

SOLICITATION NUMBER 2019-5001

REQUEST FOR PROPOSALS

FOR

HEALTHCARE BROKERAGE SERVICES

BY

CINCINNATI METROPOLITAN HOUSING AUTHORITY
1627 Western Avenue
CINCINNATI, OHIO 45214

PROPOSALS ARE DUE AT THE ADDRESS SHOW BELOW
NO LATER THAN

April 30, 2019 at 11:00 A.M. (LOCAL TIME)

CINCINNATI METROPOLITAN HOUSING AUTHORITY
ATTN: Procurement Office
1627 Western Avenue
CINCINNATI, OHIO 45214

THE RESPONSIBILITY FOR SUBMITTING A RESPONSE TO THIS RFP AT THE DESIGNATED OFFICE OF CINCINNATI METROPOLITAN HOUSING AUTHORITY (THE AUTHORITY) ON OR BEFORE THE STATED TIME AND DATE WILL BE SOLELY AND STRICTLY THE RESPONSIBILITY OF THE OFFEROR. THE AUTHORITY WILL IN NO WAY BE RESPONSIBLE FOR DELAYS CAUSED BY THE UNITED STATES MAIL DELIVERY OR CAUSED BY ANY OTHER OCCURRENCE.

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INTRODUCTION

The Cincinnati Metropolitan Housing Authority (hereinafter, “CMHA” or “the Authority”) is a public entity that was formed in 1933 to provide federally subsidized housing and housing assistance to low-income families, within Hamilton County, Ohio. The Authority is headed by an Chief Executive Officer (CEO) and is governed by a seven-person board of commissioners and is subject to the requirements of Title 24 and Title 2 of the Code of Federal Regulations (hereinafter, “CFR”) and the Authority’s procurement policy. The Authority currently has approximately 250 employees.

In keeping with its mandate to provide efficient and effective services, the Authority is now soliciting proposals from qualified, licensed and insured entities to provide the above noted services to the Authority. All proposals submitted in response to this solicitation must conform to all of the requirements and specifications outlined within this document and any designated attachments in its entirety.

RFP INFORMATION AT A GLANCE

[TABLE 3]

CMHA Procurement Director (PO) CMHA Contracting Officer (CO)	Janell Duncan; janell.duncan@cintimha.com Reema Ruberg, COO
HOW TO FULLY RESPOND TO THIS RFP BY SUBMITTING A PROPOSAL SUBMITTAL	As instructed within Section 3 of the RFP document, submit 1 original signed Administrative Proposal, 1 Original and 5 exact copies of the Technical Proposal, 1 original fee proposal, along with 1 electronic copy of each.
PROPOSAL SUBMITTAL RETURN & DEADLINE	<u>April 30, 2019 no later than 11:00 AM</u> local time to Cincinnati Metropolitan Housing Authority 1627 Western Avenue Cincinnati, Ohio 45214 *(The "hard copy" proposals must be received in-hand and time-stamped by the Authority no later than 11:00 AM local time on this date).
Questions to be Received/Addendum Posted By	Questions will be received in writing no later than <u>4:00 PM</u> local time on <u>April 16, 2019</u> via email at procurement@cintimha.com . Responses to all questions will be posted as an addendum and posted to The Authority website at http://www.cintimha.com/business-opportunities.aspx
Notice of Intent to Submit	It is suggested that interested companies submit a Notice of Intent to Submit a Proposal to procurement@cintimha.com by 4 PM April 23, 2019 , with the subject “NOTICE OF INTENT.” By indicating your intent to submit a proposal you will receive direct updates and clarifications to the RFP in addition to any addendum posted.

1.0 THE AUTHORITY'S RESERVATION OF RIGHTS:

- 1.1** The Authority reserves the right to reject any or all proposals, to waive any informality in the RFP process, or to terminate the RFP process at any time, if deemed by the Authority to be in its best interests.
- 1.2** The Authority reserves the right not to award a contract pursuant to this RFP and issue subsequent RFP's if in the Authority's best interest.
- 1.3** The Authority reserves the right to terminate a contract awarded pursuant to this RFP at any time for its convenience upon 10 days written notice to the successful proposer(s).
- 1.4** The Authority reserves the right to require additional information from any Respondent to assist in its evaluation. The information shall be submitted in the form required by the Authority within two (2) days of written request or the proposal shall be deemed non-responsive.
- 1.5** The Authority reserves the right to retain all proposals submitted and not permit withdrawal for a period of 90 days subsequent to the deadline for receiving proposals without the written consent of the Authority's Procurement Officer (PO).
- 1.6** The Authority reserves the right to negotiate any fees proposed by all respondents.
- 1.7** The Authority reserves the right to reject and not consider any proposal that does not meet the requirements of this RFP, including but not necessarily limited to incomplete proposals and/or proposals offering alternate or non-requested services, proposals deemed non-responsive, respondents deemed not responsible and conditional proposals.
- 1.8** The Authority shall have no obligation to compensate any proposer for any costs incurred in responding to this RFP.
- 1.9** The Authority reserves the right to contact any individuals, entities, or organizations that have had a business relationship with the respondent regardless of their inclusion in the reference section of the proposal submitted, including any previous business conducted with the Cincinnati Metropolitan Housing Authority.
- 1.10** The Authority reserves the right to a minimum acceptance period of 90 calendar days. "Acceptance Period" means the number of calendar days available to the Authority for awarding a contract from the date specified in this solicitation for the receipt of proposals.
- 1.11** The Authority shall reserve the right to at any time during the RFP or contract process to prohibit any further participation by a proposer or reject any proposal submitted that does not conform to any of the requirements detailed herein. By accessing the Authority's Internet Website (hereinafter, the "noted Internet System" or the "System") and by downloading this document, each prospective proposer is thereby agreeing to abide by all terms and conditions listed within this document and within the noted Internet System, and further agrees that he/she will inform the PO in writing within 5 days of the discovery of any item listed herein or of any item that is issued thereafter by the Authority that he/she feels needs to be addressed. Failure to abide by this time frame shall relieve the Authority, but not the prospective proposer, of any responsibility pertaining to such issue.

