REQUEST FOR QUALIFICATIONS NO.
2018-1658

PROFESSIONAL THIRD-PARTY PROPERTY AND CASUALTY
INSURANCE CLAIMS ADMINISTRATION SERVICES
FOR THE CITY OF EAST POINT, GEORGIA

January 5, 2017
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REQUEST FOR QUALIFICATIONS NO. 2018-1658
PROFESSIONAL THIRD-PARTY PROPERTY AND CASUALTY INSURANCE CLAIMS ADMINISTRATION SERVICES FOR THE CITY OF EAST POINT, GEORGIA
January 5, 2018

1.0 INTRODUCTION

1.1 PURPOSE

The City of East Point, Georgia (hereafter referred to as the “City”) is hereby soliciting sealed proposals from financially stable, experienced, qualified third-party administrators (hereafter referred to as TPAs) who are willing to enter into a Contract to provide the City with property and casualty insurance claims administration services.

The City of East Point is seeking a firm that can provide third-party Claims Administration Services in regard to Property and Casualty Liability insurance claims. These services will include, but shall not be limited to:

- Claims Set-Up / Management / Documentation
- Investigating Claims
- Adjusting Claims
- Setting Reserves
- Subrogation
- Ligation Management (with the pre-approval of the City)
- File Management
- MMSEA CMS Reporting
- Coverage Determination
- Providing Quarterly Loss Run History (for opened and closed claims)
- Managing a Risk Management Systems and Reporting
- Reporting claims to excess carrier
- Maintaining a Risk Management Information System capable of providing the City with the claim number, the status of open claims, a summary of the incident, complete file notes, outstanding financial reserves, and details of claims and expense payments.

Please note: The City’s contractual agreement for Third-Party Administration Services will not include administration services for Workers’ Compensation claims.

Proposals submitted in response to this RFQ that comply with the submittal requirements set forth in Section 2.35 and Section 2.36, including providing all forms and certifications, will be evaluated in accordance with the criteria and procedures described therein. See EXHIBIT I – DETAILED SCOPE OF SERVICES.

It is anticipated by the City that services under the awarded Contract resulting from this Request for Qualifications (RFQ) will commence on or about Monday, October 1, 2018.

1.2 BACKGROUND

The City serves an area of 14.7 square miles with a population of approximately 35,471. The City’s fiscal year begins on July 1st and ends on June 30th. The City provides various municipal services to its residents including
Police, Planning and Zoning, Building and Code services, Public Works, Storm Water Utility, Parks and Recreation, Code Enforcement, School Crossing Guards, Fire and Rescue services, and Sanitation services. The City of East Point currently has insurance coverage in place, as follows:

- **General Liability**
- **Cyber Liability**
- **Law Enforcement Liability**
- **Property**
- **Auto Liability**
- **Workers’ Compensation**

The City of East Point has policies with more than one carrier and the current in-force policies have varying expiration dates. The City of East Point will need to renew all the above coverages during the upcoming calendar year of 2018. The City of East Point seeks advice relating to the overall adequacy of its current insurance program including the adequacy of the policy limits attached to the various policies it holds. The City of East Point is seeking a firm that can provide brokerage services which will result in reliable, comprehensive insurance coverage with a Georgia licensed insurance company with an A+ or better rating at the most reasonable costs the marketplace can provide. The City of East Point is seeking a firm that can effectively negotiate necessary coverage, service the various policies it places, and assist the City on an ongoing basis with policy related claims and issues that may arise from time to time.

### 1.3 MINIMUM PROVIDER REQUIREMENTS

To participate in this solicitation, the Provider should have a minimum of five (5) years’ worth of verifiable experience in the administration of self-insured Property and Casualty programs, preferably this experience shall involve public entities, most specifically municipalities. In addition, the Provider must be able to demonstrate a broad range of knowledge and expertise in providing all of the services requested herein.

