBIT 6 – EVALUATION CRITERIA.....	62
	EXHIBIT 7 – INTENT TO BID FORM.....	63
	EXHIBIT 8 – NON-DISCLOSURE AGREEMENT (NDA)	64

1. OVERVIEW

Thank you for your consideration of the City of Memphis' (the City's) request for proposal (RFP) for Health Plan Administration (Medical Plan Administration, Healthcare Accounts, COBRA, Pharmacy Benefit Management (PBM), and Dental and Vision Insurances). We expect implementation to begin in August of 2023, with services effective January 1, 2024.

1.1 GENERAL CONDITIONS

The following data is intended to form the basis for submission of proposals to provide Health Plan Administration (Medical Plan Administration, Healthcare Accounts, COBRA, Pharmacy Benefit Management (PBM), and Dental and Vision Insurances). 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. Please note that additional data/information and required submission forms are included on, and should be submitted through, the online procurement tool, RFP360, as directed below in this document.

The RFP should be read in its entirety before preparing the proposal. All materials submitted pursuant to this RFP shall become the property of the City of Memphis.

To the extent permitted by law, all documents pertaining to this Request for Proposals shall be kept confidential, to the extent necessary for review, until the proposal evaluation is complete. No information about any submission of proposals shall be released until the process is complete, except to the members of the Evaluation Committee established by the City and other appropriate designated City staff. All information provided shall be considered by the Evaluation Committee in making a recommendation to enter into an agreement with the selected vendor.

Any inquiries, suggestions or requests concerning interpretation, clarification or additional information pertaining to the RFP shall be made in accordance with the requirements listed in Section 4.5 Initial Questions Submission, Final Questions Submission. The City of Memphis 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. Any questions or concerns not submitted by the stated time and date will be deemed waived.

If any addenda are issued to this Request for Proposals, the Purchasing Division will post them to the City's website at <https://www.memphistn.gov/business/rfps-rfqs/>. 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.

The City of Memphis 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.

1.2 OBJECTIVE

The following information is intended to form the basis for submission of proposals to provide Health Plan Administration (Medical Plan Administration, Healthcare Accounts, COBRA, Pharmacy Benefit Management (PBM), and Dental and Vision Insurances). 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. **Please note that, should your organization submit an Intent to Bid Form (Exhibit 7), signed Non-disclosure agreement (NDA) (Exhibit 8), and be deemed as an acceptable bidder by the City, additional RFP materials will be made accessible to you through the online procurement tool, RFP360, as described below.**

The RFP should be read in its entirety before preparing the proposal. All materials submitted pursuant to this RFP shall become the property of the City of Memphis.

1.3 ORGANIZATIONAL OVERVIEW

This proposal represents a membership of more than 15,000 current active and retired members from the City. Below is a brief overview:

The City has worked hard to design a health & welfare benefits program that provides security, choice, and competitive rates for employees and retirees. The core of the benefits strategy has been to:

- Attract and retain quality talent
- Offer employees financial security
- Build a comprehensive and competitive benefits program that allows for employee choice;
- Include affordable and sustainable solutions for both participants and the City;
- Incorporate wellness, health management, and incentives to change behavior and improve the health of the population;
- Offer robust behavioral health support to employees and their dependents, including those without medical plan coverage;
- Enhance strong communications and education initiatives to assist the employees in adopting, understanding and managing their well-being and benefits costs.

Please see "Attachment N - HP Admin RFP - Eligibility Census" which includes a summary of eligible employees, as posted on the procurement tool, RFP360. Please note that access to the RFP attachments will be granted once you have satisfactorily completed the Intent to Bid (Exhibit 7) and returned a signed copy of the City's NDA (Exhibit 8) with no modification. Please see Section 2.2 for more information on

this process.

1.4 REASON FOR COMPETITIVE BID

In order to determine a short list of qualified vendors with whom the City will conduct finalist interviews, we are seeking detailed information regarding the administrative capabilities of your organization and your ability to assist the City in achieving its strategic Health Plan Administration (Medical Plan Administration, Healthcare Accounts, COBRA, Pharmacy Benefit Management (PBM), and Dental and Vision Insurances) benefits goals (bulleted above) while also:

- Accepting accountability for cost effectiveness of program administration, delivery, and outcomes through aggressive financial and performance management guarantees and associated financial risk;
- Leveraging data analytics and business intelligence to partner with the City in a consultative role to contain costs and serve employees;
- Offering the highest quality customer service to the City and its members including quick turn around on benefits payments;
- Promoting and facilitating employee self-service as to lessen the City's administrative burden;
- Promoting and facilitating employee well-being;
- Providing efficient coordination with other vendors and simplifying administration for the City and employees, where possible; and
- Achieving the above goals within the confines of the City's current HR and payroll systems.

If a new vendor is selected, they will be expected to coordinate with the current vendor in the transition of Health Plan Administration (Medical Plan administrator, Healthcare Accounts, COBRA, Pharmacy Benefit Manager (PBM), and Dental and Vision Insurer).

1.5 CURRENT BENEFIT PROGRAMS

2023 PLAN OFFERINGS

Currently, the City provides the following health and welfare plans / programs to its employees and retirees:

- Medical
- Pharmacy
- Vision
- Dental
- Flexible Spending Accounts
- Health Reimbursement Accounts
- Employee Assistance Program
- Life Insurance
- Disability Insurance
- Other Voluntary Coverages

The medical and drug plans are self-insured. Details on the medical and drug plan designs can be found in the City's 2023 Benefits Booklet. **Please note that** the City began 2023 with two medical plans – The Choice Plan and the Select Plan. The Choice plan offered a tiered network and choice of either the

Baptist Hospital System or the Methodist Hospital System in the Memphis area. The Select plan offered only the Baptist Hospital System as in-network. As a result of network negotiations, and ultimately the removal of the Methodist Hospital System from the City's Memphis area provider network, the City held a special enrollment in March of 2023. Through the special enrollment, the City offered a single medical plan with only the Baptist Hospital System in-network in the Memphis area. The single medical plan offered is the former Select Plan with a couple of minor copay changes. Details of the original 2023 medical plan offerings may be found in on the City's Total Rewards website (<https://totalrewards.memphistn.gov/>), while the ultimate 2023 medical plan offering details are below:

Important: Please note that the below plan design summary is only in effect from April 1 2023 through December 31 2023, and otherwise subject to change.

Select Plan		
Medical		
Network:	Network S	Out-of-Network
In-Network Hospital Systems	Baptist, LeBonheur, Regional One, St. Francis	Other
Annual Medical Deductible		
Single	\$1,500	\$3,000
Family	\$3,000	\$6,000
Out of Pocket Maximum		
Single	\$5,000	\$10,000
Family	\$10,000	\$20,000
Coinsurance (facility / non-facility)	20% / 20%	50%
HRA Funding		
Single		\$750
Family		\$1,500
PCP Office Visit	\$15 Copay	Ded./Coins. Apply
Specialist Office Visit	\$30 Copay	Ded./Coins. Apply
MHSA Office Visit	\$10 Copay	Ded./Coins. Apply
PT/OT/ST Rehab Visit	\$30 Copay	Ded./Coins. Apply
Chiropractic Visits	\$30 Copay	Ded./Coins. Apply
Inpatient Hospital Copay per Admission	Ded./Coins. Apply	Ded./Coins. Apply
Urgent Care Copayment	\$75 Copay	Ded./Coins. Apply
Emergency Room Copayment (waived if admitted)	\$300 Copay + In-Network Ded. / 20% Coins. Apply	
Outpatient Surgery	Ded./Coins. Apply	Ded./Coins. Apply
Wellness Incentives		\$250 EE, \$400 EE+SP
Pharmacy		
Annual Pharmacy Deductible		
Single	\$250	\$500
Family	\$500	\$1,000
Generic Brand		
Retail	\$7 Copay	Deductible, then: 50% coinsurance
Mail Order	\$14 Copay	
Brand Formulary	Deductible, then:	Deductible, then:
Retail	\$30 Copay	50% coinsurance
Mail Order	\$60 Copay	
Brand Non-Formulary	Deductible, then:	Deductible, then:
Retail	20% coinsurance (\$50 min / \$100 max) 20% coinsurance (\$100 min / \$200 max)	50% coinsurance
Mail Order		

Notes:

- Out-of-network deductible is separate from in-network deductible (no crossover)
- In-network MOOP is separate from out-of-network MOOP (no crossover)

The 2024 plan designs/programs have not yet been finalized but are not expected to significantly deviate from recent offerings. The City does reserve the right to make industry competitive changes to the cost sharing provisions and/or plan modifications due to carrier hospital networks. It is the City's hope to again offer its employees in-network access to both major hospital systems in the Memphis area for 2024.

Dental and Vision

The dental and vision plans are fully insured and fully employee-paid. Part-time employees working over 20 hours per week are eligible for dental and vision coverage. Additional information can be found in the City's 2023 Benefits Booklet.

BENEFIT PROGRAMS INCLUDED IN THIS RFP

This RFP requires that bidders provide quotes for Health Plan Administration (Medical Plan Administration, Healthcare Accounts, COBRA, Pharmacy Benefit Management Services (PBM), and Dental and Vision Insurances). Please note that additional detail regarding the scope of services requested under this RFP is included in Section 2.1.

If your organization is unable to provide all requested services, you may partner with or subcontract to other trusted organizations as necessary to provide a complete bid. Please note, however, if multiple organizations are working together to provide a bid, one of those organizations must take the role as primary bidder. All RFP communications will be made only with the primary bidder. Respondents must comply with all expectations laid out in this RFP and the accompanying attachments regarding the sharing of data and contracting with partners / subcontractors. The City will only contract with the prime organization.

2. SCOPE OF SERVICES

2.1 REQUESTED SCOPE OF SERVICES

1. Medical Administration

1.1. Enrollment

- 1.1.1. Vendor will implement enrollment, on a timely basis, as provided by the City through mutually agreeable feed (i.e., electronically, faxed, paper, etc.).
- 1.1.2. Vendor will furnish to the City, for distribution to Members, forms to be used for enrollment and submission or any other forms determined to be necessary by the vendor for the administration of the Benefit Documents.
- 1.1.3. Once the City has notified Vendor that a new Member is eligible for benefits, the vendor shall update its systems to reflect that Member's coverage.
- 1.1.4. Once the City has notified the vendor that a Member should be terminated as no longer eligible for coverage, Vendor shall update its systems to reflect that change in the Member's coverage.
- 1.1.5. Vendor will supply Members with identification cards.
- 1.1.6. Vendor will provide Provider Directories.

- 1.1.7. Vendor will conduct certification and verification of incapacitated dependent information.
- 1.1.8. Vendor will, upon request transfer eligibility to the City's other health & welfare vendors.

1.2. Claims Processing

- 1.2.1. Vendor will provide claims processing services on behalf of the City for all submitted claims.
- 1.2.2. Vendor will furnish forms to be used for claims submission, and any other forms determined to be necessary by vendor for the administration of the Benefit Documents.
- 1.2.3. Vendor will coordinate with Medicare in adjusting claims according to the Medicare Secondary Payor rules, and the rules regarding Cross Over Claims, as necessary. If Medicare is primary, vendor will adjudicate benefits based on the Medicare allowed amount.
- 1.2.4. Vendor will furnish each Member claiming benefits with an explanation of each claim that is paid, denied or rejected.
- 1.2.5. Vendor shall give Members a reasonable opportunity to appeal a denied claim or any portion of a claim within the time frames specified by ERISA, according to the appeals procedure defined in the Benefit Documents; however, the City shall retain final discretionary authority and responsibility for claims payment decisions.
- 1.2.6. Vendor will coordinate benefits or interface with any outside healthcare or pharmacy claim administrators, as required by the City.
- 1.2.7. Vendor will request reimbursement on the City's behalf for claims paid after a Member's termination date, but prior to the date that the City notified the vendor of such termination, and according to mutually agreed upon terms.
- 1.2.8. Vendor will provide the City with a monthly statement with respect to claims paid.
- 1.2.9. At the termination of the administrative agreement, Vendor will administer the payment of run out claims for the City. These claims shall be administered as any other claim handled during the term of the Agreement.

1.3. Network Administration

- 1.3.1. Vendor will administer its established cost containment programs as selected by the City.
- 1.3.2. Vendor will make available its provider networks as requested by the City, to provide Covered Services to Members.
- 1.3.3. Vendor will negotiate various reimbursement arrangements with providers, including but not limited to per diem, percent of charges, diagnosis related groups (DRGs,) global case rate and fee schedule arrangements.
- 1.3.4. As permitted, Vendor shall negotiate a reduction in billed charges for Members' claims for covered services received from Out-of-Network Providers.

1.4. Reimbursement to Network and Out-of-Network Providers.

1.4.1. Vendor will make negotiated payment of claims directly to Network Providers.

1.5. Medical Management Services

1.5.1. Vendor will provide certain services through its Medical Management program as agreed upon with the City. Such services may include, but are not limited to:

- Inpatient Review
- Inpatient Precertification
- Concurrent Review of per diem admissions
- Outlier Review of DRG admissions
- Retrospective Review
- Prospective Review
- Pre-determination Review.
- Specialty Pharmacy Review
- Home Health, Home Infusion Therapy Review
- Lifestyle/Health Educational Program
- Care Coordination
- Emergency Services Management Program
- Transition of Care
- Condition-specific Care Coordination Program
- Catastrophic Medical and Transplant Case Management
- Behavioral Health Management
 1. Inpatient Pre-certification
 2. Concurrent Review
 3. Discharge Planning
 4. Case Management
- High Tech Imaging (HTI) Review

1.6. Claims Payments Adjustments

1.7. Annual Renewal Claims Analysis

1.7.1. Vendor will provide an annual renewal analysis of the City's claims experience and will also provide assistance in benefit design.

1.7.2. Upon request, Vendor will provide an analysis of Employer's claims incurred but not yet reported.

1.7.3. Upon request, Vendor will provide an analysis of the suggested funding levels for the City's Plan.

1.8. Records and Reports

1.8.1. Vendor will establish, in collaboration with the City, regular reporting packages which will be provided to the City monthly and quarterly.

1.8.2. Vendor will program and provide ad hoc reporting as deemed necessary and requested by the City or its consultants.

- 1.8.3. Vendor will provide a full claims experience file to the City and/or its designated consultant or data warehouse vendor upon request.
- 1.8.4. Vendor will provide a monthly detailed claims report as well as health program reporting to the City's Data Warehouse vendor at no additional charge to the City.

1.9. Books and Records

- 1.9.1. Vendor will maintain books and records directly related to its payment of claims on behalf of the City.
- 1.9.2. Vendor will make such books and records available for inspection by authorized representatives of the City or its designated consultant / auditor, with reasonable advance notice, during the term of this Agreement and for six (6) years from the date of contract termination.

1.10. External Audits

- 1.10.1. On an annual basis, Vendor will hire an external auditor to perform a SOC 1 (SSAE 16) or alternate type review as required to assist the City in meeting its compliance requirements under federal law, such as the Sarbanes-Oxley Act.

1.11. Section 111 Mandatory Secondary Payor Reporting

- 1.11.1. Vendor will report the Plan's medical information required by Section 111.

1.12. Distribution of Materials

- 1.12.1. Vendor will create the Summary of Benefits and Coverage ("SBC") and provide to the City or its legal representative, for distribution to Members.
- 1.12.2. Vendor will work with the City's other vendors, as agreed to with the City, to create a single Summary Plan Description SPD.
- 1.12.3. Vendor will provide member outreach, as agreed with the City, to perform services under the Agreement, or as otherwise required by law, a regulatory body, or an accrediting agency.
- 1.12.4. Vendor will provide its enrollment and/or change forms ("Forms") and/or any benefit summaries, summary of benefits and coverage, and/or comparison sheets ("Documents") as agreed upon with the City, in an electronic medium and/or hard copy form.

1.13. Support of Employee Clinic

- 1.13.1. Vendor will provide funding for the City's employee clinics, clinics will be administered by a vendor selected by the City.
- 1.13.2. Vendor will accept, utilization data from the employee clinic, potentially in the form of "zero" claims and provide monthly reporting on clinic utilization and cost.
- 1.13.3. Vendor will coordinate with the City's clinic to understand and manage the conditions and needs of members.