2.0 SCOPE OF WORK (SOW)/TECHNICAL SPECIFICATIONS (T/S)

The Cincinnati Metropolitan Housing Authority (“the Authority”) is seeking proposals from qualified companies to be the health insurance broker and consultant for the Authority in its health insurance policies and needs.

2.1 SERVICES TO BE PROVIDED: The Successful proposer will, at the direction of the Authority’s Human Resources Department, provide a variety of consulting services that include but not be limited to:

2.1.1 Serve as the designated insurance broker of record for Benefit Programs. This includes healthcare, life, dental, vision, and associated benefits with these lines of coverage.

2.1.1.1 CMHA is partially self-insured. The current medical plan design is PPO \$500/\$1000 deductible (80/20), HDHP \$1350/\$2700 (100/70), and HDHP \$3,000/\$6,000 (100/70).

2.1.1.2 There are currently 208 employees eligible to enroll in the Authority the medical plan.

2.1.1.3 There are three different bargaining unions and exempt employees.

2.1.2 Annual Renewal Process and Evaluation

2.1.2.1 Negotiate all health insurance renewals, including meeting directly with insurance company underwriters and secure insurance as directed.

2.1.2.2 Bidding to begin such that final negotiations and numbers can be ascertained no later than 90 days prior to renewal date.

2.1.2.3 Review and make cost-saving recommendations regarding the plan designs, benefit levels, premiums, communications and quality of current employee health and welfare plans.

2.1.2.4 Estimate renewal rates to assist in annual benefits budget.

2.1.2.5 Conduct thorough and applicable market research in preparation for contract renewals and make recommendations for items to negotiate with providers.

2.1.2.6 Represent the Authority in all negotiations with providers on various topics, including, but not limited to, premiums, health plan benefit design, performance measures, contractual terms and conditions, and quality assurance standards.

2.1.2.7 Review rate proposals to ensure underlying assumptions are appropriate and accurate.

2.1.2.8 Analyze insurance proposals and present the results of such analysis to the appropriate parties.

2.1.2.9 Provide communication materials and support for the annual open enrollment period, new benefit offerings and/or changes to the existing health benefit plan offerings. Attend and assist with Open Enrollment meetings, if requested. Develop timelines.

2.1.3 Analysis and Reporting

- 2.1.3.1** Analyze claim experience/financial development for all insurance coverage.
- 2.1.3.2** Prepare annual reports, in any reasonable annual format requested in advance by the Authority for each line of coverage, analyzing financial developments, network utilization, insurer cost structures, etc., and make recommendations regarding changes, modifications and/or benefit changes.
- 2.1.3.3** Provide analysis and recommendations based on utilization, experience trends, changing patterns, and plan-specific data.
- 2.1.3.4** Provide, maintain and update benchmark analysis of health and welfare plan offerings and costs to determine competitiveness of the Authority's benefit plans.
- 2.1.3.5** Provide various types of reports as needed, such as cost analysis for proposed plan changes, and other statistical, financial, forecasting, trend, negotiations, performance, or experience reports.
- 2.1.3.6** Maintain full and accurate records with respect to all matters and services provided on behalf of the Authority.
- 2.1.3.7** Recommend in accordance with parameters and criteria established by the Authority, various benefit and insurance plans, insurance carriers, health maintenance organizations, administrators and benefit service providers.
- 2.1.3.8** Review all insurance, benefit and administrative service documents for accuracy and adherence to prior agreements.
- 2.1.3.9** Review contracts with providers for accuracy in rates, benefits, eligibility, and coverage definitions.
- 2.1.3.10** Review evidences of coverage (EOC) for accuracy, make recommendations regarding changes, modifications and/or benefit enhancements, and negotiate changes with carriers.
- 2.1.3.11** Provide concise, timely and effective reports as needed, with the ability of electronic transfer of reports to the Authority.
- 2.1.3.12** Perform detailed analytical review of third party administration, prescription drug and utilization review firms providing health care services to the Authority existing or future health care plan.

2.1.4 Liaison and Problem Intervention

- 2.1.4.1** Act as a liaison and an advocate for the Authority and employees with health and welfare plan providers.
- 2.1.4.2** Provide timely customer service and assistance to the Authority and its employees with issues involving provider billing, research and resolve claims issues, interpretation of contracts and services, changes and general troubleshooting and problem resolution.
- 2.1.4.3** Attend meetings with the Authority as requested and assist in the management and administration of Authority employee health and welfare plans.