The Third-Party Administrator shall be a recognized administrator of self-insured Property and Casualty Liability programs, licensed to do such business in the State of Georgia. A copy of the Georgia license shall be provided by the Third-Party Administrator in their response submittal.

It is highly desirable, but not mandatory, that the Third-Party Administrator be engaged in the administration of self-insurance programs only, and not be engaged in the sale of insurance.

The Provider who is deemed by the City to represent the most responsive, responsible, overall best-valued Provider shall be expected to enter into a contractual arrangement with the City of East Point, Georgia, to work collaboratively with the City and key staff members to represent the interest of the City in regard to Property and Casualty Liability insurance claims.

The work shall be performed and directed by the key personnel identified in the submittal from the Selected Provider in response to this RFQ. The awarded firm shall not subcontract, assign or transfer any work under the agreement without the prior written consent of the City. Sub consultants must be identified in the submittal and shall be subject to the approval of the City. Any changes in the identified personnel shall be subject to the prior review and approval of the City. When directed by the City, sub consultant personnel whose performance or behavior is determined to be unsatisfactory shall be immediately removed.

The awarded firm shall provide a sufficient number of qualified personnel as necessary to effectively carry out its responsibilities under the agreement. Only competent personnel who are qualified by experience and education shall be utilized.
The Selected Provider must be able to dedicate the required manpower and time to provide services under this Contract to the City. Meeting the City’s needs in a timely manner must be a top priority of the Selected Provider, and the City must not be placed on a “waiting list” for services. Once the Selected Provider is notified that the formal execution of the Contract has been completed, and is in receipt of a Notice to Proceed letter, it is anticipated that the work / services will immediately commence without any further delays.

The ideal candidate will be a professional who will be very proactive in their approach and who will be genuinely committed to providing the City with the most comprehensive third-party Property and Casualty Liability insurance claims administration possible. The Selected Provider must ensure the services they propose in their qualifications response represents the highest service quality possible. In order to perform the required services to the complete satisfaction of the City, a Provider must possess all of the capabilities, expertise, and service commitments necessary to excel in all areas of the services requested herein.

The Selected Provider shall be responsible for full reimbursement to the City of East Point for any and all Third-Party Administrator-caused penalties and interest the City endures.

The City of East Point may require periodic claim audits to be conducted by an independent auditor or consultant, at the City’s expense.

The City of East Point also reserves the right to audit files for claims handling and payment and will participate in periodic meetings and file reviews as are deemed necessary or desired in regard to selected cases with the claims administrator. Under such circumstances, it may be necessary for the Third-Party Administrator to provide the City of East Point personnel and / or their consultants with work space and assistance in locating files for the audit.

The Provider must warrant that no person(s) or commercial or selling agencies (including those that might be maintained by the Provider for the purpose of securing business) have been employed or retained to solicit or secure the Contract to be executed as a result of this RFQ upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee. For breach or violation of this warranty, the City of East Point shall have the right to terminate any Contract that may be entered into with the Provider and, in the City’s sole discretion, to deduct from the Contract price or consideration, or otherwise recover, the full amount of such commission, percentage, brokerage, or contingent fee.

1.4 OBTAINING THE RFQ

This document and supporting documents can be downloaded at the City of East Point Website, http://www.eastpointcity.org/contracts-procurement/ of East Point under “Open Solicitations”.

1.5 CITY’S Responsibilities

1.5.1 Upon execution of the Contract and receipt from the Selected Provider of all required and / or necessary bonds, permits, licenses, certifications, etc., the City shall issue to the Selected Provider a Notice to Proceed letter.

1.5.2 Final approval of the services rendered and approval of the Selected Provider’s invoices for payment.

1.6 PRE-QUALIFICATIONS CONFERENCE
A Pre-Qualifications Conference for this solicitation has not been scheduled by the City and the City does not anticipate conducting one. The City has made a determination that a Pre-Qualifications Conference is not required in order for a Prospective Provider to submit a valid, knowledgeable response.