1.14. Other services

- 1.14.1. Vendor will provide Account Administration Services - Flexible Spending Account (dependent care and healthcare) and Health Reimbursement Account - either internally or through a partnership. Any services provided by a partner must be contracted through the medical administrator's contract with the City.
- 1.14.2. Vendor will provide access to stop loss insurance, either internally or through a partnership. Any services provided by a partner must be contracted through the medical administrator's contract with the City.
- 1.14.3. Vendor will provide COBRA services either directly or through the use of a partner.

2. Pharmacy Benefit Manager (PBM)

- 2.1. Vendor will provide certain services through its Pharmacy Benefits Manager (PBM) as agreed upon with the City. Such services must include, but are not limited to:
 - 2.1.1. Employer and Member Services
 - Toll-free consumer advisor number for Members.
 - Coordinated eligibility submission
 - Designated account team
 - Benefit Plan set-up
 - Member Submitted Claim processing
 - Electronic claim processing
 - 2.1.2. Network Pharmacy Services
 - Pharmacy help desk
 - Pharmacy network management
 - Pharmacy reimbursement
 - ePrescribing
 - 2.1.3. Home Delivery Services
 - Customer service for Members
 - Benefits Education
 - Extended Payment Program
 - "Worry Free" Fills
 - Prescription delivery - Standard
 - Bridge Supply
 - 2.1.4. Specialty Pharmacy Network Services
 - Benefits Education
 - Prescription delivery - standard
 - 2.1.5. Reporting Services
 - Web-based client reporting
 - Billing Reports
 - Vendor will provide a monthly detailed claims report to the City's Data Warehouse vendor at no additional charge to the City.
 - 2.1.6. Website Services

- Access to benefit, drug, health and wellness information; prescription ordering capability; and customer service
- Specialist pharmacist - access to specialized pharmacists to answer non-urgent questions via email about medications for chronic conditions.

2.1.7. Cost Containment and Trend Management Services

- Formulary Management
- Concurrent Drug Utilization Review
- Utilization Management
- Drug Coverage Determinations
- Integrated Benefit Management
- Specialty Management Program
- Fraud, Waste and Abuse
- High Cost Claimant Review
- Vaccine Program
- Retrospective Drug Use Review

3. Dental and Vision Insurer

3.1. Enrollment

- 3.1.1. Vendors will implement enrollment, on a timely basis, as provided by the City through mutually agreeable feed (i.e., electronically, faxed, paper, etc.).
- 3.1.2. Vendor will furnish to the City, for distribution to Members, forms to be used for enrollment and submission or any other forms determined to be necessary by the vendor for the administration of the Benefit Documents.
- 3.1.3. Once the City has notified the vendor that a new Member is eligible for benefits, the vendor shall update its systems to reflect that Member's coverage.
- 3.1.4. Once the City has notified Vendor that a Member should be terminated as no longer eligible for coverage, Vendor shall update its systems to reflect that change in the Member's coverage.
- 3.1.5. Vendor will supply Members with identification cards.
- 3.1.6. Vendor will provide Provider Directories.

3.2. Claims Processing

- 3.2.1. Vendor will provide claims processing services on behalf of the City for all submitted Claims.
- 3.2.2. Vendor will furnish forms to be used for claims submission, and any other forms determined to be necessary by vendor for the administration of the Benefit Documents.
- 3.2.3. Vendor will furnish each Member claiming benefits with an explanation of each claim that is paid, denied or rejected.
- 3.2.4. Vendor shall give Members a reasonable opportunity to appeal a denied claim or any portion of a claim.

- 3.2.5. Vendor will interface with any outside healthcare or pharmacy claim administrators, as required by the City.
- 3.2.6. Vendor will request reimbursement on the City's behalf for claims paid after a Member's termination date, but prior to the date that the City notified the vendor of such termination, and according to mutually agreed upon terms.
- 3.2.7. Vendor will provide the City with a monthly statement with respect to claims paid.
- 3.2.8. At the termination of the administrative agreement, Vendor will administer the payment of run out claims for the City. These claims shall be administered as any other claim handled during the term of the Agreement.

3.3. Network Administration

- 3.3.1. Vendor will administer its established cost containment programs, as agreed to with the City.
- 3.3.2. Vendor will make available its provider networks as requested by the City, to provide Covered Services to Members.
- 3.3.3. Vendor will negotiate various reimbursement arrangements with provider.
- 3.3.4. As permitted, Vendor shall negotiate a reduction in billed charges for Members' claims for covered services received from Out-of-Network Providers.

3.4. Reimbursement to Network and Out-of-Network Providers.

- 3.4.1. Vendor will make negotiated payment of claims directly to Network Providers.

3.5. Medical Management Services

- 3.5.1. Vendors will provide certain services through its Medical Management program as agreed upon with the City. Such services may include, but are not limited to:
 - Lifestyle/Health Educational Program
 - Transition of Care
 - Condition-specific Care Coordination Program
 - Opioid Management
 - Claims Payments Adjustments
 - Annual Renewal Claims Analysis
- 3.5.2. Vendor will provide an annual renewal and assistance in benefit design.
- 3.5.3. Upon request, Vendor will provide an analysis of Employer's claims incurred but not yet reported.

3.6. Records and Reports

- 3.6.1. Vendor will establish, in collaboration with the City, regular reporting packages which will be provided to the City monthly and quarterly.
- 3.6.2. Vendor will program and provide ad hoc reporting as deemed necessary and requested
- 3.6.3. by the City or its consultants.

- 3.6.4. Vendor will provide a full claims experience file to the City and/or its designated consultant or data warehouse vendor upon request.
- 3.7. Books and Records
 - 3.7.1. Vendor will maintain books and records directly related to its payment of claims on behalf of the City.
 - 3.7.2. Vendor will make such books and records available for inspection by authorized representatives of the City or its designated consultant / auditor, with reasonable advance notice.
- 3.8. Distribution of Materials
 - 3.8.1. Vendor will create the Summary of Benefits and Coverage (“SBC”) and provide to the City or its legal representative, for distribution to Members.
 - 3.8.2. Vendor will work with the City’s other vendors, as agreed with the City, to create a single Summary Plan Description SPD.
 - 3.8.3. Vendor will provide member outreach, as agreed with the City, to perform services under the Agreement, or as otherwise required by law, a regulatory body, or an accrediting agency.
 - 3.8.4. Vendor will provide its enrollment and/or change forms (“Forms”) and/or any benefit summaries, summary of benefits and coverage, and/or comparison sheets (“Documents”) as agreed upon with the City, in an electronic medium and/or hard copy form.
- 3.9. Issuance of Policy and Certificates of Coverage
 - 3.9.1. In the case that the City chooses to elect a fully insured dental/vision product, Vendor will provide the policy documents to the City and Certificates of coverage to Members.

2.2 INTENT TO BID FORM AND NDA

A completed and signed Intent to Bid Form (Exhibit 7) and Non-Disclosure Agreement (NDA) (Exhibit 8) must be submitted by the deadline specified in Section 4.3. Only after these two documents are completed and submitted, with the City’s NDA signed *without modification*, and the vendor is determined to be qualified, will a vendor be provided access to the RFP online application, RFP360, which will contain the RFP questionnaire and additional attachments and exhibits. Access to RFP360 will be granted to all qualified bidders on the date specified in Section 4.3.

Please email your signed Intent to Bid Form (Exhibit 7) and your signed NDA (Exhibit 8) to Kristie Hardy (Kristie.hardy@memphistn.gov) and Frances Brooks (Frances.Brooks@memphistn.gov) of the City’s Purchasing Office.

2.3 INSURANCE REQUIREMENTS

Insurance requirements for this project are listed at the end of the sample contract, attached as Exhibit 5 or you can download an electronic version of the document attached in the Project Background section of the RFP (on RFP360), entitled "Attachment I - HP Admin RFP - CoM Insurance and Risk Loss".

If the proposer is unable to provide the required insurance referenced above, questions concerning a change to the requirements should be addressed during the question and answer phase and will not be considered after the deadline in Section 4.3.

2.4 DURATION

Vendors are asked to propose on a 3-year contract with two optional 1-year options.



3. PROPOSAL RESPONSE

This Section describes the contents of Proposer's Proposal and provides an outline of how the Proposer should organize it. Proposer's Proposal will not be considered responsive unless it fully complies with the requirements in this Section, as well as the additional instructions provided in Section 4.6 regarding the required Proposal formats and submission process.

Specifically, Proposer's Proposal shall include each of the sections referenced in the table below. The preferred method of submittal is in a three-ring binder with tabbed sections. The requirements for each of these Proposal sections are described in more detail in this Section.

PROPOSER'S PROPOSAL WILL BE DISQUALIFIED FROM THIS RFP PROCESS IF THE PROPOSER FAILS TO CONFORM TO THE PROPOSAL INSTRUCTIONS IN THIS SECTION.

Sections and Topics
Section 1 – Cover Letter
Section 2 – Non-Collusion Affidavit
Section 3 – Criminal and Civil Proceedings Disclosure
Section 4 – Questionnaire
Section 5 – Pricing
Section 6 – Relevant Experience
Section 7 – Performance Guarantees
Section 8 – Equal Business Opportunity (EBO) Program
Section 9 – Sample Contract
Section 10 – Implementation Plan

3.1 COVER LETTER

Proposer's Proposal shall contain a cover letter acknowledging Proposer's understanding of the RFP process and requirements set forth in this RFP, including its commitment to its Proposal. The cover letter shall be signed by an authorized representative of Proposer's company.

Provide agency's name, address, web address, telephone and fax numbers. Please include name, title and e-mail address of the individual who will serve as agency's primary contact. Describe your agency's ownership.

Please save (and upload to RFP360) the Cover Letter as "Attachment M1 - HP Admin RFP - Cover Letter - [Insert Your Unique Vendor Name Here]".

3.2 NON-COLLUSION AFFIDAVIT

Please use the form provided in Exhibit 1 or you can download an electronic version of the document attached in the Project Background section of the RFP (on RFP360), entitled "Attachment A - HP Admin RFP - CoM Noncollusion Affidavit".

To submit your non-collusion affidavit, input your responses, sign (note there are two places to insert a signature) and insert your corporate seal, along with any comments and save and rename the file as "Attachment A - HP Admin RFP - CoM Noncollusion Affidavit - [Insert Your Unique Vendor Name Here]". You may then upload the file to RFP360 in the Project Background section of the RFP. This must also be included with the hard copies delivered to the City, as well as on the thumb drive.

Please note this document requires two (2) wet signatures and an original corporate seal on your hard-copy. If your company does not have a corporate seal, bidders are required to use a standard notary seal.

3.3 CRIMINAL AND CIVIL PROCEEDINGS DISCLOSURE

Please use the form provided in Exhibit 2 or you can download an electronic version of the document attached in the Project Background section of the RFP (on RFP360), entitled "Attachment B - HP Admin RFP - CoM Criminal and Civil Proceedings Disclosure".

To submit your Criminal and Civil Proceedings Disclosure, complete the form, save and rename the file as "Attachment B - HP Admin RFP - CoM Criminal and Civil Proceedings Disclosure - [Insert Your Unique Vendor Name Here]". You may then upload the file to RFP360 as specified. This must also be included with the hard copies delivered to the City, as well as on the thumb drive.

Please note, this form is required regardless of disclosure status. If your company does not have anything to disclose, please state so in your attached submission.

3.4 QUESTIONNAIRE

Your Questionnaire responses will be submitted through the RFP360 online application.

If you need help using the application, please visit help.rfp360.com. Please note that each question will have a limited word count for responses, ensure your answers are concise and answer the question in full. You may also contact the RFP360 Support Team via email at support@rfp360.com or phone at (844) 737-0365. If you still have questions or need assistance, please contact the designated RFP representative listed under the RFP Inquiries section.

Once completed, a printed copy of the questionnaire responses must also be included with the hard copies delivered to the City, as well as on the thumb drive. The hard copies and thumb drive should include all documents uploaded to RFP360 that are not specifically referenced in the "Section and Topics" table in Section 3 (Proposal Response).

3.5 PRICING

Proposer shall use the forms identified in Exhibit 3 for this section. The forms are available in Excel format in RFP360, as Attachment C1 and C2. You may add rows and columns to the template as you deem necessary to clearly demonstrate your proposed pricing.

To submit your financial proposal, please download the excel files from RFP360 entitled “Attachment C1 - HP Admin RFP - Pricing Form - Medical” and “Attachment C2 - HP Admin RFP - Pricing Form – Pharmacy”.

Save and rename the file as:

- Attachment C1 - HP Admin RFP - Pricing Form - Medical - [Insert Your Unique Vendor Name Here]
- Attachment C2 - HP Admin RFP - Pricing Form - Pharmacy - [Insert Your Unique Vendor Name Here]

After the file is completed, you should re-upload the file to RFP360. This completed document should also be included on the thumb drive provided directly to the City and in the hard copies of the full proposal submittal.

3.6 RELEVANT EXPERIENCE

Your relevant experience will be assessed through your response to the RFP questionnaire.

3.7 PERFORMANCE GUARANTEES

Please provide a document that lists all proposed performance guarantees that you suggest. Please include the following:

- Description of the performance guarantee (PG)
- Minimum standard or threshold for monitoring/reporting
- Frequency of reporting
- Confirmation that the PG is evaluated at the client level (or if book of business level, indicate as such)
- Amount of financial risk

Note that, at a minimum we expect performance guarantees related to

- Member service metrics
- Employer reporting
- Employer satisfaction
- Employee satisfaction
- Account management

We also expect performance guarantees to be based upon City specific experience – not book of business experience. Please save (and upload to RFP360) as “Attachment M2 - HP Admin RFP - Performance Guarantees - [Insert Your Unique Vendor Name Here]”.

3.8 EQUAL BUSINESS OPPORTUNITY (EBO) PROGRAM

Proposer shall provide a complete participation plan or well documented good faith efforts. See the following pages for descriptions and forms.

Equal Business Opportunity Program

This contract will be subject to the requirements of the City of Memphis Ordinance #5384 which establishes the Equal Business Opportunity ("EBO") Program. It is up to the Respondent to ensure that all requirements of this ordinance are met. The Ordinance may be accessed on the City's website at www.memphistn.gov under "Doing Business". The intent of the EBO Program is to increase the participation of locally owned minority and women owned business enterprises ("M/WBE") in the City's purchasing activities. Toward achieving this objective, the M/WBE participation goal for this solicitation is 0%. The percentage of M/WBE participation is defined as the dollar value of subcontracts awarded to certified minority and/or women business enterprises divided by the total proposed base bid amount.

To submit your EBO Program form, complete and sign the form, save and rename the file as "Attachment J - HP Admin RFP - CoM EBO Compliance Form - [Insert Your Unique Vendor Name Here]". You may then upload the file to RFP360 in the Project Background section of the RFP.

Participation Plan

The Participation Plan must include: (1) level and dollar amount of participation your firm anticipates to achieve in the performance of contract resulting from this RFP; (2) the type of work to be performed by the M/WBE participation; and (3) the names of the M/WBEs the Respondent plans to utilize in the performance of the contract resulting from this RFP.

Good Faith Efforts Documentation

If a Respondent proposes an M/WBE percentage less than the established goal, the Respondent must, at the time of the response, submit a Good Faith Efforts statement accompanied by the appropriate documentation justifying its submitted M/WBE percentage. The ability of the Respondent to perform the work with its own work force will not in itself excuse the Respondent from making good faith efforts to meet participation goals. The determination of whether a Respondent has made a good faith effort will be made by the City's Contract Compliance Officer, Director of Finance and the Purchasing Agent, prior to the award of the project.

Eligible M/WBE Firms

To qualify as an M/WBE firm, per the requirements of City of Memphis Ordinance #5384, a firm must be included on the City's list of certified M/WBE firms. One or a combination of several M/WBEs may be utilized to meet the established goal.