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- 2.1.4.4** Act as an advocate on behalf of the Authority in any appeal process, as requested; provide advice when requested to enforce Authority employees' or their dependents' rights.
- 2.1.5 Compliance**
- 2.1.5.1** Alert the Authority of legislative mandates and assist with compliance.
- 2.1.5.2** Assist the Authority to ensure that programs are in compliance with state and federal laws, rules and regulations, including HIPAA and the Affordable Care Act and provide timely information about applicable new or proposed laws, rules and regulations. Recommend and assist with compliance audits on a periodic basis.
- 2.1.5.3** Provide on-site training to the Authority, as requested, regarding regulatory updates and/or best practice seminars for the effective administration of health plans.
- 2.1.5.4** Prepare signature-ready schedules and forms required for compliance with all mandated reporting and posting/notice requirements for health and welfare plans.
- 2.1.6 Other Plan Administration Requirements**
- 2.1.6.1** Assist with the implementation/transitioning of carriers/administrators.
- 2.1.6.2** Inform the Authority of major national or regional health care trends.
- 2.1.6.3** Provide seminars and educational sessions to employees as needed.
- 2.1.6.4** Assist with ongoing health and welfare plan administration. Review and evaluate current administrative processes related to enrollment and billing. Recommend and assist with implementation of administrative process enhancements.
- 2.1.6.5** Recommend and help develop enhancements and improvements for communications specific to the needs of the Authority employees, including, but not limited to, Summary of Benefits brochures, comparison charts, electronic communications, forms, employee handbooks and employee orientation.
- 2.1.6.6** Provide timely research and responses to technical questions posed by the Authority.
- 2.1.6.7** Make recommendations for the Authority to attend particular broker-sponsored seminars, benefit events and educational forums and round-tables.
- 2.1.6.8** Facilitate meeting between the Authority and plan provider representatives on a quarterly basis and/or as requested.
- 2.1.6.9** Manage plan transitions as necessary.
- 2.1.7 Time Expectations**
- 2.1.7.1** Respond to phone calls and emails within 1 business day, at a minimum.
- 2.1.7.2** Submit annual actuarial analysis for the Authority's review on the benefits plan as requested and within a reasonable time as determined by the Authority

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2.1.7.3 Benefits Consultant should be readily available for open enrollment and communication purposes beginning each March.

2.1.8 Contractor Responsibilities

2.1.8.1 Contractor shall perform criminal history checks and drug screening tests on all prospective employees performing work under this RFP or coming onto a CMHA property and any resulting contract and provide summaries of the results to the Authority if requested. For the purposes of this section, the term “employees” includes contractor. Prospective employees whose criminal background check discloses a misdemeanor or felony involving crimes of moral turpitude, sexual offenses or harm to persons or property shall not be employed to perform work under this RFP or any resulting contract. Contractor is required to perform drug screening of all employees and to ensure acceptable test results. Criminal history and drug screening checks will be completed at the sole expense of the contractor. Any employee of the Contractor suspected of being under the influence of drugs and or alcohol will be reported to the Authority’s Compliance and Safety Operations Department and/or other local law enforcement. If the employee is determined to be under the influence of drugs or alcohol in any form or manner, or believed by proper authority to be dealing in illicit sale of alcohol or drugs they will be removed and shall not be allowed to return to any job site on the Authority’s property. The Contractor’s contract may be suspended and/or terminated should such a situation occur or if the Contractor fails to submit results pursuant to this section.

2.1.8.2 Contractor(s) shall pay all of its employees, including any and all approved Sub-Contractors, at least the legal minimum wages as determined by the United States Department of Labor and the United States Department of Housing and Urban Development and Department of Labor Prevailing Wage. Wage Determinations can be accessed via the Department of Labor website, www.wdol.gov.

2.1.8.3 Contractor(s) shall inform CMHA Procurement within two (2) working days of any change in contact information, including but not limited to contact personnel, mailing address, physical address, phone numbers and email addresses.

2.1.9 Performance Standards

2.1.9.1 If the Contractor does not respond to phone calls and emails within 1 business day, at a minimum, the Fee shall be reduced by \$25 per day.

2.1.9.2 If the Contractor does not submit annual actuarial analysis for the Authority’s review on the benefits plan as requested and within a reasonable time as determined by the Authority, the Fee shall be reduced by 10%. This may also affect the Authority’s determination in exercising options.

2.1.9.3 If the Benefits Consultant is not readily available for open enrollment and communication purposes beginning each March, then fees shall be reduced by 10%.

2.1.9.4 The Human Resources Manager may waive the fee reductions at her discretion after discussing extenuating circumstances with the Contractor. Such waiver shall be in writing at the time of the service.

2.2 ECONOMIC INCLUSION PARTICIPATION

The Authority has, within the terms of its procurement policy, established the following goals with regards to Economic Inclusion and encourages participation by MBE/WBE and Section 3 Business concerns.

- Minority-Owned Business Enterprise:
 - General Construction: 20%
 - Professional Services: 12%
 - Material/Supplies: 5%
- Women-Owned Business Enterprise goal 5%
- Section 3 Business Concerns:
 - Construction Contracts goal 15%
 - Non-Construction Contracts 5%

In furtherance of Section 3 initiatives, 30% of any hiring or training opportunities that are generated through this contract agreement should be provided to Section 3 Residents to the greatest extent feasible.

Within Tab 4 of the Administrative Proposal, the proposer must complete and submit *Attachment D*, Section 3 forms and any applicable MBE/WBE/SBA certification.