If it is felt necessary, Prospective Providers are welcomed to visit the City and its environs at their leisure and on their own time; however, tours of buildings, and / or meetings and / or discussions with City personnel and / or elected or appointed officials regarding this solicitation are not to be scheduled and should not take place and, therefore, must not be anticipated.

The City of East Point does not discriminate based on disability in the admission or access to its programs or activities. Any requests for reasonable accommodations required by individuals to fully participate in any open meeting, program or activity of the City of East Point should be directed in writing to Dena Ray, Contract Specialist, at email: dray@eastpointcity.org.

1.7 QUALIFICATIONS DUE DATE

All RFQ submittals are due in the City of East Point Contracts and Procurement Department located at 1526 East Forrest Avenue, Suite 400, East Point, Georgia 30344, on or before Wednesday, February 28, 2018 at 3:00 P.M., legal prevailing time. All RFQ submittals shall be time and date stamped according to the clock in the City’s reception area. Any RFQ submittals received after this appointed schedule will be considered late and will be returned unopened to the Provider at the Provider’s expense. The RFQ Due Date can be changed only by addendum.

1.8 DELIVERY REQUIREMENTS

It shall be the sole responsibility of the Provider / Proposer to have their RFQ submittal delivered to the City of East Point Contracts and Procurement Department for receipt on or before the above stipulated due date and time. If an RFQ submittal is sent by U.S. Mail, the Provider shall be responsible for its timely delivery to the Contracts and Procurement Department.

1.9 CONTACT PERSON AND INQUIRIES

For information regarding this Request for Qualifications, contact the City of East Point Contracts and Procurement Department dray@eastpointcity.org. Deadline for submittal of all inquiries is twelve o’clock (12:00) noon on Friday, January 26, 2018. Any response made by the City shall be provided in writing to all Providers / Proposers by addendum. No verbal responses shall be authoritative.

2.0 PROCUREMENT PROCESS

The procurement will be on a formally advertised basis. All technical requirements, unless otherwise specified, must be met, or be capable of being met by the Provider or their proposal will be disqualified as being non-responsive.

2.1 NO CONTACT DURING THE PROCUREMENT PROCESS

The City of East Point desires the evaluation and award process for City contracts shall be free from both actual and perceived impropriety, and that contact between potential vendors and City officials, elected officials, and staff
regarding pending awards of City contracts shall be prohibited.

2.1.1 No person, firm, or business entity, however situated or composed, obtaining a copy of or responding to this solicitation, shall initiate or continue any verbal or written communication regarding this solicitation with any City officer, elected official, employee, or designated City representative, between the date of the issuance of this solicitation and the date of the award by the City Council except as may otherwise be specifically authorized and permitted by the terms and conditions of this solicitation.

2.1.2 All verbal and written communications initiated by such person, firm, or entity regarding this solicitation, if same are authorized and permitted by the terms and conditions of this solicitation, shall be directed only to the Purchasing Agent.

2.1.3 Any violation of this prohibition of the initiation or continuation of verbal or written communications with City officers, elected officials, employees, or designated City representatives shall result in a written finding by the Purchasing Director that the submitted bid or proposal of the person, firm, or entity is in violation of this condition and is "non-responsive", and will not be considered for award.

2.1.4 From the date of issue to the Public until after the Notice of Award has been officially issued by the City Council, Prospective Providers shall make all contact with the City through the assigned Contract Specialist, in the Contracts and Procurement Department, 1526 East Forrest Avenue, Suite 400, East Point, Georgia 30344, email: dray@eastpointcity.org.