Requests for verification must be submitted to the City's Contract Compliance Office listed below:

Office of Business Diversity & Compliance
Phone 901-636-6210; Fax 901-636-6560
125 North Main Street, Suite 546
Memphis, TN 38103

**CITY OF MEMPHIS
EQUAL BUSINESS OPPORTUNITY PROGRAM COMPLIANCE FORM**

PROJECT TITLE: _____

Project M/WBE GOAL: ____%

The following sections must be completed by bidder. A certified subcontractor or supplier is defined as a firm from the list of certified firms provided with this specification.

Bidder's Name

Section A - If the bidder is a certified firm, so indicate here with a check mark.

_____ MBE _____ WBE

Section B - Identify below those certified firms that will be employed as subcontractors or suppliers on this project. By submitting this bid, the bidder commits to the use of the firms listed below.

\$ = Show the dollar value of the subcontract to be awarded to this firm

% = Show the percentage this subcontract is of your base bid

M/WBE = Show by inserting an M or W whether the subcontractor is an MBE or WBE

\$ / %	M/WBE	SERVICE	CERTIFIED SUBCONTR. NAME, ADDRESS, TEL. #

Total	\$	%
MBE		
WBE		

THIS FORM and SUPPORTING DOCUMENTATION MUST BE SUBMITTED WITH THE BID OR THE BID WILL BE CONSIDERED NON-CONFORMING.

**CITY OF MEMPHIS
GOOD FAITH EFFORT DOCUMENTATION FORM**

To The Honorable Mayor City of Memphis, Tennessee
From:

PROPOSER NAME _____

PROJECT TITLE: XXXXXXXXXXXXXXXXXXXXXXX

Enclosed please find the required documents:

Said Bidder ____ did / or ____ did not attend the project pre-bid meeting.

***Copies of all written notification to City of Memphis M/WBE listed firms. (Please attach list of all firms notified, detail how they were notified and when).**

Said Bidder _____ did / or ____ did not select economically feasible portions of the work to be performed by M/WBE firms.

***List all M/WBE firms with which negotiations took place. (Attach list. If no negotiations were held, please state so.) Provide names, addresses, and dates of negotiations.**

***Statement of efforts to assist M/WBE firms, with bonding, insurance, financing, or with document review. (Attach list. If no assistance was provided, please state so.)**

The Bidder ____ did / or ____ did not use all M/WBE quotations received. If the Bidder did not use all M/WBE quotations received, list on attached sheets, as required as to the reasons those quotes were not used.

***List (on attached sheets as required) all M/WBE firms contacted that the bidder considered not to be qualified, and a statement of the reasons for the bidder's conclusions. If no firms were found to be non-qualified, please state so.**

THIS SIGNED FORM AND REQUESTED DOCUMENTATION (noted by an asterisk '*') MUST BE SUBMITTED WITH THE BID IF THE BIDDER DOES NOT MEET THE REQUIRED M/WBE PROJECT GOAL. IF REQUESTED DOCUMENTATION IS NOT SUBMITTED THE BID WILL BE CONSIDERED NON-CONFORMING.

Contractor's Name

Signature

Printed or Typed Name and Title

3.9 SAMPLE CONTRACT

Please provide (and upload to RFP360) a sample template contract for proposed services as “Attachment M4 - HP Admin RFP - Sample Contract - [Insert Your Unique Vendor Name Here]”.

3.10 IMPLEMENTATION PLAN

The implementation process is expected to begin August 1, 2023 and should include the following activities:

- Meeting with the City to understand their Health Plan Administration (Medical Plan administration, Healthcare Accounts, COBRA, Pharmacy Benefit Management Services (PBM), and Dental and Vision Insurances) strategy
- Developing a employee communication/education plan and communications materials that align with the City's strategy
- Providing an on-site resource to assist members with claims and the City's Total Rewards team with administration and reporting

Please provide a detailed implementation plan that includes at least the following:

- Dates
- Tasks
- Responsible parties
- Account manager and day-to-day project manager
- Amount at risk

Please save (and upload to RFP360) the Implementation Plan as “Attachment M3 - HP Admin RFP - Implementation Plan - [Insert Your Unique Vendor Name Here]”.

4. INSTRUCTIONS ON RFP PROCESS

4.1 USE OF INFORMATION

All correspondence about this RFP and the Initiative should be limited to the Principal Contact listed in Section 4.2 or other designated City personnel or agents.

All information and data provided as part of this RFP process should be used for the sole purpose of preparing a responsive proposal.

4.2 PRINCIPAL CONTACT AND INFORMATION REQUESTS

Kristie Hardy and Frances Brooks are the point of contact (the "Principal Contact") for all matters relating to this RFP. Proposer should direct all inquiries to the Principal Contact at:

Kristie.hardy@memphistn.gov and frances.brooks@memphistn.gov

Proposer should not, under any circumstances, contact any City personnel (including senior City management or City employees with whom Proposer has an existing business or personal relationship) to discuss this RFP without the Principal Contact's prior written consent. The utmost discretion is expected of Proposer and all other RFP recipients. Any recipient attempting to circumvent this process will risk elimination from further participation in the bidding process.

For technical questions regarding RFP360, please visit help.rfp360.com. Please note that each question will have a limited word count for responses, ensure your answers are concise and answer the question in full. You may also contact the RFP360 Support Team via email at support@rfp360.com or phone at (844) 737-0365. If you still have questions or need urgent technical assistance, you may reach out to Emily at emily.dominguez@pwc.com or (201) 249-0485. Please cc: Abigail Cape-Romero (abigail.cape@pwc.com).

4.3 SCHEDULE OF ACTIVITIES

- In order to accelerate the business transformation, service improvements and cost savings the City anticipates, the City has developed an estimated timeline for this Initiative. The City will move as quickly and efficiently as possible to determine the feasibility of each Proposer's Proposal and to move forward with term sheet discussions and ultimately conclude an agreement accordingly.
- As a result, the City requests that Proposer make a dedicated team available to participate in the proposal development and evaluation processes as necessary to participate in the activities and meet the deadlines provided in the table below.
- It is the City's option to conduct interviews with finalists. However, in no way is the City obligated to interview finalists.
- The City reserves the right to modify or update this schedule at any point in time.

In no event shall the deadline for submission of the proposal be changed except by written modification by the City of Memphis Purchasing Department.

Activity	Date
Advertisement for marketing of RFP	March 28, 2023 and March 29, 2023
Intent to Bid Forms and NDA Deadline	April 4, 2023 (by noon CT)
RFP available to Bidders	April 10, 2023 (with submitted Intent and NDA)
Pre-Bid Conference	April 17, 2023 (noon CT)
Proposer Questions	April 26, 2023 (by 5pm CT)
City Response to Questions	May 8, 2023
Proposal Submission Deadline	May 24, 2023 (by noon CT)
Finalist Selections	Week of June 19
Finalist Presentations	Week of July 10
Negotiations	July/August
Agreement Finalization	Mid-August

Several of the activities identified in the above table are described in more detail in the remainder of this Section 4.

4.4 PRE-SUBMITTAL CONFERENCE

A pre-submittal conference will be held virtually on the date and time specified in Section 4.3. Bidders who (1) have submitted the Intent to Bid and NDA by the deadline specified in Section 4.3, (2) are determined to be qualified to provide the requested services, and (3) have been granted access to RFP360 will receive an invite for the Pre-Bid Conference when granted access to RFP360.

4.5 INITIAL QUESTIONS SUBMISSION, FINAL QUESTIONS SUBMISSION

Proposer may submit an initial set of questions based on its review of this RFP, by adhering to the format template provided in Exhibit 4 and submitted as an attached WORD document or as part of the body of the email (no pdf documents), and sending it via email by 5:00 pm on the date listed in Section 4.3 Schedule of Activities. Questions received after this time and date will not be answered. This email should be sent to the individual(s) listed in Section 4.2 Principal Contacts and Information Requests, with the subject heading: "Your company's name – RFP #XXXXX - RFP Name – Questions". The City will post the responses to the questions on the City's web site on or before the date listed in Section 4.3 Schedule of Activities. To ensure the fair and consistent distribution of information, no individual answers will be given. The only official answer or position of the City will be the one posted via the City's website. Any questions or concerns not submitted by the stated time and date will be deemed waived.

4.6 PROPOSAL SUBMISSIONS

PROPOSAL SUBMISSION AND DUE DATE

Proposer shall submit, in a sealed packet, one (1) original (clearly marked on the outside of the binder as "ORIGINAL"), three (3) complete printed copies, and one (1) thumb drive containing softcopies of its entire Proposal (including the signed Cover Letters) on or before the date specified in Section 4.3 Schedule of Activities ***no later than 12:00 noon CT***, to the addressee provided below:

USPS (or other common carrier)
City of Memphis
Purchasing Department, Room 348
125 N. Main Street
Memphis, TN 38103

Hand Delivery
City of Memphis
Main Lobby – Bid Drop Box
125 N. Main Street
Memphis, TN 38103

The label should identify the contents as:

Your company name & address.
RFP Title, RFP #XXXXX.

Additionally, your complete RFP response, including all attachments and exhibits, must be submitted through the RFP360 online application no later than the date specified in section 4.3 Schedule of Activities at no later than 12:00pm (noon) CT.

PROPOSALS SUBMITTED AFTER THE DEADLINE OR WHICH STATE THAT INFORMATION WILL BE PROVIDED 'AT A LATER DATE', OR WHICH ARE OTHERWISE INCOMPLETE OR FAIL TO COMPLY WITH

THE REQUIREMENTS SET FORTH IN THIS RFP WILL BE DISQUALIFIED FROM PARTICIPATION IN THIS RFP PROCESS.

Proposals may not be amended after the submission deadline, except as potentially requested through a request for a "Best and Final Offer".

Notwithstanding any legends on the proposal or any other statements to the contrary, all materials submitted in connection with proposer's response to this RFP will become the property of the City and may be returned only at the City's option.

PROPOSAL FORMAT

The City expects the Proposal to be a compilation of various documents, in particular because Proposer's Proposal must utilize the RFP response templates, if provided, set forth in the Exhibits in this RFP.

Proposer shall use Microsoft Office file formats in preparing its Proposal to the maximum extent possible. All pages should be formatted to print on 8 ½" x 11" paper, unless another format is provided by the response template. Proposer responses should be specific, factual, brief and to the point.

PROPOSAL EXPIRATION DATE

Proposals in response to this RFP shall remain valid for six (6) months from the Proposal due date. The City may request an extension of time if needed.

PROPOSER DATA

The confidentiality of information and data contained in the firm of contractor's Proposal shall be subject to and governed by the Open Records Act and any other Public Records laws with which the City is legally obligated to comply (including a Freedom of Information Act Request under "FOIA").

Deadline Extension

The City reserves the right to extend the submission deadline, if such action is considered necessary by the City.

Ambiguity, Conflict, or other Errors in the RFP

If a Proposer discovers any ambiguity, conflict, discrepancy, omission or other error in the RFP, it shall immediately notify, in writing e-mail, the City of such error and request modification or clarification of the document. The Proposer shall include the RFP number, page number and the applicable paragraph title. The City will issue/post any revisions to the RFP on the City's website (www.memphistn.gov). The

Proposer is responsible for clarifying any ambiguity, conflict, discrepancy, omission, or other error in the Request for Proposals prior to submitting the proposal or any ambiguity, conflict, discrepancy, etc. shall be waived.

Withdrawing or Amending a Proposal

At any time prior to the scheduled deadline for receipt of proposals, the Proposer may withdraw or amend its proposal by submitting a written request from the authorized representative whose name and signature appears on the proposal. A written request to withdraw or amend the proposal must be submitted to the individual and address to whom/which the proposal was submitted in accordance with the section above titled "PROPOSAL SUBMISSION AND DUE DATE."

Acceptance/Rejection of Proposals

The City reserves the right to accept or reject, in whole or in part, any or all proposals submitted. The City shall reject the proposal of any Proposer that is determined to be non-responsive.

Informalities/Minor Irregularities

The City reserves the right to waive minor irregularities or informalities in a Proposer's proposal when the City determines that it will be in City's best interest to do so. Any such waiver shall not modify any remaining RFP specifications or excuse the Proposer from full compliance with the RFP specifications and other contract requirements if the Proposer is awarded the contract.

Proposer indebted to the City

No contract will be knowingly awarded to any organization which, in the City's sole discretion, is in arrears to the City of Memphis upon any debt or contract, or which is a defaulter as surety or otherwise under any obligations to the City of Memphis, or which has failed to perform faithfully on any previous contract with the City of Memphis.

Tax Payments

The City of Memphis is exempt from federal excise, state and local taxes on all purchases and will issue tax exemption certificates, upon request.

4.7 FINALIST SELECTIONS (OPTIONAL)

The City may select a number of the RFP respondents who will be asked to give an oral presentation of its proposal to the City. However, the City is not obligated to interview any finalist. If interviews are conducted, these providers will be selected based on an evaluation of their Proposals against the criteria described in Section 5 of this RFP. RFP recipients that are not selected to progress to the oral presentations likely will be excluded from further consideration.

For this reason, Proposer is strongly encouraged to make as complete and compelling a Proposal as possible. The RFP recipient who fails to comply risks being dropped from further consideration without having an opportunity to improve its offer.

4.8 RECIPIENT PRESENTATIONS (OPTIONAL)

Details pertaining to the oral presentation phase of the RFP process will be confirmed after Proposal submission, however the presentations are tentatively scheduled to begin on the date listed in Section 4.3 Schedule of Activities.

If Proposer is one of the RFP recipients asked to give an oral presentation, Proposer should prepare a comprehensive presentation that concentrates on the business and technical aspects of the Proposal and should not be marketing discussions. **PROPOSER'S PROPOSAL WILL NOT BE ALTERED OR ENHANCED DURING THE ORAL PRESENTATION.**

Appropriate visual and written materials are expected, but the format will be left to the discretion of the Proposer. A soft copy of all presentation materials must be delivered to the Principal Contact at least one business day before the beginning of the presentation. Proposer should also bring a sufficient number of printed copies of the materials for the City attendees at the presentation.

The City may provide a last-minute agenda or other direction for the Proposer's presentation based on the City's initial review of the Proposals.

4.9 CONTRACT AWARD

The award of contract will be made on the basis of the best proposal, as solely determined by the City, which meets the requirements and criteria set forth in the solicitation. The City will only accept proposals for the services requested. The proposal submitted in response to this solicitation is not a legally binding document; however, the contract, which will be based on information provided in the proposal, becomes legally binding once all parties have signed it. Any contract resulting from this RFP shall be subject to the City of Memphis General Terms and Conditions set forth in this solicitation and any additional terms imposed by City. The successful Contractor shall be required to execute the contract originated by the City of Memphis and satisfy all contract requirements as specified by the City. One or more contracts may be awarded under this RFP, and any contract awards and amounts are subject to the availability and appropriation of funds.

4.10 PROTESTS

Any protest of award must be filed in writing with the Interim Purchasing Agent within five (5) calendar days of the award announcement at the following address, or via email (Kristie Hardy at Kristie.hardy@memphistn.gov or Frances Brooks at frances.brooks@memphistn.gov).

City of Memphis Purchasing Agent:

125 North Main, Room 368, Memphis, Tennessee 38103.

4.11 MODIFICATION OR TERMINATION OF RFP PROCESS

Subject to the rules and regulations of the City's Procurement Office, including with respect to providing notification and, where applicable, providing the opportunity to revise proposals, the City reserves the

right to, in its sole discretion, discontinue, amend, supplement, or otherwise change this RFP, the initiative, the process used for evaluation, and the expected timeline at any time and for any reason, and makes no commitments, implied or otherwise, that this process will result in a business transaction with any provider.

4.12 SUPPLEMENTAL INFORMATION

If, after issuance of this RFP, additional relevant material is produced by or becomes available to the City, such material will (where appropriate) be transmitted to all RFP participants for their consideration. The City will make modifications by issuing a written addendum, which will be posted on the City's website. Any revisions to the solicitation will be made only by an addendum issued by the City. It is the responsibility of the Proposer to check the website for possible addenda and should consider such information in its Proposal. The City will assume that all changes or additional requirements transmitted have been considered in the Proposer's Proposal (including with respect to pricing), unless otherwise specified.