2.3 THE AUTHORITY’S MOTTO AND GOLD PERFORMANCE STANDARDS

In 2012, the Authority implemented its motto “Being an Asset to Hamilton County” in addition to establishing Gold Performance Standards which consist of the principles and values by which the Agency performs and how our partners, vendors, contractors and consultants are measured. The Gold Performance Standards are:

<i>Respect</i>	<i>Timely</i>	<i>Exceptional</i>	<i>Initiative</i>
<i>Excellent</i>	<i>Quality</i>	<i>Accurate</i>	<i>Integrity</i>
<i>Value</i>	<i>Creativity</i>	<i>Accountability</i>	<i>Professionalism</i>

It is the Authority’s intent to procure services from a contractor that shares these standards and can clearly demonstrate what they can bring to this project that no other planner can offer. The contractor’s proposal and overall presentation will be a direct reflection of their understanding of the Authority’s Gold Performance Standards, i.e.

quality, creativity and professionalism that the Authority may expect of the contractor as evaluated in the Gold Performance Standard Evaluation Factor in Table 6.

2.4 QUESTIONS REGARDING THIS RFP

- 2.4.1 Questions will only be received in writing by email to procurement@cintimha.com no later than 4:00 PM on April 16, 2019.
- 2.4.2 Questions will be answered in an addendum posted on the Authority's website at <http://www.cintimha.com/business-opportunities.aspx>.
- 2.4.3 It is the responsibility of interested Offerors to review this and all addenda posted associated to this RFP.

3.0 PROPOSAL FORMAT

- 3.1 **Tabbed Proposal Submittal:** The Authority intends to retain the successful proposer pursuant to a "Best Value" basis. Therefore, so that the Authority can properly evaluate the offers received, all proposals submitted in response to this RFP must be formatted in accordance with the sequence noted following. Each category must be separated by numbered index dividers (which number extends so that each tab can be located without opening the proposal) and labeled with the corresponding tab reference also noted below. None of the proposed services may conflict with any requirement the Authority has published herein or has issued by addendum.

To be considered responsive, an Offeror must submit a complete Proposal that satisfies and addresses all requirements stated in this RFP. EXCEPT AS OTHERWISE PROVIDED IN THIS RFP, A PROPOSAL THAT FAILS TO CONFORM TO ALL REQUIREMENTS MAY BE CONSIDERED NON-RESPONSIVE AND MAY BE REJECTED. Failure to submit the following items in the manner specified in this section will render the Proposal non-responsive and the Proposal will be disqualified.

A Proposal shall be organized in **three (3) separate parts: (1) Administrative Proposal, and (2) Technical Proposal, and (3) Cost Proposal** (collectively referred to herein as "Submissions"). Each part will be evaluated separately. Each part shall indicate its content and be separately labeled, as applicable: ADMINISTRATIVE, TECHNICAL, or COST PROPOSAL.

Offeror MUST submit each part of the Proposal (Administrative, Technical, and Cost). Loose-leaf binders shall be provided for the hard copy submissions for the Administrative and Technical proposals.

- 3.1.1 Offerors shall submit one (1) original hard copy of the Administrative Proposal.
- 3.1.2 Offerors shall submit six (6) copies of the Technical Proposals (one original and five exact copies). The original shall be labeled "original".

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- 3.1.3** Offerors shall submit one (1) original hard copy of the Cost Proposal in a sealed envelope.
- 3.1.4** Offerors shall submit a total of one (1) electronic version containing each of the Administrative, Technical and Cost Proposals. Electronic media shall be included on USB 2 or 3 compliant Flash Drive or a CD and clearly labeled. The electronic version shall include a separate file for the Cost Proposal. The Administrative and Technical Proposals may consist of one file or several.
- 3.1.5** Offerors shall NOT include any cost information in the Offerors' Administrative Proposal or Technical Proposal in either the hard copy or the electronic Proposal. Inclusion of such cost information in the Administrative or Technical Proposals may result in disqualification of the Proposal. During the evaluation, costs are not considered and shall not influence the evaluation of the technical factors. Cost is an objective evaluation factor whereas the technical factors are subjective.
- 3.1.6** In the event that there are any inconsistencies between the electronic Submissions and the hard copy Submissions for each of the two (2) parts of the Proposal, the Original, wet ink, hard copy will be deemed controlling by CMHA when reviewing each Proposal.
- 3.1.7** All Proposals and accompanying documentation shall become the property of CMHA and shall not be returned.
- 3.1.8 Proposal Submittal Binding Method:** It is preferable and recommended that the proposer bind the proposal submittals in such a manner that the Authority can, if needed, remove the pages from the cover (e.g. 3-ring binder, etc.) to make copies then conveniently return the proposal submittal to its original condition.

3.2 Proposal Content: The Proposal shall contain the following documentation:

- 3.2.1 Administrative Proposal:** A complete administrative proposal consists of **one** loose leaf binder containing originals of each of the following:

[TABLE 4a]

Tab	Form	Description
1	Form of Proposal: <u>Attachment A</u>	This 1-page Form must be fully completed, executed where provided thereon and submitted under this tab as a part of the proposal submittal.
2	Form HUD 5369-C (8/93), <i>Certifications and Representations of Offerors, Non-Construction Contract;</i> <u>Attachment B</u>	This 2-page Form must be fully completed, executed where provided thereon and submitted under this tab as a part of the proposal submittal.
3	Profile of Firm Form: <u>Attachment C</u>	This 2-page Form must be fully completed, executed and submitted under this tab as a part of the proposal submittal.