4.13 NO REPRESENTATIONS OR WARRANTIES

The City makes no representations or warranties regarding the accuracy or completeness of the information contained in this RFP or otherwise provided by the City through the RFP process. Proposer is responsible for making its own evaluation of information and data contained in this RFP or otherwise provided by the City, and for preparing and submitting responses to the RFP. The City has attempted to validate the information provided in this RFP, but it is possible that Proposer may detect inconsistencies or potential errors. While Proposer should identify these potential issues in its questions or in an appendix to its Proposal, Proposer should use the information provided on an "as-is" basis for its initial Proposal. Information regarding the City and the Initiative may be revised or updated, and republished for inclusion in a final response.

4.14 PROPOSAL PREPARATION COSTS

Proposer will be responsible for all costs it incurs relating to this RFP process (including but not limited to Proposal preparation, personnel time, travel-related costs, and other expenses) and any subsequent agreement negotiations.

5. EVALUATION MODEL

5.1 QUALIFYING PROPOSALS

City will review each submitted Proposal to determine whether it is a Qualifying Proposal. A Qualifying Proposal is one that meets all the criteria set forth below. All Proposals that ARE NOT a Qualifying Proposal will be disqualified from this RFP process. A Qualifying Proposal is a Proposal that:

- Was submitted (in the form and format required) by the due date as specified in Section 4.6.
- Conforms to the requirements of the RFP (as outlined in Section 3).

5.2 EVALUATION OF QUALIFYING PROPOSALS

An evaluation team composed of representatives of the City will evaluate proposals on a variety of quantitative and qualitative criteria. The criteria, and their associated weights, upon which the evaluation of the proposals will be based, are as follows:

See Criteria Evaluation Guidelines Document to complete this section.

6. RFP TERMS AND CONDITIONS

The City of Memphis seeks proposals from firms who have the expertise to provide to provide the products and/or services as is in accordance with this RFP document. This is a Request for Proposal that may be modified by the City in the selection process.

THE CITY OF MEMPHIS ENCOURAGES THE PARTICIPATION OF SMALL, MINORITY AND WOMEN-OWNED BUSINESSES IN THE PURCHASING PROCESS.

The City of Memphis is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, sex, religion, age, or handicap status in employment or in the provision of services.

This procurement may be subject to the requirements of Ordinance No. 5114 which establishes a local preference for local businesses located within the City of Memphis. A copy of your current Memphis and Shelby County Tennessee Business Tax Receipt must accompany the proposal for consideration of this ordinance.

Any protest of award must be filled in with the Purchasing Agent pursuant to Section 4.10 Protests. Notice of Intent to Award will be emailed to all vendors that submit a valid proposal. The intent to award notification shall be deemed publicly announced on the date specified on the notice.

Only proposals submitted on the provided form(s) with no changes, additions or deletions to the terms and conditions will be considered. Proposals containing terms and conditions other than those contained herein may be considered nonconforming.

No objections regarding the application, meaning, or interpretation of the specifications will be considered after the opening of the subject proposals. If there are questions or concerns regarding any part of plans, terms, specifications or other proposed documents, a written request for interpretation thereof may be submitted to the City Purchasing Agent prior to the deadline date, pursuant to Section 4.5 Initial Questions Submission, Final Questions Submission. The organization submitting the request shall be responsible for the prompt delivery of the request. Any interpretation in response to the written request will be made only by addendum duly issued, and a copy of such addendum will be mailed or delivered to each organization receiving a set of such documents and/or posted on the City's website. The City of Memphis will not be responsible for any other explanation or interpretation of the proposed documents. By submission of its proposal, a proposer shall be deemed to have understood fully the contents and meaning of the RFP.

All proposals must be signed by an authorized representative of your organization. Unsigned proposals will be considered nonconforming.

Any contract resulting from the proposals received in response to this solicitation shall be construed in accordance with and governed by the laws of the State of Tennessee. All actions, whether sounding in contract or in tort, relating to the validity, construction, interpretation and enforcement of this Agreement shall be instituted and litigated in the courts of the State of Tennessee, located in Shelby County, Tennessee without regard to conflicts of laws principles.

By order of the Mayor of the City of Memphis, Tennessee.

JIM STRICKLAND, MAYOR

Kristie Hardy, City Purchasing Agent

Published in The Daily News on March 28, 2023 2 Copies

INSTRUCTIONS TO PROPOSERS

Proposers shall submit their signed proposal in a sealed envelope INDICATING ON THE OUTSIDE: THE COMPANY NAME and THE REQUEST FOR PROPOSAL NUMBER.

Your complete RFP response, including all attachments and exhibits, must be submitted by May 24, 2023, no later than 12:00 PM (noon) CT, through the RFP360 online application and delivery of hard copy and thumb drive to the City of Memphis. Responses received after the deadline, outside of the online application, or that are incomplete may be disqualified at the discretion of the City of Memphis.

Proposers must comply with all applicable licensing requirements. Pursuant to the City of Memphis Charter, Article 71, Section 777 et seq., it is unlawful to operate a business within the limits of the city of Memphis without possessing a Memphis and Shelby County business license, excepting non-profit organizations that qualify as tax exempt under Sec. 501(c)(3) of the Internal Revenue Code. Upon award notification and prior to the City issuing a properly executed purchase order or entering into a contract with the proposer, the successful proposer, whose principal business address is located within the limits of the city of Memphis, will be required to submit, along with the required insurance and other required documentation, a copy of (1) the tax-exempt ruling or determination letter from the Internal Revenue Services; or (2) its current Memphis and Shelby County Business Tax Receipt/License.

Issuance of this RFP does not obligate the City to contract, in whole or in part, for services specified herein. The City of Memphis reserves the right to cancel this solicitation, in whole or in part, or to reject, in whole or in part, all proposals. Bidders will be notified of any cancellation, and cancellation of this RFP or any subsequent award will be posted on the City's website.

To request additional information concerning this solicitation, please see Section 4.5 Initial Questions Submission, Final Questions Submission.

This solicitation shall be in accordance with the City of Memphis Ordinances and Purchasing Policies and Procedures, which may be amended from time to time.

All materials submitted pursuant to this RFP shall become the property of the City of Memphis.

To the extent permitted by law, all proposals submitted in response to this RFP shall be kept confidential until the proposals have been evaluated and the intent to award is announced. Until the intent to award is announced, no information regarding any proposal will be released to anyone, except members of the Evaluation Committee who are responsible for evaluating the proposals and other appropriate City staff. All information provided by the Proposer in response to this RFP will be considered by the Evaluation Committee in evaluating the proposal and making an award recommendation to the City.

The Mayor of the City of Memphis is the only individual who can legally sign contracts on behalf of the City. Costs chargeable to the proposed contract shall not be incurred before receipt of a fully executed contract.



EXHIBITS

EXHIBIT 1 – NON-COLLUSION AFFIDAVIT

The Proposer, by its officers and its agents or representatives present at the time of filing this Proposal, being duly sworn on their oaths say, that neither they nor any of them have in any way, directly or indirectly, entered into any arrangement or agreement with any other Proposer, or with any officer of the Owner or Owner’s representative whereby such affiant or affiants or either of them has paid or is to pay such other Proposer or officer any sum of money, or has given or is to give to such other Proposer or officer anything of value whatever, or such affiant or affiants or either of them has not directly or indirectly, entered into any arrangement or agreement with any other free competition into the letting of the contract sought for by the attached prices that no inducement of any form or character other than that which appears on the face of the Proposal will be suggested, offered, paid or delivered to any person whomsoever to influence the acceptance of the Proposal or awarding of the Contract, nor has this Proposer any agreement or understanding of any kind whatsoever, with any person whomsoever to pay, deliver to, or share with any other person in any way or manner, any of the proceeds of the Contractor sought by this Proposal.

Submitted By:

Firm Name _____

Authorized Signature _____

Date _____

SIGNATURES

If PROPOSER is:

A. An Individual

By _____

(SEAL)

(Individual's Name)

Doing business as

Business Address:

Phone Number: _____

B. A Partnership

By _____

(SEAL)

(Firm Name)

(General Partner)

Business Address:

Phone Number: _____

C. A Corporation

By _____

(SEAL)

(Corporation Name)

(State of Incorporation)

By _____

(Name of Person Authorized to Sign)

Title _____

Attest _____

(Secretary)

Business Address:

Phone Number:

D. A Joint Venture

By _____
(Name)

Business Address:

By _____
(Name)

Business Address:

Each joint venture member must sign. The manner of signing for each individual partnership and corporation that is party to joint venture should be in manner indicated above.

EXHIBIT 2 – CRIMINAL AND CIVIL PROCEEDINGS DISCLOSURE

PROPOSING FIRM'S DISCLOSURE OF CRIMINAL AND CIVIL PROCEEDINGS

Describe all ongoing and past civil and criminal proceedings within the last 10 years. Indicate the status of current proceeding and the outcome of closed or completed actions. Also, describe, if any, how the outcome of actions impacted company business operations. Attach additional pages if necessary.

Note: If no civil and criminal proceedings within the last 10 years, indicate here and return this attachment with your proposal.

EXHIBIT 3 – PRICE FORM

To submit your financial proposal, please download the excel files from RFP360 entitled “Attachment C1 - HP Admin RFP - Pricing Form - Medical” and “Attachment C2 - HP Admin RFP - Pricing Form – Pharmacy”.

Save and rename the file as:

- Attachment C1 - HP Admin RFP - Pricing Form - Medical - [Insert Your Unique Vendor Name Here]
- Attachment C2 - HP Admin RFP - Pricing Form - Pharmacy - [Insert Your Unique Vendor Name Here]

After the file is completed, you should re-upload the file to RFP360. This completed document should also be included on the thumb drive provided directly to the City and in the hard copies of the full proposal submittal.

EXHIBIT 4 – PROPOSER QUESTIONS TEMPLATE

RFP SECTION	QUESTION

EXHIBIT 5 – CITY OF MEMPHIS SERVICE AGREEMENT SAMPLE CONTRACT

CITY OF MEMPHIS STANDARD CONTRACT FOR GOODS AND / OR SERVICES

PARTIES TO THE AGREEMENT. This Agreement is made and entered as of the date of execution by and between [@CONTRACTOR NAME@] ("Contractor") and the City of Memphis, a municipal corporation of the State of Tennessee ("City").

WITNESSETH

WHEREAS, the City, by and through its Division of [@DIVISION NAME@] has the need for [@SERVICES / GOODS TO BE PROVIDED@]; and

WHEREAS, Contractor has the knowledge and expertise to provide such goods/services; and

WHEREAS, the parties desire to enter into an agreement setting forth the terms and conditions under which Contractor shall provide said goods/services;

NOW THEREFORE, for and in consideration of the mutual promises and covenants contained herein and for other good and valuable consideration, the parties hereby agree as follows:

PAYMENT TERMS AND CONDITIONS

DESCRIPTION OF GOODS / SCOPE OF SERVICES. The goods / services to be provided in connection with this Agreement will include, but not be limited to, those items listed, if applicable, in the Request for Quote (RFQ)/Request for Proposal (RFP) and Contractor's response thereto, which are incorporated herein by reference and, if applicable, Exhibit [@EXHIBIT IDENTIFICATION@], attached hereto and incorporated herein as if stated verbatim. Said goods / services shall be provided in accordance with the applicable terms and conditions set forth, if applicable, in the City solicitation, and it is understood and agreed among the parties that in the event of a variance between the terms and conditions of this Agreement and any amendment hereto and the terms and conditions contained, if applicable either in the solicitation document or the response thereto, the order of precedence shall be as follows: (1) This Agreement; (2) Contractor's response, if applicable; (3) City's solicitation, if applicable.

TERM. This Agreement shall not be binding upon the parties until it has been signed first by Contractor and then by the authorized representatives of the City in accordance with applicable ordinances, laws and regulations.

The Initial Term of this Agreement shall commence beginning [@CONTRACT BEGIN DATE@] and shall end on the earlier of [@CONTRACT END DATE@] or until all goods/services herein have been provided to the City ("Initial Term"), subject to the availability and appropriation of funds to finance the same and the successful operation of the program.

The City shall have the option to extend the Initial Term for [@NO. OF OPTION PERIODS@] additional [@LENGTH OF OPTION PERIOD@] period(s) (the "Option Periods"), subject to the appropriation of funds by the Memphis City Council and mutual agreement of the parties, evidenced in writing. The Initial Term and the exercised Option Periods are collectively referred to hereinafter as the "Term."

Eligible costs authorized by the City and incurred after the Initial Term begins, but prior to the execution of this Agreement, shall be paid under this Agreement.

INVOICES. Contractor shall submit original invoices, or copies of original invoices certified as such by Contractor, on Contractor's letterhead and in form and substance acceptable by the City and with all necessary supporting documentation, to the City. Contractor shall invoice in duplicate, if requested. The invoice shall describe the goods (the items sold) or services provided, list the price per unit, reflect any applicable terms of payment, and show the contract number to which it relates. Unless the contract number is shown on the invoice, it may be returned to Contractor. Invoices shall be submitted to: [@DIVISION NAME@], [@INVOICE ADDRESS@]; Memphis, Tennessee [@ZIP CODE - INVOICE@]; Attn: [@CITY CONTACT/REPRESENTATIVE@].

COMPENSATION. Unless City has good faith and reasonable objections to Contractor's invoice(s), the City shall compensate Contractor, based on invoices submitted by Contractor in accordance with the terms of this Agreement, the sum total [@CHOOSE NOT TO EXCEED OR ESTIMATED TO BE@] \$[@CONTRACT AMOUNT@] (the "Fee") during the Initial Term of the Agreement, which shall include all reimbursable expenses/cost. The City shall use its best efforts to remit payment based on Contractor's invoice within thirty (30) days after receipt of accurate invoice and approval by the City. The City is not obligated to pay, and may withhold from payment, any amounts the City has in dispute with Contractor based on Contractor's non-performance/delivery, unsatisfactory performance/delivery or negligent performance/delivery of any services or goods hereunder.

City reserves the right to review all Charges billed and incurred on a monthly basis.

COMPENSATION FOR CORRECTIONS. No compensation shall be due or payable to Contractor pursuant to this Agreement for any of the goods delivered or services performed by Contractor to correct goods delivered or services performed, when such corrections are required as a direct result of negligence by Contractor to properly fulfill any of its obligations herein.

TRAVEL EXPENSES. Where travel expenses are otherwise allowed and payable herein, such travel expenses shall be in accordance with the City's Travel Policy and Procedures, as may be amended from time to time. This includes advance written travel authorization, submission of travel claims, documentation requirements, and reimbursement rates. No travel advances will be made by the City.

TAX PAYMENTS. The City of Memphis is exempt from federal excise, state and local taxes on all purchases and upon request will issue tax exemption certificates to Contractor. Contractor shall be solely responsible and liable for any taxes and business license fees assessed or imposed by any government having jurisdiction over the services and/or goods to be provided herein.

PAYMENT DOES NOT IMPLY ACCEPTANCE OF GOOD/SERVICE. The payment of an invoice shall not prejudice the City's right to object to or question any invoice or matter in relation thereto. Such payment by the City shall neither be construed as acceptance of the good/service nor as final approval of any of the costs invoiced therein, and the City's payment shall not relieve Contractor from its obligation to replace or correct any good/service that do not conform to this Agreement, even if the unsatisfactory character of such good/service may have been apparent or detected at the time such payment was made. Good/service, data or components that do not conform to the requirements of this Agreement shall be rejected by the City and replaced by Contractor, without delay or additional cost to the City.

If Contractor receives payment from the City for good/service or reimbursement(s) that is later disallowed or rejected by the City (or another governmental entity on the basis of audit or monitoring), Contractor shall promptly refund the disallowed amount to the City upon the City's request. At its option, the City may offset the amount disallowed from any payment due to Contractor under this Agreement or any other agreement.

FINAL CONTRACT INVOICE. Contractor shall submit to the City a final contract invoice within 45 calendar days from the termination date of the Agreement, for any goods/services provided pursuant to this Agreement. Contractor further acknowledges and agrees the City will not be responsible for any Contractor invoices, pertaining to this Agreement, submitted to the City after the final contract invoice. Contractor shall close out its accounting records at the end of the Agreement period in such a manner that reimbursable expenditures and revenue collections, related to this Agreement, are NOT carried forward.