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	<i>And Attachment C.1 HUD 2922</i>	Form HUD 2922 <i>Certification Regarding Debarment and Suspension</i> must also be executed and submitted as part of the proposal submittal under this tab.
4	Section 3 Business Preference Documentation: <u>Attachment D</u>	For any proposer claiming a Section 3 Business Preference, he/she shall under this tab include the fully completed and executed Section 3 Business Preference Certification Form and any documentation required by those forms.
5	Proof of Insurance and Licensing	The proposer must provide current proof of insurance and licensing requirements. See Section 5.4. The proposer shall provide the following certificates evidencing the coverage amounts : <ul style="list-style-type: none"> • Workers Compensation & Employer's Liability • General Liability • Automobile • Registration with the State of Ohio and/or City of Cincinnati as a business
6	Equal Employment Opportunity	The proposer must submit under this tab a copy of its Equal Opportunity Employment Policy.

3.2.2 Technical Proposal: A complete technical proposal consists of six loose leaf binders with one binder containing originals and the other five binders containing exact copies. The completed Professional Performance Assessment shall be placed in sub-tabs along with the corresponding additional documentation. *The evaluators will only see the information in their copy of your proposal. If additional space is needed to respond to the Professional Performance Assessment, use additional pages and note that you have done so on the Professional Performance Assessment.*

[TABLE 4b]

Tab	Evaluation Factor	Description
1		Cover Letter (Optional)
2	Ability to Perform the Work/Assigned Team	Complete Attachment H – Professional Performance Assessment for this Evaluation Factor and include subtabs for attachments as described in Attachment H.
3	Customer Service Commitment	Complete Attachment H – Professional Performance Assessment for this Evaluation Factor and include subtabs for attachments as described in Attachment H.
4	Proposed Reporting to be Provided (Frequency, Usefulness, Ease of Use)	Complete Attachment H – Professional Performance Assessment for this Evaluation Factor.
5	Demonstrated Benefit Solutions for Similarly Situated Employers	Complete Attachment H – Professional Performance Assessment for this Evaluation Factor and include subtabs for attachments as described in Attachment H.

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6	Cost Projections/Ongoing Review	Complete Attachment H – Professional Performance Assessment for this Evaluation Factor.
7	Plan Administration and Commitment to CMHA Legislative Compliance Oversight	Complete Attachment H – Professional Performance Assessment for this Evaluation Factor and include subtabs for attachments as described in Attachment H.
8	Experience in Employer Wellness Programs and Commitment to CMHA’s	Complete Attachment H – Professional Performance Assessment for this Evaluation Factor.
9	Past Performance: References	Complete Attachment H – Professional Performance Assessment for this Evaluation Factor.
10	Subcontractor/Joint Venture Information (If Applicable)	<p>The proposer shall identify hereunder whether or not he/she intends to use any subcontractors for this job, if awarded, and/or if the proposal is a joint venture with another firm. Please remember that all information required from the proposer under the proceeding tabs must also be included for any major subcontractors (10% or more) or from any joint venture. At a minimum, the following forms must be submitted for the subcontractor:</p> <ul style="list-style-type: none"> • HUD 5369-C Certifications and Representations of Offertory, Non-Construction Contracts • Profile of Firm Form • HUD 2922 • Section 3 forms • Licensing and Insurance • References
11	Other Information: (Optional Item)	The proposer may include hereunder any other general information that the proposer believes is appropriate to assist CMHA in its evaluation.

3.2.2.1 In addition to using tabs to separate the information for each evaluation factor; use sub-tabs where indicated on the Professional Performance Assessment.

3.2.2.2 If no information is to be placed under any of the above noted tabs (especially the “Optional”), please place thereunder a statement such as “THIS TAB LEFT INTENTIONALLY BLANK.” DO NOT eliminate any of the tabs.

3.2.2.3 Authorization of Offeror: The Form of Proposal (Attachment A) must be signed by a representative of the Offeror who is legally authorized to enter into a contractual relationship in the name of the Offeror.

3.2.3 Cost Proposal: The proposed Fees shall be submitted by the proposer utilizing *Attachment I* and received by the Authority in a separate, sealed envelope along

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with the proposals and marked with the Proposer's name, the solicitation number, solicitation name, and the words "Cost Proposal"

3.2.3.1 The cost shall be a firm fixed price inclusive of all elements required to deliver the services, including but not limited to: employee costs and benefits, clerical support, supplies, materials, licensing, insurance, fuel surcharges, franchise fees, etc. Please note that such cost is inclusive of all elements required to provide these services as specified herein and each fee proposed shall be fully "burdened" with profit and overhead costs.

3.2.3.2 Authorization of Offeror: The Cost Proposal (Attachment I) must be signed by a representative of the Offeror who is legally authorized to enter into a contractual relationship in the name of the Offeror.

3.3 Proposal Submission: All proposals must be submitted and time-stamped received in the designated the Authority office by no later than the submittal deadline stated herein (or within any ensuing addendum). A total of 1 original signed Administrative Proposal, 1 Original and 5 exact copies of the Technical Proposal each of which shall have a cover and extending tabs, shall be placed unfolded in a sealed package along with 1 electronic copy AND the separate fee information and addressed to:

Cincinnati Metropolitan Housing Authority
Attention: Procurement Office
1627 Western Avenue
Cincinnati, OH 45214

The package exterior must clearly denote the above-noted RFP number and must have the proposer's name and return address. Proposals received after the published deadline will not be accepted.