GENERAL TERMS AND CONDITIONS

AMENDMENT. This Agreement may be modified or amended only by a written amendment executed by all parties hereto and approved by the appropriate City officials in accordance with applicable laws and regulations.

ASSIGNMENT, SUBCONTRACTING, or TRANSFER. Contractor shall not subcontract, assign, delegate or transfer all or part of its rights, responsibilities, or interest under this Agreement without the prior written consent of the City. Any purported assignment, transfer, or delegation in violation of this Section shall be voidable by the City. No subcontracting, assignment, delegation or transfer shall relieve Contractor from performance of its duties hereunder; neither shall the City be responsible for the fulfillment of Contractor's obligations to its transferors or subcontractors. Upon request of the City, the subcontracting, assigning, delegating or transferring party shall provide all documents evidencing the transfer. At any time, City may, in its sole discretion, revoke its prior approval of a subcontractor and direct Contractor to replace such subcontractor or perform the services that were being performed by such Contractor itself if the City finds in its reasonable judgment that (i) such subcontractor's performance is materially deficient or otherwise unacceptable to City; (ii) good faith doubts exist concerning the subcontractor's ability to render future performance because of changes in the subcontractor's ownership, management, financial condition, or otherwise; or (iii) there have been one (1) or more material misrepresentations by or concerning the subcontractor. The City reserves the right to terminate the Agreement if Contractor, in whole or in part, is acquired by another entity during the term of this Agreement. In the event Contractor is allowed to sublet any part of the Agreement, Contractor shall be as fully responsible to the City for the acts and omissions of the subcontractor and the subcontractor's employees, as Contractor is responsible for the acts and omissions of Contractor's own employees.

ASSIGNS. See **SUCCESSORS.**

AUDITS. See **RECORDS.**

CITY FACILITIES. Except to the extent otherwise approved by the City in its sole discretion, Contractor shall use any and all items provided by the City for the sole and exclusive purpose of providing the services or for delivery of goods described in this Agreement. Use of City facilities by Contractor does not constitute a leasehold interest in favor of Contractor or Contractor's customers.

Contractor shall use any and all items provided by the City in an efficient manner. To the extent that Contractor utilizes such items provided by the City in any manner that unnecessarily increases facility costs or other costs incurred by the City, City reserves the right to set-off the excess costs of such practices. Contractor shall be responsible for any damage to any and all item(s) provided by the City resulting from the abuse, misuse, or neglect of Contractor, its employees and subcontractors or other failure to comply with its obligations respecting such items provided by the City.

Contractor, its employees and agents shall keep any and all items provided by the City in good order, not commit or permit waste or damage to such items, and not use such items for any unlawful purpose. Contractor shall act and comply with City's standard policies and procedures as made available to Contractor regarding access to and use of such City-provided items, including procedures for the physical security of the City facilities.

Contractor shall permit City and its agents and representatives to enter into those portions of the City facilities occupied by Contractor staff at any time to perform facilities-related services.

Contractor shall not make any improvements or changes involving structural, mechanical or electrical alterations to the City facilities without the City's prior written approval. Any improvements to the City facilities will become the property of the City.

When the City facilities are no longer required for performance of the services described in Exhibit "[@EXHIBIT IDENTIFICATION@]", Contractor shall return such facilities to the City in substantially the same condition as when Contractor began use of such facilities, subject to reasonable wear and tear.

CITY LIABILITY. The City shall have no liability except as specifically provided in this Agreement. The City, by execution of this Agreement, assumes no liability for damages caused to persons or property by reason of Contractor providing goods or services herein or for injury to any employee, agent or subcontractor of the Contractor performing under this Agreement.

CITY'S RIGHT TO WITHHOLD CERTAIN AMOUNTS AND MAKE APPLICATION THEREOF. If evidence is produced before the final settlement of all or any balances that Contractor has failed to pay subcontractors, laborers employed on its work, or failed to pay for materials used therein, or if the City has reason to suspect the same, the City may withhold such balances and upon evidence satisfactory to the City as to the amount due for such goods, labor, and materials, the City, acting as the agent of Contractor, may settle and pay for the same and charge the amounts to Contractor and deduct the same from the said balance or balances.

COMPANY'S/CONTRACTOR'S PERSONNEL. (This paragraph/section is applicable only to purchase of services contracts). Contractor certifies that it presently has adequate qualified personnel to perform all services required under this Agreement and that all services performed under this Agreement shall be supervised by Contractor. Contractor will make its personnel aware of and cause them to comply with the City's policies that have been made known to Contractor while performing pursuant to this Agreement. Contractor further certifies that all of its employees assigned to perform any services hereunder shall have such knowledge and experience as required to perform the duties assigned to them. Any employee of Contractor who, in the opinion of the City, is incompetent, whose conduct becomes detrimental to the services, or whom the City deems to be unsatisfactory for any reason, shall immediately be removed from association with the services hereunder per the City's request. Upon such request, Contractor shall use all reasonable efforts to promptly replace such employee(s) with substitute

employee(s) having appropriate skills and training. Contractor is responsible for the acts or omissions of its personnel under or relating to this Agreement.

Contractor shall be solely liable and responsible for providing all employee compensation and benefits to, or on behalf of, all persons performing services pursuant to this Agreement. The City shall have no liability or responsibility for the payment of any salaries, wages, unemployment benefits, health, welfare and disability benefits, federal and local taxes, or other compensation, benefits or taxes for any personnel provided on behalf of Contractor. In addition, Contractor shall be solely liable and responsible for any and all workers' compensation benefits to any person as a result of injuries arising from or connected with any services performed by or on behalf of Contractor pursuant to this Agreement.

CONFIDENTIALITY. Subject to the open records laws of the State of Tennessee, while performing under this Agreement, the parties may gain access to proprietary and/or confidential information that, if disclosed to third parties, may be damaging to each other. The parties agree not to disclose such information to third parties and shall take all reasonable steps to prevent unauthorized access to any of each other's confidential and proprietary information. Such information shall include, but shall not be limited to, materials considered to be confidential information as a matter of law (*e.g.*, personnel records), and shall also include (i) all materials in any form developed or created by each party related to funding and financial and business information; (ii) all information owned, possessed or used by a party, which is communicated to, learned, developed or otherwise acquired by that party in the performance of this Agreement; (iii) the terms, conditions and pricing contained herein; and (iv) any other information that has been advised by a party is confidential, privileged or proprietary. Confidential information, as used in this Agreement, shall not include (i) information in a party's possession prior to disclosure; (ii) information generally available to the public or that becomes available to the public through a source other than a party under this agreement, or (iii) information that was rightfully obtained by a party from a third party who is under no obligation of confidentiality to either party to this Agreement with respect to such information. Each party agrees that it will accept and hold confidential information obtained from each other in confidence at all times during and after termination of this Agreement. A party shall neither use nor disclose such information, except as provided in this Agreement or as required by law, without the prior written permission of affected party.

Subject to the open record laws of the State of Tennessee, each party acknowledges and agrees that a breach of this section may cause the affected party irreparable injury and damage; therefore, each party expressly agrees that the affected party shall be entitled to seek injunctive or other equitable relief in any court of competent jurisdiction to prevent or otherwise restrain a breach of this Agreement. Each party agrees that it will disclose confidential information only to those employees who have a right and need to know, and shall require its employees, agents, and subcontractors to comply with the requirements of this provision and the requirements of the provisions herein titled "Public Statements" and "Rights in Data."

CONFLICT OF INTEREST. Neither party shall engage in any conduct or activity in the performance of this Agreement that constitutes a conflict of interest under applicable federal, state or local laws, rules and regulations. Contractor covenants that it has no public or private interest, and shall not acquire any interest, directly or indirectly, which would conflict in any manner with the performance required under

this Agreement, and Contractor covenants that no gratuities, in the form of entertainment, gifts, or otherwise, were offered or given by Contractor or any agent or representative of Contractor, to any officer, official, agent or employee of the City, in an effort to secure the Agreement or favorable treatment with respect to any determinations concerning the performance of the Agreement. Contractor warrants that no part of the total contract amount provided herein shall be paid directly or indirectly to any officer or employee of the City as wages, compensation, or gifts in exchange for acting as officer, agent, employee, subcontractor or consultant to Contractor in connection with anything contemplated or performed relative to this Agreement. For breach or violation of this provision, the City shall have the right to recover or withhold the full amount of such gratuities.

COUNTERPARTS. This Agreement may be signed in multiple counterparts and/or counterpart signature pages, each of which shall be deemed an original, and all of which when taken together shall constitute one and the same instrument.

COVENANT AGAINST CONTINGENT FEES. Contractor warrants that it has not employed or retained any company or person other than a *bona fide* employee working solely for Contractor, to solicit or secure this Agreement, and that it has not paid or agreed to pay any company or person, other than a *bona fide* employee working solely for Contractor any fee, commission, percentage, brokerage fee, gift, or any other consideration contingent upon or resulting from the award or making of this Agreement. For breach or violation of this provision/warranty, the City shall have the right to recover the full amount of such fee, commission, percentage, brokerage fee, gift, or other consideration.

DEBARRED OR SUSPENDED ENTITIES. By signing this Agreement, Contractor certifies that it is not presently listed by any federal agency as debarred, suspended, or proposed for debarment from any federal contract activity. If during the term of this Agreement this information changes, Contractor shall notify City without delay. Such notice shall contain all relevant particulars of any debarment, suspension, or proposed debarment.

DESCRIPTION OF GOODS / SCOPE OF SERVICES. See **SCOPE OF SERVICES.**

DISPUTE RESOLUTION. In the event of any dispute, controversy, or claim arising out of or relating to this Agreement or the breach thereof, the parties agree that they shall first use their best efforts in an attempt to settle the dispute through negotiations involving themselves or their representatives as they each deem appropriate. Any dispute concerning a question of fact in connection with this Agreement between Contractor and the City shall be referred in successive order for resolution, first to the City's Chief Procurement Officer/Purchasing Agent, second to the City's Chief Legal Officer/City Attorney, and thirdly to the Mayor of the City of Memphis, whose decision regarding the City's position as to the same shall be final.

DRAFTER. This Agreement is the result of arm's-length negotiations between the parties and shall be construed to have been drafted by all parties such that any ambiguities in this Agreement shall not be construed against either party.

DUE DILIGENCE AND NON-RELIANCE. Contractor represents, warrants and covenants that it has had opportunity to conduct, and has conducted, due diligence with respect to this Agreement, and all other items and conditions it deems necessary to conclude this Agreement, and Contractor represents, warrants and covenants that it has not relied upon any written or oral statement of City or its employees, directors, officers, consultants, attorneys or any elected or appointed officials in executing this Agreement.

EMPLOYMENT OF CITY WORKERS. Contractor shall not engage, on a full-time, part-time or any other basis during the term of this Agreement, any professional or technical personnel who are or have been at any time during the term of this Agreement in the employment of the City.

EMPLOYMENT OF ILLEGAL IMMIGRANTS. Contractor hereby certifies to comply with all applicable federal and state laws prohibiting the employment of individuals not legally authorized to work in the United States. Contractor shall not knowingly (i) utilize the services of illegal immigrants; or (ii) utilize the services of any subcontractor who will utilize the services of illegal immigrants in the performance of the contract. In the event Contractor fails to comply with any and all local, state and federal laws prohibiting the employment of individuals not legally authorized to work in the United States, this Agreement may be canceled, terminated or suspended in whole or in part by the City, and Contractor may be prohibited from contracting to supply goods and/or services to the City for a period of one (1) year from the date of discovery of the usage of illegal immigrant services in the performance of a contract with the City.

ENTIRE AGREEMENT. This Agreement, together with all exhibits, attachments, and addendums hereto (if applicable), constitutes the full and final understanding of the parties with respect to the subject matter hereof and supersedes and replaces any and all prior or contemporaneous agreements or understandings, whether written or oral, express or implied, between the parties with respect to the subject matter of the Agreement.

FORCE MAJEURE. Neither the City nor Contractor shall be deemed in default hereunder, nor shall either be responsible for any delay, interruption, or cessation in the performance of its obligations under this Agreement where such failure of performance is the result of any *force majeure* event, including, but not limited to, acts of God, riots, wars, strikes, epidemics, acts, governmental authorities or acts of nature or other similar cause beyond its control. Both shall put forward its best efforts to mitigate any delay, interruption, or cessation in the performance of its obligations under this Agreement related to said *force majeure* event.

GENERAL COMPLIANCE WITH LAWS. If required, Contractor certifies that it is qualified or will take steps necessary to qualify to do business in the State of Tennessee and that it will take such action as, from time

to time, may be necessary to remain so qualified and shall obtain, at its own expense, all licenses, permits, insurance, and governmental approvals, if any, necessary to the performance of its obligations under this Agreement. Such permits and licenses will be made available to City upon request.

Contractor is assumed to be familiar with and agrees that at all times it will observe and comply with all applicable federal, state, and local laws, ordinances, and regulations in any manner affecting this Agreement. The preceding shall include, but is not limited to, compliance with all Equal Employment Opportunity laws, the Fair Labor Standards Act, Occupational Safety and Health Administration (OSHA) requirements, and the Americans with Disabilities Act (ADA). Contractor shall promptly notify City of any conflict discovered between the Agreement and any applicable laws, rules, regulations, and/or permits and licenses, and await resolution of the conflict.

GOVERNING LAW. The terms and conditions of this Agreement shall be construed in accordance with and governed by the laws of the State of Tennessee. All actions, whether sounding in contract or in tort, relating to the validity, construction, interpretation and enforcement of this Agreement shall be instituted and litigated in the courts of the State of Tennessee, located in Shelby County, Tennessee, without regard to conflicts of laws principles. In accordance herewith, the parties to this Agreement submit to the jurisdiction of the courts of the State of Tennessee located in Shelby County, Tennessee.

HEADINGS. Titles, articles, and/or section headings to the provisions herein are for reference purposes only and will be disregarded completely in the interpretation and validity of this Agreement or any of its terms.

HOLD HARMLESS. See **INDEMNIFICATION.**

INCORPORATION OF "WHEREAS" CLAUSES. The foregoing "WHEREAS" clauses are hereby incorporated into this Agreement and made a part hereof.

INDEMNIFICATION. Contractor shall indemnify, defend, save and hold harmless the City and its officers, agents and employees from and against any and all claims, losses, demands, suits, actions, penalties, damages (consequential or otherwise), settlements, costs, expenses, or other liabilities of any kind and character, including without limitation attorney fees and litigation expenses, arising out of or in connection with the performance of this Agreement by Contractor, its employees, subcontractors, or agents or the breach of this Agreement by Contractor, its employees, subcontractors or agents. This obligation shall survive the expiration or termination of this Agreement. Neither Contractor nor any employees of Contractor shall be liable under this section for damages arising out of injury or damage to persons or property directly caused by the negligence of the City or any of its officers, agents, or employees.

Contractor expressly understands and agrees that any insurance protection required by this Agreement or otherwise provided by Contractor shall in no way limit Contractor's responsibility to indemnify, defend, save and hold harmless the City or its elected or appointed officials, officers, employees, agents, assigns, and instrumentalities as herein required.

The City reserves the right to appoint its own counsel regarding any matter defended hereunder. Contractor acknowledges that the City has no obligation to provide legal counsel or defense to Contractor, its employees or subcontractors in the event that a suit, claim or action of any character is brought by any person not a party to this Agreement against Contractor as a result of or relating to obligations under this Agreement. The City shall have no obligation for the payment of any judgments or the settlement of any claims asserted against Contractor or its subcontractors or employees as a result of or relating to Contractor's obligations hereunder.

Contractor shall immediately notify the City c/o Chief Legal Officer/City Attorney; 125 North Main Street, Room 336; Memphis, TN 38103, of any claim or suit made or filed against Contractor or its subcontractors regarding any matter resulting from or relating to Contractor's obligations under this Agreement and agrees to cooperate, assist and consult with the City in the defense or investigation thereof.

INDEPENDENT CONTRACTORS. Nothing in this Agreement shall be deemed or construed to represent that Contractor, or any of Contractor's employees or agents, are the agents, representatives, or employees of the City. Contractor acknowledges that it is an independent contractor over the details and means for performing this Agreement. Anything in this Agreement which may appear to give the City the right to direct Contractor as to the details of the performance of its obligations hereunder or to exercise a measure of control over Contractor is solely for purposes of compliance with local, state and federal regulations and means Contractor will follow the desires of the City only as to the intended results of the scope of this Agreement.

It is further expressly agreed and understood by Contractor that neither it nor its employees or agents shall hold themselves out contrary to the terms of this paragraph, and the City shall not be liable for any representation, act or omission of Contractor contrary to the provisions hereof.

INSURANCE. See insurance requirements attached hereto as Exhibit [EXHIBIT IDENTIFICATION FOR INSURANCE@] and incorporated herein as if stated verbatim within the Agreement.

JURISDICTION AND VENUE. See **GOVERNING LAW.**

MINORITY, WOMEN, AND/OR SMALL BUSINESS ENTERPRISE(S) CONTRACTING. Contractor shall take affirmative action to ensure that small, minority-owned and women-owned businesses which have been

certified by the City are utilized when possible as sources of supplies, equipment, construction and services.

MODIFICATION. See **AMENDMENT**.

MONITORING RIGHTS. See **RECORDS**.

NONDISCRIMINATION. Contractor hereby agrees to abide by, to take affirmative action to ensure that, and to comply with Title VI and Title VII of the Civil Rights Act of 1964 and all other federal, state or local laws prohibiting discrimination, which provide in whole or in part, that no person shall be excluded from participation in, or be denied benefits of, or be otherwise subjected to discrimination in the performance of this Agreement or in Contractor's employment practices on the grounds of handicap and/or disability, age, race, color, religion, sex, national origin, or any other classification protected by federal, state or statutory law. Contractor shall, upon request, show proof of such nondiscrimination, and shall post in conspicuous places available to all employees and applicants notices of nondiscrimination. In the event Contractor fails to comply with the City's nondiscrimination policy and any and all other laws prohibiting discrimination, this Agreement may be canceled, terminated or suspended in whole or in part by the City.

The City reserves the right to investigate any claims of illegal discrimination by Contractor and in the event a finding of discrimination is made and upon written notification thereof, Contractor shall take all necessary steps to cure and rectify such action to the reasonable satisfaction of the City. Contractor's failure or refusal to do so shall be cause for termination of this Agreement in accordance with the terms of this Agreement.

Any other agreement which relates to this Agreement to which Contractor is a party, including without limitation, Contractor's agreements with its subcontractors, shall specifically contain a provision to this effect.

NOTICES. All notices, approvals, and other communications required or permitted to be given hereunder shall be written and hand-delivered with signed receipt; delivered by facsimile; delivered by a nationally-recognized overnight courier; or mailed *via* certified U.S. mail, postage prepaid and return receipt requested. All notices shall be deemed received and effectively given as follows: (i) if by hand-delivery, on the date of delivery; (ii) if by fax, on the date the fax transmission is received at the receiving location and receipt is telephonically confirmed by the sender; (iii) if by delivery *via* U.S. mail, on the date of receipt appearing on a return receipt card; or (iv) if by overnight courier, on the date receipt is confirmed by such courier service. All notices must be addressed to the respective party at the following addresses or to such other person or address as either party may designate in writing and deliver as provided herein:

To the CITY:

City of Memphis [@DIVISION NAME@]

[@ADDRESS - NOTICES@]

Memphis, TN [@ZIP CODE - NOTICES@]

Attn: [@CITY CONTACT/REPRESENTATIVE@]

Fax: [@FAX NUMBER - CITY CONTACT/REPRESENTATIVE@]

With copy, if requested,

to:

Chief Legal Officer/City Attorney

125 N. Main Street, Room 336

Memphis, TN 38103

To CONTRACTOR:

[@CONTRACTOR NAME@]

[@CONTRACTOR ADDRESS@]

[@CONTRACTOR CITY@], [@CONTRACTOR STATE@] [@CONTRACTOR ZIP CODE@]

Attn: [@CONTRACTOR REPRESENTATIVE@]

Fax: [@FAX NUMBER - CONTRACTOR REPRESENTATIVE@]

NUMBER AND GENDER. Unless the context requires otherwise, (i) use of a specific gender imports the other gender(s); and (ii) use of the singular imports the plural and *vice versa*.

OBLIGATIONS EXTENDED BEYOND PERIOD OF PERFORMANCE. See **SURVIVAL.**

ORGANIZATION STATUS AND AUTHORITY. Contractor represents and warrants that it is a corporation, limited liability company, partnership, or other entity duly organized, validly existing and in good standing under the laws of the State of Tennessee; it has the power and authority to own its properties and assets and is duly qualified to carry on its business in every jurisdiction wherein such qualification is necessary.

The execution, delivery and performance of this Agreement by Contractor has been duly authorized by all requisite action and will not violate any provision of law, any order of any court or other agency of government, the organizational documents of Contractor, any provision of any indenture, agreement or other instrument to which Contractor is a party, or by which Contractor's respective properties or assets are bound, in conflict with, result in a breach of, or constitute (with due notice or lapse of time or both) a default under any such indenture, agreement or other instrument, or result in the creation or imposition of any lien, charge or encumbrance of any nature whatsoever upon any of the properties or assets.

Each person executing this Agreement represents that he/she is lawfully authorized to sign the Agreement on behalf of the party he/she represents and execution of the Agreement was duly and regularly authorized by the party's governing body.

PARTIES IN INTEREST. See **SUCCESSORS.**

PATENT INDEMNIFICATION. Contractor warrants that any goods/services furnished hereunder do not infringe or violate any patent, trademark, copyright, trade secret, or any other proprietary right of any third party; that it shall defend all suits that may arise with respect thereto; and that it shall indemnify, defend, save and hold harmless the City, its officials, employees, agents, successors and assigns, from and against all liabilities, suits, claims, damages, costs or expenses, including without limitation attorney and expert witness fees, for or by reason of any actual or alleged claim the goods/services purchased by City hereunder infringe any patent, copyright, or are a violation of trade secret disclosure laws, whether by reason of Contractor's purchase or otherwise. This indemnification obligation shall survive the expiration or termination of this Agreement.

PENALTIES AND LIQUIDATED DAMAGES. Contractor recognizes that various losses, penalties (including service level penalties), and/or liquidated damages may be assessed against City for certain failures to perform. In any such case where City's failure to perform is due to some negligent act, omission, or failure to perform on Contractor's part, Contractor agrees to pay or reimburse City for such assessments and City may deduct same from any Contractor's invoices as applicable. In any such case where Contractor is assessed penalties, such penalties will not exceed the corresponding amount for which the City is penalized due to Contractor's negligent act, omission, or failure to perform.

PRECEDENCE. In the event of any inconsistency between the terms or provisions expressed in this Agreement, and any term or provision in any of the other contract documents, the order of precedence shall be as follows: (1) this Agreement, including all Exhibits, except that all general terms and conditions contained in the main body of this Agreement shall control over any conflicting general terms and conditions contained in any Exhibit hereto; (2) Contractor's response, if applicable; (3) City's solicitation, if applicable.

PUBLIC RECORDS. Notwithstanding anything to the contrary contained herein or within any other

document supplied to the City by Contractor, Contractor understands and acknowledges that the City is a governmental entity subject to the State of Tennessee Public Records Act, and any reports, data or other information supplied to the City regarding goods supplied or services performed hereunder may be subject to disclosure as a public record in accordance with the laws of the State of Tennessee.

PUBLIC STATEMENTS. Contractor shall not make any announcement, release any information, or authorize or participate in any interview concerning this Agreement and the goods and/or services required herein, without obtaining prior written consent from the City. Contractor shall require its employees, agents, and subcontractors to comply with the requirements of this provision. This provision shall survive the expiration or termination of this Agreement.

RECORDS. Contractor shall make and keep as the same legally enforceable, full and complete books, documents, accounting records and other evidence, that specifically relate to this Agreement, in accordance with generally accepted accounting principles. Contractor shall retain such records, and shall make same available to the City, upon reasonable request, during the term of this Agreement, and for a minimum period of seven (7) full years after completion of the contract obligations or from the date of final payment under this Agreement, whichever is later. In the event any litigation, claim or audit is instituted prior to the expiration of the required five-year retention period, such records shall be retained until such litigation, claim or audit finding has been resolved.

Contractor's activities conducted pursuant to this Agreement shall be subject to monitoring and evaluation by the City, the state, the federal government or their duly appointed agents or employees. Upon reasonable notice, Contractor shall permit the City, any other governmental entity, any agency participating in the funding of this Agreement, or any of their duly authorized representatives, to enter Contractor's offices, during regular business hours, to interview employees and to inspect and/or copy said records and books of accounts together with any and all documents pertaining hereto that may be kept, maintained or possessed by Contractor. Reviews may also be accomplished at meetings that are arranged at mutually agreeable times and places.

RELATIONSHIP OF PARTIES. This Agreement does not and shall not be construed to create a partnership or joint venture between the parties hereto. Contractor is performing its obligations hereunder as an independent contractor and not as City's agent or employee. Contractor will not hold itself out contrary to the terms of this paragraph and City will not become liable for any representation, act, or omission of Contractor contrary to the provisions hereof.

REMEDIES CUMULATIVE. All remedies available to the City herein are cumulative and shall be in addition to all other rights and remedies provided by law. The termination, expiration, or suspension of this Agreement shall not limit the City from pursuing other remedies available at law or in equity.

REPORTS. Upon request, Contractor shall prepare and submit reports of its activities, funded under this

Agreement, to the originating department of the City. The reports shall include an itemization of the use of the City's funds, inclusive of specific services delivered by Contractor. Any such reports provided to the City shall be prepared with the understanding that the City may make such reports available to the public.

In addition, Contractor shall submit and, as necessary, update subcontractor information (including but not limited to payments thereto), for **any and all subcontractors** used on City project(s) via the purchase of goods or services, in the City's compliance tracking software, B2GNow. The City shall have the right to withhold future disbursement of funds under this Agreement and any future agreements until the requirements of this provision have been met.

RIGHTS IN DATA / SOFTWARE. Contractor agrees that all reports, studies, plans, models, drawings, specifications, and any other information or data of any type relating to its activities under this Agreement, whether or not the same is accepted or rejected by City, shall remain the property of City and shall not be used or published by Contractor or any other party without the express prior consent of City. Software development, if any, specifically developed as part of this Agreement shall be the intellectual property of City. Contractor recognizes that said data including software development, if any, specifically developed as part of this Agreement shall be the intellectual property of City and is the exclusive property of the City and that the City reserves the right to use, market, license, or sell it to others.

Contractor shall obtain assurances similar to those contained in this subsection from persons, contractors and subcontractors retained by Contractor. Contractor acknowledges and agrees that a breach by Contractor of the provisions of this section will cause the City irreparable injury and damage. Contractor, therefore, expressly agrees that the City shall be entitled to injunctive or other equitable relief in any court of competent jurisdiction to prevent or otherwise restrain a breach of this Agreement.

SERVICE MARKS. Contractor agrees that it shall not, without City's prior written consent, use the name, service mark or trademarks of the City.

SEVERABILITY. If any terms or provisions of this Agreement are held to be unlawful, invalid or unenforceable under any present or future laws, such provision shall be fully severable; and this Agreement shall then be construed and enforced as if such unlawful, invalid or unenforceable provision had not been a part hereof. The remaining provisions of this Agreement shall remain in full force and effect and shall not be affected by such unlawful, invalid or unenforceable provision or by its severance herefrom. Furthermore, in lieu of such unlawful, invalid, or unenforceable provision, there shall be added as a part of this Agreement, upon good-faith negotiation by the parties, a provision as similar in terms to such unlawful, invalid or unenforceable provision as may be possible, and still be legal, valid and enforceable. Parties acknowledge that some Agreement provisions may be inapplicable to the scope of work or goods that are germane to this Agreement. Parties waive no rights or remedies where the provisions are applicable.

SHIPMENTS. (This paragraph/section is applicable only to purchase of goods contracts). Substitutions will not be accepted, unless otherwise specified herein. Partial shipments may be allowed unless otherwise stated in writing by City, however, full shipment of all items ordered hereunder must be completed by the date specified in this Agreement or this Agreement will be subject to cancellation by the City. Contractor shall not ship excess quantities without the City's prior written approval.

STANDARD OF PERFORMANCE. All services by Contractor shall be performed in compliance with the specified requirements, in a manner satisfactory to the City, and in accordance with the generally-accepted business practices and procedures of the City and pursuant to the governing rules, practices and regulations of the industry for the type of work performed under this Agreement.

SUBCONTRACTING. See **ASSIGNMENT.**

SUBJECT TO FUNDING. This Agreement is subject to availability and annual appropriation of funds by the Memphis City Council. In the event sufficient funds for this Agreement are not available or appropriated by the Memphis City Council for any of its fiscal period during the term hereof, then the City shall immediately terminate this Agreement upon written notice to Contractor. In the event of such termination, Contractor shall be entitled to receive just and equitable compensation for any satisfactory work performed up to the termination date. Such termination by the City shall not be deemed a breach of contract by the City, and Contractor shall have no right to any actual, general, specific, incidental, consequential, or any other damages whatsoever of any description or amount that have not been earned as of the date of termination.

SUCCESSORS. This Agreement shall be binding upon and inure to the benefit of the parties hereto and their respective heirs, legal representatives, successors and assigns.

SURVIVAL. The parties hereto acknowledge that provisions that require or contemplate performance or observance after expiration or termination of this Agreement shall survive the expiration or termination of this Agreement and continue in full force and effect.

TERMINATION: Termination of this Agreement with or without cause.

1. It shall be cause for the immediate termination of this Agreement if, after its execution, the City determines that either:
 - a. Contractor or any of its principals, partners or corporate officers, if a corporation, including the corporation itself, has pleaded *nolo contendere*, or has pleaded or been found guilty of a criminal violation, whether state or federal, involving, but not limited to, governmental sales or purchases, including but not limited to the rigging of bids, price fixing, misappropriation of government funds, or any other collusive and illegal activity pertaining to bidding and governmental contracting; or
 - b. Contractor subcontracted, assigned, delegated, or transferred its rights, obligations or interests, voluntarily or involuntarily, under this Agreement without the City's consent or approval; or

- c. Contractor has filed for bankruptcy, has been adjudicated bankrupt, become insolvent or made an assignment for the benefit of creditors, or a receiver or similar officer is appointed to take charge of all or part of Contractor's assets.
2. The City may cancel/terminate this Agreement, in whole or in part, upon providing written notice to Contractor of the City's intention to terminate the Agreement as a result of Contractor's failure to provide the goods and/or services specified under this Agreement or in violation(s) of any of the terms herein, and Contractor has failed to cure such breach within ten (10) calendar days of such notice. The City may reject the goods and/or services and cancel this Agreement for any goods/services rendered or to be rendered hereunder. At its option, City may return the rejected portion of such goods to Contractor at its expense or hold the same for such disposal as Contractor shall indicate. In the event of any such rejection/termination, the City shall, at the City's option, have the right to obtain like goods and/or services elsewhere or to take over the work and prosecute the same to completion, both at Contractor's expense; and in such event, the City may take possession of and utilize in completing the work, such materials, appliances, etc. as may be on the site of the work and necessary therefore. Contractor shall be liable to the City for any loss, damage, or additional cost incurred thereby, including but not limited to any difference between the cost for procuring such like services and the price specified herein, attorneys' fees and court costs.
3. Notwithstanding the foregoing or any section herein to the contrary, Contractor shall not be relieved of liability to the City for damages sustained by the City by virtue of any breach of the Agreement by Contractor, and the City may withhold any payments to Contractor, for the purpose of setoff, until such time as the exact amount of damages due the City from Contractor is determined.
4. The City may, in its sole discretion, suspend and/or terminate this Agreement for convenience upon giving thirty (30) calendar days' prior written notice to Contractor. In the event a purported termination for cause by the City is in error, then such termination may, at the City's sole discretion, be deemed to be a termination for convenience under this section. In the event of such termination, Contractor shall be entitled to receive just and equitable compensation, as determined by the City, for any satisfactory authorized work performed in accordance with the Agreement up to the termination date; but in no event shall the City be liable to Contractor for expenses incurred after the termination date.
5. Contractor shall deliver to the City all hard copy and electronic files maintained on behalf of the City within thirty (30) calendar days of termination of this Agreement. Upon reasonable request, the City reserves the right to obtain such information prior to the termination of this Agreement.
6. All goods accepted by City or services completed by Contractor prior to the termination date shall be documented and all tangible work documents shall be transferred to the City prior to payment for services rendered, and shall become the sole property of the City. Such termination by the City shall not be deemed a breach of contract by the City, and Contractor shall not be compensated for any anticipatory profits, or other damages of any description, that have not been

earned as of the date of termination.