3.3.1 Submission Conditions: DO NOT FOLD OR MAKE ANY ADDITIONAL MARKS, NOTATIONS OR REQUIREMENTS ON THE DOCUMENTS TO BE SUBMITTED! Proposers are not allowed to change any requirements or forms contained herein, either by making or entering onto these documents or the documents submitted any revisions or additions; and if any such additional marks, notations or requirements are entered on any of the documents that are submitted to the Authority by the proposer, such may invalidate that proposal. If, after accepting such a proposal, the Authority decides that any such entry has not changed the intent of the proposal that the Authority intended to receive, the Authority may accept the proposal and the proposal shall be considered by the Authority as if those additional marks, notations or requirements were not entered on such. By accessing the noted Internet System and downloading these documents, each prospective proposer that does so is thereby agreeing to confirm all notices that the Authority delivers to or makes available to him/her as instructed, and by submitting a proposal, the proposer is thereby agreeing to abide by all terms and conditions published herein and by addendum pertaining to this RFP.

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3.3.2 Submission Responsibilities: It shall be the responsibility of each proposer to be aware of and to abide by all dates, times, conditions, requirements and specifications set forth within all applicable documents issued by the Authority, including the RFP document, the documents listed within the following Section 3.5, and any addenda and required attachments submitted by the proposer. By virtue of completing, signing and submitting the completed documents, the proposer is stating his/her agreement to comply with all conditions and requirements set forth within those documents. Written notice from the proposer not authorized in writing by the PO to exclude any of the Authority requirements contained within the documents may cause that proposer to not be considered for award.

3.4 Proposer's Responsibilities--Contact with the Authority: It is the responsibility of the proposer to address all communication and correspondence pertaining to this RFP process to the PO only. Proposers must not make inquiry or communicate with any other Authority staff member or official (including members of the Board of Commissioners) pertaining to this RFP. Failure to abide by this requirement may be cause for the Authority to not consider a proposal submittal received from any proposer who has not abided by this directive.

3.4.1 Addendum: All questions and requests for information must be addressed in writing to the PO. The PO will respond to all such inquiries in writing by addendum posted to the Authority website at <http://www.cintimha.com/business-opportunities.aspx>. Offerors are responsible for ensuring they receive all addenda. During the RFP solicitation process, the PO will NOT conduct any *ex parte* (a substantive conversation—"substantive" meaning, when decisions pertaining to the RFP are made—between the Authority and a prospective proposer when other prospective proposers are not present) conversations that may give one prospective proposer an advantage over other prospective proposers. This does not mean that prospective proposers may not contact the PO it simply means that, other than making replies to direct the prospective proposer where his/her answer has already been issued within the solicitation documents, the PO may not respond to the prospective proposer's inquiries but will direct him/her to submit such inquiry in writing so that the PO may more fairly respond to all prospective proposers in writing by addendum.

3.5 Recap of Attachments: It is the responsibility of each proposer to verify that he/she has downloaded the following attachments pertaining to this RFP, which are hereby by reference included as a part of this RFP:

[Table No. 5]

Attachment/Tab		Description
A	Tab 1 of Administrative Proposal	Form of Proposal
B	Tab 2 of Administrative Proposal	Form HUD-5369-C (8/93), <i>Certifications and Representations of Offerors, Non-Construction Contract</i>
C	Tab 3 of Administrative Proposal	Profile of Firm Form

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C.1	Tab 3 of Administrative Proposal	Form HUD 2992 – <i>Certification Regarding Debarment and Suspension</i>
D	Tab 4 of Administrative Proposal	Section 3 Forms, including explanation
E	Reference	Form HUD-5369-B (8/93), <i>Instructions to Offerors, Non-Construction</i>
F	Reference	The Authority’s Instructions to Proposers & Contractors (ITPC)
G	Reference	Form HUD-5370-C1, <i>General Conditions for Non-Construction Contracts Section I (With or without Maintenance Work)</i>
H	Tabs 2 through 9 of Technical Proposal	Professional Performance Assessment
I	Separate Envelope	Fee Submission Form (To be submitted in a separate, sealed envelope per Section 3.2.3.
J	Reference	Professional Services Agreement

Do not include the reference attachments in your proposal.

4.0 PROPOSAL EVALUATION:

Each Proposal submittal will be evaluated based upon the following information and criteria.

- 4.1 Initial Evaluation for Responsiveness:** Each proposal received will first be evaluated for responsiveness (e.g., meets the minimum of the published requirements). The Authority reserves the right to reject any proposals deemed by the Authority not minimally responsive. Each proposal will be evaluated on the factors described in Table 6. The Authority intends to award a contract to the Proposer(s) with the highest ranking scores and whose qualifications and fee proposals the Authority determines is most advantageous to the Authority.
- 4.2 Evaluation Committee:** The Authority anticipates that it will select a minimum of a three-person committee to evaluate each of the responsive proposals submitted in response to this RFP. PLEASE NOTE: No proposer shall be informed at any time during or after the RFP process as to the identity of any evaluation committee member. If, by chance, a proposer does become aware of the identity of such person(s), he/she SHALL NOT make any attempt to contact or discuss with such person anything related to this RFP. As detailed within Section 3.4 of this document, the designated PO is the only person at the Authority that the proposers shall contact pertaining to this RFP. Failure to abide by this requirement may (and most likely will) cause such proposer(s) to be eliminated from consideration for award.
- 4.3 Evaluation Criteria:** The evaluation panel will use both objective and subjective criteria to evaluate each proposal submittal received; award of points for each listed factor will be based upon the documentation that the proposer submits within his/her proposal submittal. The scores will then be averaged for each evaluation factor and then the weighted average score for each evaluation factor will be combined to calculate the overall score.