TERMINATION OF PRIOR AGREEMENTS. See **ENTIRE AGREEMENT.**

THIRD PARTY BENEFICIARY: This Agreement is entered into solely between, and may be enforced only by, City and Contractor. Unless otherwise specified herein, this Agreement shall not be deemed to create any rights in third parties, including suppliers or customers of either party.

TITLE & RISK. (This paragraph/section is applicable only to purchase of goods contracts). The title and risk of loss of any goods hereunder shall not pass to the City until the City actually receives and takes possession of the goods at the point or points of delivery. Contractor shall assume all liability and responsibility for delivery of such goods in good condition to the City.

TRANSFER. See **ASSIGNMENT.**

TRANSPORTATION CHARGES/F.O.B. DELIVERY. (This paragraph/section is applicable only to purchase of goods contracts). All pricing is F.O.B. destination, in which Contractor shall be responsible for freight, transportation costs, and all incidental charges, unless delivery terms are specified otherwise in the bid and agreed to by the City. In the event shipping other than F.O.B destination is allowed by the City, the City agrees to reimburse Contractor for transportation costs in the amount specified in Contractor's bid, or actual costs, whichever is lower, provided the City shall have the right to designate what method of transportation shall be used to ship the goods.

WAIVER OF CONTRACTUAL RIGHT. No term or provision of this Agreement, or of any document executed pursuant hereto, shall be held to be waived, modified or deleted unless in writing and executed by the parties hereto; provided that any such waiver shall not be identified as a waiver of any succeeding breach hereto or of any other provision herein contained. No delay or failure of either to enforce any right or provision of this Agreement or in any document executed pursuant hereto shall operate as a waiver, limitation, or relinquishment of that party(s) right to subsequently enforce and compel strict compliance with such provision and/or any other provision herein or in any document related hereto. Parties acknowledge that some Agreement provisions may be inapplicable to the scope of work or goods that are germane to this Agreement. Parties waive no rights or remedies where the provisions are applicable.

No consent or waiver, express or implied, by either party to or of any breach or default by the other in the performance of any of its obligations shall be deemed or construed to be a consent or waiver to or of any other breach or default by such party. Failure on the part of either party to complain of any act or failure to act of the other party or to declare the other party in default, irrespective of how long such failure continues, shall not constitute a waiver of the rights of such party.

The enforcement by any party of any right or remedy it may have under this Agreement or applicable law shall not be deemed an election of remedies or otherwise prevent such party from enforcement of one or more other remedies at any time.

WARRANTY. Contractor warrants to the City that all goods/services shall be free from defects in design and faulty or improper materials and/or workmanship, shall be in strict compliance with the terms of this Agreement and shall be fit and sufficient for the purpose intended or shall have met the particular specification of the solicitation or the accepted Contractor response relating to this Agreement. This warranty shall be effective for a period of not less than one year from the date of acceptance by the City of such goods and/or services as satisfactorily complete, and shall be in addition to all other warranties, express, implied or statutory. The warranty shall survive the termination or expiration of this Agreement.

END OF DOCUMENT - SIGNATURE PAGE NEXT

Remainder of Page Left Intentionally Blank

IN WITNESS WHEREOF, the parties, by and through their duly authorized representatives, have executed this Agreement.

CITY OF MEMPHIS

[@CONTRACTOR NAME@]

By: _____

Jim Strickland, Mayor

Date: _____

By: _____

Name: _____

Title: _____

Approved as to Form:

Date: _____

By: _____

Jennifer Sink, Chief Legal Officer/
City Attorney

City Attorney

Attest:

By: _____

Comptroller

**INSURANCE REQUIREMENTS
FOR
HR
HEALTH PLAN ADMINISTRATION RFP**

The Company shall not commence any work under this contract until it has obtained and caused its subcontractors to procure and keep in force all insurance required. The Company shall require all subcontractors to carry insurance as outlined below, in case they are not protected by the policies carried by the Company. The Company is required to provide copies of the insurance policies upon request. **The Company shall furnish the Division to which services or materials are being provided under this contract a Certificate of Insurance and/or policy attested by a duly authorized representative of the insurance carrier evidencing that the insurance required hereunder is in effect.** All insurance companies must be acceptable to the City of Memphis and licensed in the state of Tennessee with a Best Insurance Rating of A and Class VII or better and authorized to do business in the state where the work is performed.

If any of the Insurance Requirements are non-renewed at the expiration dates, payment to the company may be withheld until those requirements have been met, or at the option of the City. The City may pay the renewal premiums and withhold such payments from any monies due the Company.

The Company shall indemnify, defend, save and hold harmless the City, its officers, employees, and agents, from and against any and all claims, demands, suits, actions, penalties, damages, settlements, costs, expenses, or other liabilities of any kind and character arising out of or in connection with the breach of this Agreement by Company, its employees, subcontractors, or agents, or any negligent act or omission of Company, its employees, subcontractors, or agents, which occurs pursuant to the performance of this Agreement, and this indemnification shall survive the expiration or earlier termination of this Agreement. The provisions of this paragraph shall not apply to any loss or damage caused solely by the acts, errors, or omissions of the City, its officers, employees and agents. Contracts for third party service providers should include indemnity provisions that protect the City from any liability arising out of the Company's loss of City's sensitive information.

Each certificate or policy shall require and state in writing the following clauses:

Company shall provide notice to the City within three (3) business days following receipt of any notice of cancellation or material change in Company's insurance policy from Company's insurer. Such notice shall be provided to City by registered mail, to the following addresses:

City of Memphis
Attn: Risk Management
170 N. Main St., 5th Floor
Memphis, TN 38103

City of Memphis
Attn: Purchasing Agent
125 North Main, Room 354
Memphis, TN 38103

The Certificate of Insurance shall state the following: "The City of Memphis, its officials, agents,

employees and representatives shall be named as additional insured on all liability policies.” The additional insured endorsements shall be attached to the Certificate of Insurance and the Certificate of Insurance shall also state: “The additional insured endorsement is attached to the Certificate of Insurance.”

WORKERS COMPENSATION:

The Company shall maintain in force Workers’ Compensation coverage in accordance with the Statutory Requirements and Minimum Limits of the State of Tennessee and shall require all subcontractors to do likewise.

Employer’s Liability	\$100,000	Each Accident
	\$500,000	Disease-Policy Limit
	\$100,000	Disease-Each Employee

AUTOMOBILE LIABILITY:

Covering owned, non-owned, and hired vehicles with Minimum Limits of:

\$1,000,000 Each Occurrence – Combined Single Limits

COMMERCIAL GENERAL LIABILITY:

Commercial General Liability Insurance, including Premises and Operations, Contractual Liability, Independent Contractor’s Liability, and Broad Form Property Damage Liability Coverage with Minimum Limits of:

\$2,000,000	General Aggregate
\$2,000,000	Products-Completed Operations
\$1,000,000	Personal and Advertising Injury
\$1,000,000	Each Occurrence (Bodily Injury & Property Damage)
\$ 50,000	Fire Damage any One Fire
\$ 5,000	Medical Expense any One Person

ERRORS & OMISSIONS / PROFESSIONAL LIABILITY:

The Company shall maintain such coverage for at least three (3) years from the termination or expiration of this agreement with Minimum Limits of:

\$2,000,000 Each Occurrence / \$2,000,000 Aggregate

CYBER LIABILITY (“NETWORK SECURITY AND PRIVACY”):

For losses arising out of the following areas:

- Privacy Liability
- Network Security Liability
- Media Liability
- Cyber Extortion
- Privacy Breach Response
 - Customer Notification Expense
 - Credit Monitoring Expense
- Business Interruption
- Regulatory Defense and Penalties including PCI Fines/Penalties if applicable
- Social Engineering

The Company shall maintain such coverage for at least three (3) years from the termination or expiration of this agreement.

With Minimum Limits of:

\$ 2,000,000 Each Claim / \$2,000,000 Aggregate

DIRECTORS AND OFFICERS LIABILITY:

The Company shall maintain such coverage for at least three (3) years from the termination or expiration of this agreement with Minimum Limits of:

\$2,000,000 Per Claim / \$2,000,000 Aggregate

UMBRELLA LIABILITY with Minimum Limits of:

\$2,000,000 Each Occurrence / \$2,000,000 Aggregate

PROPERTY INSURANCE:

The Company shall be responsible for maintaining any and all property insurance on their own equipment and shall require all subcontractors to do likewise. The Company shall require all subcontractors to carry insurance as outlined above, in case they are not protected by the policies carried by the Company.

The Company is required to provide copies of the insurance policies upon request.

ADDENDUM

ADDENDUM. The following Addendum to the Agreement is by and between the City and Contractor. If not otherwise defined herein, defined terms shall have the meaning as set forth in the Agreement, which is specifically referenced and incorporated herein. In the event of any discrepancy between other provisions of the Agreement and this Addendum, the terms of this Addendum shall govern.

The parties agree that the following provisions shall be added to or amend the Agreement as follows:

(IF NO ADDENDUM THIS PAGE SHOULD BE DELETED/REMOVED)



EXHIBIT 6 – EVALUATION CRITERIA

An evaluation team composed of representatives of the City will evaluate proposals on a variety of quantitative and qualitative criteria. The criteria, and their associated weights, upon which the evaluation of the proposals will be based, are as follows:

Proposals will be evaluated based on the following methodology:

	Points
Financial Proposal	40
Capabilities and Approach	30
Member Disruption	10
Proposal Completeness and Compliance with Ask	10
Ease of Administration and Bundling	10
Total	100

EXHIBIT 7 – INTENT TO BID FORM

City of Memphis
125 N Main Street
Memphis, TN 38103

[Company] has received the City of Memphis Request for Proposal for Health Plan Administration (Medical Plan administrator, Healthcare Accounts, COBRA, Pharmacy Benefit Manager (PBM), and Dental and Vision Insurer). This signed letter serves as our intent to participate.

We acknowledge all the instructions and requirements detailed in the RFP document. We acknowledge our understanding of the City’s requirements with respect to confidential data provided as part of this RFP including census, claims, plan documents, and other detailed data not already provided or available in the public domain.

We commit to immediately destroy confidential information following completion of the RFP process and/or the request of the City or its consultant and to provide written verification of the destruction of such information.

We acknowledge that we are required to obtain written permission from the City prior to sharing the RFP questionnaire or any information with subcontractors or partners used to respond to this RFP or to provide services and that such request and permission will be relayed through PwC.

We confirm that any partners / subcontractors used to provide services in response to this RFP would be contracted through the prime contract with the City (i.e., we would not require the City to contract separately with any subcontractors).

We confirm that any consultants engaged to assist the City during the RFP process will not be required to sign a separate NDA (or enter into the City’s NDA as a third party).

Below is the name, title, company, and contact information (email address and phone number) for the **responder of this RFP**. We confirm he/she is authorized to commit their organization to the proposal submitted. **PwC is only responsible for sending information regarding this RFP to the designated responder.**

Responder Information

Name	
Title	
Company	
Email Address	
Phone Number	

This signed document serves as our agreement to and acknowledgement of the items above.

X _____

EXHIBIT 8 – NON-DISCLOSURE AGREEMENT (NDA)

CONFIDENTIALITY AND NON-DISCLOSURE AGREEMENT

THIS CONFIDENTIALITY AND NON-DISCLOSURE AGREEMENT (“Agreement”) is entered into by and between the City of Memphis (“City”) and [Vendor Name], the entity planning to respond to the subject Request for Proposal issued by the City (“Vendor”). The City and Vendor shall be referred to collectively herein as the “Parties.”

RECITALS

WHEREAS, the City has or will issue a Request for Proposal for the following: City of Memphis Health Plan Administration (Medical Plan administrator, Healthcare Accounts, COBRA, Pharmacy Benefit Manager (PBM), and Dental and Vision Insurer) (“RFP”); and

WHEREAS, in order to construct a response to the RFP the Vendor must have access to the City’s confidential and proprietary information pertaining to the RFP; and,

WHEREAS, the City may have access to certain of Vendor’s confidential and proprietary information in conjunction with Vendor’s response to the RFP; and

WHEREAS, prior to releasing this confidential and proprietary information to Vendor, the City requires the Vendor to enter into this Agreement through its authorized representative and return it to the City;

NOW THEREFORE, in consideration of the above recitals and the mutual promises of the Parties herein contained, it is agreed by and between the Parties as follows:

1. **CONFIDENTIAL AND PROPRIETARY INFORMATION.** The City will provide to Vendor certain confidential and proprietary information to enable Vendor to consider and make a proposal responsive to City’s RFP, and Vendor will provide to the City certain confidential and proprietary information in its response to the RFP (“Confidential Information”). To the extent permitted by law, the Parties agree that all information, documents, data, materials disclosed to and/or accessed by Vendor regarding or related to the RFP or the RFP process, in any form whether oral, written, or in any other medium, whether or not marked as “Confidential and Proprietary Information,” under the terms of this Agreement shall not be used or disclosed except as necessary for Vendor to respond to City’s RFP, or for City and/or its consultants (which are bound to this Agreement pursuant to said consultant’s service agreement with the City) to evaluate Vendor’s RFP response. Confidential Information shall also include (1) any and all other information, data or materials that Vendor receives access to or obtains in connection with onsite visits, meetings or in any other forms of communication whether oral or written with City personnel; (2) any information, data, document or material concerning or related to the City’s requirements, including but not limited to the City’s requirements described in the RFP or any other subsequent information, data, document or materials that may be provided to the Vendor from time to time during the RFP process, including but not limited to any information, data document or materials provided during or in the response to any questions from Vendor or another recipient of the RFP; (3) any information regarding discounts Vendor may negotiate with pharmacies; and (4) any and all other information, data or materials learned by the Vendor through any inspection of City’s files or other property. Notwithstanding any

provisions of this Agreement, the Parties acknowledge that the City is subject to the Tennessee Public Records Act, T.C.A. sec. 10-7-501, et seq., and as such may be required to reveal certain information deemed confidential and/or proprietary by Vendor.

2. **INTENT TO BID DOCUMENT.** All Confidential Information disclosed by the City to the Vendor shall be provided to Vendor only after an "Intent to Bid" document is completed by Vendor and submitted to the City and/or its authorized agent for the RFP process. Vendor agrees that it shall undertake all necessary and appropriate steps to ensure the confidentiality of the Confidential Information in its possession. Vendor also agrees that it shall treat the Confidential Information with not less than the same degree of care and confidentiality with which it treats its own confidential and proprietary information.
3. **USE OF CONFIDENTIAL INFORMATION.** Vendor shall not use any portion of the Confidential Information for any purpose except to evaluate the RFP in order to prepare its response to the RFP and shall not disclose the Confidential Information or any part of it to any third party without prior written consent of the City. Vendor shall be responsible for compliance by its directors, officers, and employees with the terms of this Agreement. Vendor shall immediately report to the City any known or suspected unauthorized uses or disclosures of which it becomes aware, confirmed or unconfirmed, and shall take all reasonable steps to contain any further such unauthorized activity and mitigate the potentially harmful effects of the unauthorized uses or disclosures.
4. **AS IS.** All Confidential Information provided to Vendor by the City is provided "as is." City makes no warranties, express, implied or otherwise, regarding the accuracy, completeness, fitness for a particular purpose or performance of the Confidential Information.
5. **BINDING AGREEMENT.** Vendor warrants and represents that the individual who signs this Agreement for the Vendor has the requisite power and authority to enter into this Agreement on behalf of the Vendor and to bind the Vendor to the Agreement. This Agreement and all rights and obligations hereunder shall inure to and be binding upon the Parties hereto and their respective successors, affiliates, agents, employees and assigns. Neither Party may assign any of its rights or obligations hereunder without the prior written consent of the other Party.
6. **REMEDIES.** Vendor acknowledges and agrees that a breach of this Agreement by Vendor will cause the City irreparable injury and damage; therefore, Vendor expressly agrees that the City shall be entitled to injunctive or other equitable relief in any court of competent jurisdiction to prevent or otherwise restrain a breach of this Agreement, and that the City may seek any and all relief available to the City at law in addition to injunctive and equitable relief. Vendor further acknowledges and agrees that the terms of this Agreement shall be construed in accordance with and governed by the laws of the State of Tennessee, and venue shall reside in the courts of Shelby County, Tennessee.

[SIGNATURES ON FOLLOWING PAGE]

IN WITNESS WHEREOF, the Parties have caused this Agreement to be executed by their duly authorized representatives as of the last date written below.

VENDOR:

Name: _____

Title: _____

Date: _____



Instructions

Enclosed in this pricing form are the following tabs for bidders to enclose their pricing; medical, wellness, COBRA, Medical Expense Accounts, dental, vision. Please complete the form in its entirety.

Ancillary Fees

§ Please confirm the cost of the following services is included in the base ASO fee

§ If the cost of service is not included in the base ASO fee, include all associated fees in the following Ancillary Fee Table below:

Service	Plan Year 2024		Plan Year 2025		Plan Year 2026	
	Included in Base ASO Fee	Ancillary Fee – specify unit (Per member, Per claim, Per feed, Per report, etc.)	Included in Base ASO Fee	Ancillary Fee – specify unit (Per member, Per claim, Per feed, Per report, etc.)	Included in Base ASO Fee	Ancillary Fee – specify unit (Per member, Per claim, Per feed, Per report, etc.)
1. Implementation fees						
2. Member submitted run-out claims for 12 months						
3. Eligibility file maintenance & provider certification						
4. Member service (800#, web, IVR)						
5. Standard management reports						
6. Ad hoc reports						
7. Claims data tapes						
8. Claims data warehouse & predictive modeling						
9. Integration with carve-out PBM						
10. Integration with carve-out care management or wellness vendor						
11. Integration with carve-out behavioral health or EAP vendor						
12. Integration with carve-out (not your preferred relationship) stop loss vendor						
13. Integration with carve-out data warehouse						
14. Integration with carve-out subrogation vendor						

-The current ASO fee includes administration charges, network access, medical management, utilization management, wellness coaching, lifestyle management, behavioral health, care management, health education, wellness incentives, wellness fund, and healthy pregnancy program.
 -Please include all services listed above in your ASO fee, as well as enhanced credits to the clinic per year.

Component	Plan Year 2024	Plan Year 2025	Plan Year 2026
ASO fee (PEPM) Mature			
Total Clinic Credits			
Total Implementation			
Total Dietician Credits			
Total Wellness Credits			
Other Credits			

Comments

-Please include all wellness related services and programs that are included in your proposed ASO quote. If cost is included in the quoted ASO fee, under the "cost" column write "included in quoted ASO fee". If there are any programs that would be an additional cost to the city or members (not included in the ASO fee you have listed in the medical tab), please list below and include cost.

Program	Vendor/Name	(Yes/ No)- Program included in quoted ASO fee	Cost (ie: PEPM \$, PEPY \$, etc.)
<i>Specialty UM Fee</i>			
<i>Financial Proposal- Care Management</i>			
<i>PEPM</i>			
<i>Chronic Condition Management (DM)</i>			
<i>Healthy Maternity</i>			
<i>Telemedicine</i>			
<i>Advanced Radiological Imaging</i>			
<i>Musculoskeletal Program</i>			
<i>Genetic Testing</i>			
<i>24/7 Nurseline</i>			
<i>CM/DM carve out fee</i>			
<i>Diabetes Prevention Program</i>			

<i>Scale & Activity Tracker</i>				
<i>Milestone 1</i>				
<i>Milestone 2</i>				
<i>Milestone 3</i>				
<i>Milestone 4</i>				
<i>Diabetes Management Program</i>				
<i>Participant's Initial Enrollment Term</i>				
<i>Renewal Enrollment Term</i>				
<i>Replacement Devices</i>				
<i>Care Management</i>				
<i>Addiction</i>				
<i>Arthritis</i>				
<i>Asthma</i>				
<i>Cancer</i>				
<i>Cardiac</i>				
<i>Cerebrovascular Disease / null</i>				

<i>CHF</i>				
<i>COPD</i>				
<i>Coronary Artery Disease</i>				
<i>Depression/Mental Health</i>				
<i>Diabetes</i>				
<i>End Stage Renal Disease (ESRD)</i>				
<i>Gastroesophageal reflux disease (GERD)</i>				
<i>High Risk Pregnancy</i>				
<i>HIV / AIDS</i>				
<i>Hypercholesterolemia</i>				
<i>Hypertension</i>				
<i>Lower Back Pain</i>				
<i>Metabolic Syndrome (Pre-Diabetes)</i>				
<i>Other Musculoskeletal</i>				
<i>Pain Management</i>				
<i>Renal Failure</i>				
<i>Smoking Cessation</i>				
<i>Weight Management</i>				

<i>Financial Proposal - Wellness</i>				
<i>PEPM</i>				
<i>Lifestyle Health Coaching</i>				
<i>Rewards</i>				
<i>Rewards - Chronic Care</i>				
<i>Rewards - Wellness Challenges</i>				
<i>Rewards - Custom Reports</i>				
<i>Rewards - Diabetes Prevention</i>				
<i>Rewards - Physician Now</i>				
<i>Rewards - Case Management</i>				
<i>Rewards - Healthy Maternity</i>				
<i>Rewards - Nurseline Utilization</i>				
<i>Rewards - Employer Driven</i>				
<i>Biometric Screening</i>				
<i>Finger Stick</i>				
<i>Venipuncture</i>				

Description	Plan Year 2024		Plan Year 2025		Plan Year 2026	
	Per Employee Per month	Per Occurrence	Per Employee Per month	Per Occurrence	Per Employee Per month	Per Occurrence
COBRA Administration Costs						
1. Initial Set-up Fee (if applicable)						
2. Current COBRA Continuant Takeover						
3. Qualifying Event Notice						
4. Open Enrollment Packet						
5. Other (specify)						
Additional Services/Fees						
6. Ad-hoc Reports						
7. Incidental Expenses						
8. Data Interface						
9. Specify any other one-time fee(s) that may apply						
10. Discounts (specify details and amounts)						
11. Total Not-to-Exceed Cost (12 months)						
12. Deduction of start-up (one time) costs						
13. Total Not-to-Exceed Cost for Years 1, 2 and 3 (36 Months)						
14. Other (specify)						
15. Other (specify)						
16. Other (specify)						

Comments

Component	Plan Year 2024	Plan Year 2025	Plan Year 2024	Specify unit (Per member, Per claim, Per feed, Per report, etc.)	Comments
Dependent Care Flexible Spending Account (DCFSA)					
\$ New Account Set Up Fee					
\$ Account Maintenance Fee (indicate annual or monthly)					
\$ Account Closing Fee					
\$ Excess Contribution					
\$ Debit Card/Transaction Fee					
\$ Debit Card Replacement					
\$ Insufficient Funds					
\$ Overdraft					
\$ Stop Payment					
\$ Return Item					
\$ New Check Book Fee					
\$ Check Processing Fee					
\$ Rollover Transfer Fees					
\$ Plan Design Fee					
\$ (Other)					
\$ (Other)					
\$ (Other)					
Miscellaneous fees** (describe basis in comments)					

Component	Plan Year 2024	Plan Year 2025	Plan Year 2026	Specify unit (Per member, Per claim, Per feed, Per report, etc.)	Comments
Health Reimbursement Arrangement (HRA)					
\$ New Account Set Up Fee					
\$ Account Maintenance Fee (indicate annual or monthly)					
\$ Account Closing Fee					
\$ Excess Contribution					
\$ Debit Card/Transaction Fee					

Ancillary Fees

§ Please confirm the cost of the following services is included in the Fully-Insured Premium Rates

§ If the cost of service is not included in the base Fully-Insured Premium Rates, include all associated fees in the following Ancillary Fee Table

	Plan Year 2024	Plan Year 2025	Plan Year 2026
Service	Included in Fully-Insured Premium Rates	Included in Fully-Insured Premium Rates	Included in Fully-Insured Premium Rates
	Ancillary Fee – specify unit (Per member, Per claim, Per report, etc.)	Ancillary Fee – specify unit (Per member, Per claim, Per report, etc.)	Ancillary Fee – specify unit (Per member, Per claim, Per report, etc.)
1. Implementation fees			
2. Member submitted run-out claims for 12 months			
3. Eligibility file maintenance & provider certification			
4. Member service (800#, web, IVR)			
5. Standard management reports			
6. Ad hoc reports			
8. Claims data warehouse & predictive modeling			
10. Integration with carve-out care management or wellness vendor			
13. Integration with carve-out data warehouse			
15. Website for members & prospective members			
16. Website access for member services			

PPO			
Component	Plan Year 2024	Plan Year 2025	Plan Year 2026
Fully-Insured Rate: Employee Only			
Fully-Insured Rate: Employee + 1 Dependent			
Fully-Insured Rate: Employee + Family			

Comments

Component	Vision		
	Plan Year 2024	Plan Year 2025	Plan Year 2026
Fully-Insured Rate: Employee Only			
Dependent			
Fully-Insured Rate: Employee + Family			

Comments

Instructions

General

Save and rename the file as "Attachment A – Financial Proposal – Prescription Drug – [Insert Your Unique Vendor Name Here].xlsx", after the file is completed. Please use drop downs wherever provided to pick the correct option.

Network pricing and Ancillary Fees

Please enter your proposed Network Discounts, Dispensing Fees and Rebates on the Pass-through pricing tab(s) as guarantees. Any additional ancillary

Ancillary Fees

Please provide details regarding services not included in network pricing. Include descriptions of services, associated fees, and the cost basis for the fees (i.e. PMPM, per net paid claim, other). Please be all-inclusive. Programs not provided will be assumed at no cost to the Plan. Please provide Prior Authorization and Specialty administration fees in this tab, if applicable.

Credits and Allowances

Please provide details regarding any credits and allowances, (e.g. implementation, claim assessment, ongoing, etc.) that you are including as part of your proposal. Also indicate if the credit or allowance is being provided on a one-time or annual basis and provide any additional limitations or caveats.

Specialty List

Provide your specialty drug list (drug level and NDC) with guaranteed rates and the data requested in the Specialty tab. Include your overall Specialty Effective Rate or Aggregate guarantees in the Network Pricing tab.

Trend Guarantee

Please indicate if you are willing to provide a trend guarantee as part of your proposal. If yes, what is the guarantee (and basis) and describe the Plan Sponsor's right to audit. Describe the methodology and calculation for any trend guarantee.

Exclusions

Please indicate which claim exclusions are applicable from your pricing (column B) and rebate guarantee calculations (column E). If there are others besides those indicated, please add and also include any underlying assumptions that were used to develop the provided pricing and fee quote. In Column C (brand) and Column D (generics) please indicate an illustrative Book of Business average discount for each exclusion category. The illustrative discount for each exclusion category is a requirement.

PBM Trend Assumptions

Please provide the trend assumptions that were used to underwrite your financial offer by year

Pricing Guarantees		Pricing Type	FY 2024	FY 2025	FY 2026	Notes
Retail 30	Brand 30 Discount (Single-Source)	AWP minus Discount				
	Brand 30 Discount (Multi-Source)	AWP minus Discount				
	Brand 30 DF	AWP minus Discount				
	Generic 30 Discount	AWP minus Discount				
	Generic 30 DF	AWP minus Discount				
	Brand 90 Discount (Single-Source)	AWP minus Discount				
	Brand 90 Discount (Multi-Source)	AWP minus Discount				
	Brand 90 DF	AWP minus Discount				
	Generic 90 Discount	AWP minus Discount				
	Generic 90 DF	AWP minus Discount				
Mail Order	Brand Discount (Single-Source)	AWP minus Discount				
	Brand Discount (Multi-Source)	AWP minus Discount				
	Brand DF	AWP minus Discount				
	Generic Discount	AWP minus Discount				
	Generic DF	AWP minus Discount				
	Specialty at Retail Brand Discount	AWP minus Discount				
	Specialty at Retail Generic Discount	AWP minus Discount				
	Specialty at Retail Limited Distribution Drugs (LDD)	AWP minus Discount				
	Specialty at Retail DF	AWP minus Discount				
	Specialty Pharmacy Brand Discount	AWP minus Discount				
Specialty	Specialty Pharmacy Generic Discount	AWP minus Discount				
	Specialty Pharmacy Limited Distribution Drugs (LDD)	AWP minus Discount				
	Specialty Pharmacy DF	AWP minus Discount				
	Specialty at Mail Brand Discount	AWP minus Discount				
	Specialty at Mail Generic Discount	AWP minus Discount				
	Specialty at Mail Limited Distribution Drugs (LDD)	AWP minus Discount				
	Specialty at Mail DF	AWP minus Discount				
	New to Market Discount	AWP minus Discount				
	Biosimilar Discount	AWP minus Discount				
	Brand Discount	AWP minus Discount				
LTC	Generic Discount	AWP minus Discount				
	Brand DF	AWP minus Discount				

Credit/Allowance Type	Frequency	Amount	Description and Limitations

Willing to offer a trend guarantee	% (or basis)	Audit rights	Description

Common Exclusions	Pricing Guarantees (Excluded from guarantee (Y) or Included (N))	Illustrative Book of Business AWP Discounts for repricing excluded claims (Please populate column C and D with a desired %. Otherwise, we will default to AWP - 0% for a category wherever a specific discount is not provided)		Rebate Guarantees (Excluded from guarantee (Y) or Included (N))	Notes
		Brand	Generic		
Direct Member Reimbursement (DMR)		0.00%	0.00%		
Compounds		0.00%	0.00%		
COB claims		0.00%	0.00%		
OTC - diabetic supplies		0.00%	0.00%		
OTC - non diabetic supplies		0.00%	0.00%		
340B Claims		0.00%	0.00%		
Specialty Claims - Retail Guarantees		0.00%	0.00%		
Home Infusion Claims		0.00%	0.00%		
Specialty Home Infusion claims		0.00%	0.00%		
Limited Distribution Drugs - Retail Guarantees		0.00%	0.00%		
Limited Distribution Drugs - Specialty Guarantees		0.00%	0.00%		
New to Market (NTM)		0.00%	0.00%		
Vaccines		0.00%	0.00%		
Biosimilars		0.00%	0.00%		

Excluded pharmacies (if yes, please provide a list of NCPDP/NPI to				0.00%			
Single Source Generics				0.00%			
Multi Source Brands				0.00%			
Zero Balance Due (Member copay greater than gross cost)				0.00%			
Zero Balance Due (Member in deductible phase and paying full cost 100% Member Copay Plan				0.00%			
Long Term Care (LTC)				0.00%			
VA (and other military) pharmacies				0.00%			
Skilled Nursing Facilities				0.00%			
Indian Health Services / Tribal / Urban Indian				0.00%			
DAW1				0.00%			
DAW2				0.00%			
DAW3				0.00%			
DAW4				0.00%			
DAW5				0.00%			
DAW6				0.00%			
DAW7				0.00%			
DAW8				0.00%			

DAW9			0.00%			
Subrogation Claims			0.00%			
Medicare Part B Drugs			0.00%			
U&C Claims			0.00%			
Formulary Exception claims			0.00%			
Claims older than 180 days			0.00%			
Other, please list			0.00%			
Other, please list			0.00%			
Other, please list			0.00%			
Other, please list			0.00%			

Drug Category		FY 2024	FY 2025	FY 2026
Non-Specialty Brand	Cost			
	Utilization			
Non-Specialty Generic	Cost			
	Utilization			
Specialty Brand	Cost			
	Utilization			
Specialty Generic	Cost			
	Utilization			