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[Table No. 6a]

Score	Description
5	Total Applicability/Excellent: The proposal exceeds all the requirements of the RFP and Specifications in a highly competent and superior manner.
4	Substantial Applicability/Above Average: The proposal meets all the requirements of the RFP and Specifications and, in some respects, exceeds them.
3	Average Applicability: The proposal adequately meets most of the requirements of the RFP and scope. It accomplishes many, but not all of the requirements stated in the RFP and specifications.
2	Limited Applicability/Below Average: The proposal meets some of the requirements of the RFP and scope but contains some deficiencies. The proposal accomplishes some, but not all of the purposes stated in the RFP and specifications.
1	Minimum Responsiveness/Poor: The proposal scarcely meets the requirements and contains many deficiencies. The required documentation is in many respects inadequate, methodologically unsound or scarcely accomplishes the purpose stated in the RFP and specifications.
0	Non-responsive: A zero value typically constitutes no response or an inability of the vendor to meet the minimum requirement as set forth in submitting the RFP criterion.

[Table No. 6b]

NO	POINTS	WEIGHTED AVERAGE	DESCRIPTION
1	0-5	10%	The Proposed Fees to provide the services required
2	0-5	10%	Ability to Perform the Work/Assigned Team
3	0-5	10%	Customer Service Commitment
4	0-5	10%	Proposed Reporting to be Provided (Frequency, Usefulness, Ease of Use)
5	0-5	10%	Demonstrated Benefit Solutions for Similarly Situated Employers
6	0-5	10%	Cost Projections/Ongoing Review
7	0-5	10%	Plan Administration Commitment to CMHA and Legislative Compliance Oversight
8	0-5	10%	Experience in Employer Wellness Programs and Commitment to CMHA's
9	0-5	5%	Past Performance: References
10	0-5	5%	Gold Performance Standards
		90%	Sub-Total Points (Other than Preference Points)

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4.3.3 Interview: Those Contractors with scores closest to 90% in categories one through six may be asked to participate in the second stage, consisting of the seventh factor: Any and all interviews are at the sole discretion of the Authority.

11	0-5	10%	Appear and Participate in an <u>Interview with the Authority</u> to discuss qualifications and proposal. Scores assigned for proposals, under any category, may be amended based on information obtained during the oral interviews.
		100%	Total Points (other than preference points)

4.3.4 Additional Evaluation Factors: The following factors will be utilized by the PO to evaluate Economic Inclusion Points for each proposal received. It is important to note that the Economic Inclusion Points are not a requirement of this solicitation, but are simply additional points available to the proposers. No proposal will be rejected for not receiving any additional points.

[Table No. 6c]

NO.	MAX POINT VALUE	FACTOR TYPE	FACTOR DESCRIPTION
12		Objective	Economic Inclusion Participation: A firm may qualify for Section 3 status as detailed within <u>Attachment D</u> and may also qualify as a DBE/MBE/WBE and SBE as certified by the City of Cincinnati, the State of Ohio MBE/WBE registration board and/or any other governmental certification entity. Active certification must be included with the proposal to receive additional points. (Note: a maximum of 15 economic inclusion points may be awarded)
12a	5 points	Section 3	Category I & II: As detailed in <i>Attachment D</i> ; <u>or</u>
12b	3 points		Category III & IV: As detailed in <i>Attachment D</i> .
12c	5 points		Demonstrative Section 3 Action Plan
12d	5 points	DBE/MBE /WBE/SBE	Certification by a professional diversity organization and/or governmental certification entity.
	15 points		Maximum Economic Inclusion Points (Additional)

115 points	Total Possible Points
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4.4 Evaluation Method:

4.4.1 Evaluation Packet for Proposals Deemed Responsive: Internally, an evaluation packet will be prepared for each evaluator, including the following documents:

4.4.4.1 Instructions to Evaluators;

4.4.4.2 Proposal Tabulation Form;

4.4.4.3 Copy of all pertinent RFP documents.

4.4.2 Evaluation: The PO will evaluate and award points pertaining to the Economic Inclusion Participation and Proposed Fees factors. The appointed evaluation committee, independent of the PO or any other person at the Authority, shall evaluate the responsive proposals submitted and award points pertaining to the other evaluation factors. Upon final completion of the proposal evaluation process, the evaluation committee will forward the completed evaluations to the PO.

4.4.3 Potential "Competitive Range" or "Best and Finals" Negotiations: The Authority reserves the right to, as detailed within Section 7.2.N through Section 7.2.R of HUD Procurement Handbook 7460.8 REV 2, conduct a "Best and Finals" Negotiation, which may include oral interviews, with all firms deemed to be in the competitive range. Any and all interviews are at the sole discretion of the Authority.

4.4.4 Determination of Top-ranked Proposer: Typically, the subjective points awarded by the evaluation committee will be combined with the objective points awarded by the PO to determine the final rankings. Contract negotiations may, at the Authority's option, be conducted prior to or after the BOC approval.

4.4.4.1 Minimum Evaluation Results: To be considered to receive an award a proposer must receive a total calculated average of at least **90** points (of the 115 total possible points detailed within Section 4.3 herein).

4.4.4.2 Ties: In the case of a tie in points awarded, the award shall be decided as detailed within Section 6.12.C of HUD Procurement Handbook 7460.8 REV 2, by "drawing lots or other random means of selection."

4.4.5 Notice of Results of Evaluation: If an award is completed, all proposers will receive by e-mail a Notice of Results of Evaluation. Such notice shall inform all proposers of:

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- 4.4.5.1 Which proposer received the award;
- 4.4.5.2 Each proposer's right to a debriefing and to protest.

4.4.6 Restrictions: All persons having familial (including in-laws) and/or employment relationships (past or current) with principals and/or employees of a proposer entity will be excluded from participation on the Authority evaluation committee. Similarly, all persons having ownership interest in and/or contract with a proposer entity will be excluded from participation on the Authority evaluation committee.

5.0 CONTRACT INFORMATION:

5.1 Contract Award Procedure: If a contract is awarded pursuant to this RFP, the following detailed procedures will be followed:

5.1.1 By completing, executing and submitting the Form of Proposal, *Attachment A*, the "proposer is thereby agreeing to abide by all terms and conditions pertaining to this RFP as issued by the Authority, either in hard copy or on the noted System."

5.2 Contract Conditions: The following provisions are considered mandatory conditions of any contract award made by the Authority pursuant to this RFP:

5.2.1 Contract Form: The Authority will not execute a contract on the successful proposer's form of contract and contracts will only be executed on the Authority's form of contract and by submitting a proposal the successful proposer agrees to do so. See *Attachment H* for Professional Services Agreement General Terms and Conditions and *Attachment A* for Proposer's Statement.

5.2.1.1 Please note that the Authority has no legal right or ability to (and will not) at any time negotiate any clauses contained within ANY of the HUD forms included as a part of this RFP.

5.2.2 Indefinite Quantities Contract (IQC) – The Authority does not guarantee any minimum or maximum amount of work as a result of any award ensuing from this RFP, but will reserve the right to award work on an as-needed basis.

5.2.2.1 Guaranteed Contract Minimum Amount and Not-to-exceed Maximum Amount: As may be further detailed herein, as the ensuing contract will be an Indefinite Quantities Contract (IQC), which, pursuant to HUD regulation, requires the Authority to award the responsive and responsible contractor a Guaranteed Contract Minimum Amount (GCMA) and Not-to-exceed Maximum Contract Amount (NMCA) of work, those required minimum and maximum contract levels are: (a) GCMA: \$100; (b) NMCA: \$100,000

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annually. The Authority reserves the right to adjust these amounts, if in its best interest to do so, prior to contract approval.

5.2.3 Assignment of Personnel: The Authority shall retain the right to demand and receive a change in personnel assigned to the work if the Authority believes that such change is in the best interest of the Authority and the completion of the contracted work.

5.2.4 Unauthorized Sub-Contracting Prohibited: The successful proposer shall not assign any right, nor delegate any duty for the work proposed pursuant to this RFP (including, but not limited to, selling or transferring the contract) without the prior written consent of the PO. Any purported assignment of interest or delegation of duty, without the prior written consent of the PO shall be void and may result in the cancellation of the contract with the Authority, or may result in the full or partial forfeiture of funds paid to the successful proposer as a result of the proposed contract; either as determined by the PO.

5.3 Contract Period:

5.3.1 The Authority intends to enter into a one year contract with the option, at the Authority's sole discretion, to extend four one-year contracts with the successful offeror(s) selected to provide the services.

5.4 Licensing and Insurance Requirements: If a proposer receives an award and unless otherwise waived in the Contract, the Contractor will be required to provide an original Certificate of Insurance confirming the following minimum requirements to the Authority upon execution of the contract, and annually thereafter evidencing renewals thereof:

[Table No. 7]

Workers Compensation & Employer's Liability	Required Limits
Workers' Compensation coverage is Statutory and has no pre-set limits. Worker's Compensation is required for any vendor made up of more than one person.	
Employer's Liability Insurance must cover all of Contractor's employees acting within the course and scope of this Contract. Employer's Liability limit is \$500,000. The Authority and its affiliates must be a Certificate Holder.	\$500,000 bodily injury for each accident \$500,000 bodily injury by disease for each employee \$500,000 bodily injury disease aggregate
Business Automobile Liability	Required Limits
The Authority and its affiliates must be named as an Additional Insured and as the Certificate Holder. This is required for any vendor that will be using their vehicle to do work on the Authority properties.	\$1,000,000 combined single limit; \$50,000/\$100,000 for vehicles utilized during the contract when not owned by the Contractor; \$5,000 medical pay.

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Commercial General Liability	Required Limits
This is required of any vendor who will be doing hands on work at the Authority properties. The Authority and its affiliates must be named as an Additional Insured and as the Certificate Holder. Commercial General Liability Insurance shall cover premises operations, fire damage, independent contractors, products and completed operations, blanket contractual liability, personal injury, and advertising liability.	\$1,000,000 each occurrence \$2,000,000 general aggregate \$50,000 damage to premises and fire damage \$5,000 medical expenses for any one person

- 5.5 Right to Negotiate Final Fees:** The Authority shall retain the right to negotiate the amount of fees that are paid to the successful proposer, meaning the fees proposed by the top-rated proposer may, at the Authority's options, be the basis for the beginning of negotiations. Such negotiations shall begin after the Authority has chosen a top-rated proposer. If the Authority and such proposer can not arrive at a mutually agreed upon price or terms for the work to be performed, the Authority shall retain the right to end such negotiations and begin negotiations with the next-rated proposer or cancel the solicitation in its entirety. The Authority shall also retain the right to negotiate with and make an award to more than one proposer, as long as such negotiation(s) and/or award(s) are addressed in the above manner (i.e. top-rated first, then next-rated following until a successful negotiation is reached).
- 5.6 Contract Service Standards:** All work performed pursuant to this RFP must conform and comply with all applicable local, state and federal codes, statutes, laws and regulations.