2.2 CLARIFICATION AND ADDENDA

Providers may submit requests for clarifications or interpretations regarding this RFQ and the Contract. Providers must prepare such requests in writing for the City’s consideration as set forth in this section of the RFQ. While the City has not placed an initial limitation on the number of requests which can be submitted, Providers are cautioned that if Providers do not request meaningful clarifications or interpretations in an organized manner (e.g., limited frequency of requests), the City will set restrictions on the frequency and number of requests permitted. The City will not respond to requests, oral or written, received after twelve o’clock (12:00 P.M.) noon on Friday, January 26, 2018 local prevailing time. Providers are advised that this section places no obligation on the part of the City to respond to any or all requests for clarification or interpretation, and that the City’s failure to respond to any such request will not relieve the Provider of any obligations or conditions required by this RFQ. If the requests are submitted to the City via U. S. Postal Service or delivered via courier or delivery service (FedEx, UPS, DHL, etc.), the outside of the delivery envelope must clearly state “Inquiry Enclosed” to differentiate such parcels from those containing final bid submittals.

Requests for clarification or interpretation regarding this RFQ shall only be submitted in writing (letter, fax or email) to:

City of East Point Contracts and Procurement Department
Attention Dena Y. Ray, Contract Specialist
1526 East Forrest Avenue, Suite 400
East Point, Georgia 30344
Telephone inquiries will not be accepted. All responses to written requests for clarification, interpretation, or additional information will be distributed as numbered addenda to this RFQ and posted on the City of East Point website http://www.eastpointcity.org/contracts-procurement/. The deadline for inquiries is twelve o'clock (12:00 P.M.) noon on Friday, January 26, 2018.

No oral interpretation, instruction, or information concerning this RFQ given by any employee or agent of the City shall be binding on the City. Providers who submit an RFQ submittal in reliance on any such oral information risk having their response to this RFQ deemed non-responsive by the City. Only written responses issued by numbered addendum to this RFQ should be considered by the Providers.

During the period provided for the preparation of RFQ submittals, the City may issue addenda to this RFQ. These addenda will be numbered consecutively and will be posted on the City’s website which is located at http://www.eastpointcity.org/contracts-procurement/. These addenda will be issued by, or on behalf of, the City and will constitute a part of this RFQ. Each Provider is required to acknowledge receipt of each addendum by submitting an executed acknowledgment form. This acknowledgment shall include all addenda distributed prior to the RFQ Due Date. All responses to this RFQ shall be prepared with full consideration of the addenda issued prior to the RFQ Due Date.

### 2.3 TERM OF CONTRACT

The initial term of the contract shall be for a two (2) calendar years from the date of the executed contract, with an option to renew, upon mutual agreement, for two (2) additional one (1) calendar year terms. The Contract shall remain in force unless cancelled by either party at any time, with or without cause, upon a thirty (30) day written notice. The City is obligated only to pay such compensation under this Agreement as may lawfully be made from funds budgeted and appropriated for that purpose during the City's then current fiscal year.

The City’s determination to extend an offer to exercise an optional Contract term shall be based upon the availability of funding, and the City’s satisfaction with the product / service, and will be at the sole discretion of the City. The Contract associated with this RFQ shall commence upon the date of the formal execution of the Contract and shall remain in effect throughout its term without an amendment in the pricing or terms or conditions.

Unless mutually agreed upon in writing by all parties, or otherwise indicated herein, all provisions and conditions of any Renewal Term shall be the same as those contained within in the original Agreement.

### 2.4 SUBMITTAL INSTRUCTIONS

All RFQ submittals, including all attachments, must be received by the City in an opaque sealed package no later than 3:00 P.M. on Wednesday, February 28, 2018, and must be addressed to:

REQUEST FOR QUALIFICATIONS NO. 2018-1658
THIRD-PARTY PROPERTY AND CASUALTY INSURANCE
CLAIMS ADMINISTRATION SERVICES
City of East Point Contracts and Procurement Department
1526 East Forrest Avenue, Suite 400
East Point, Georgia 30344

The RFQ submittal package shall consist of a Technical Proposal and all required documents. The Technical Proposal, E-Verify Affidavits and S.A.V.E Affidavit shall include provider information, technical information, business related information, and any technical proposal forms requested.

The City is not responsible for the untimely receipt or loss of solicitation responses regardless of circumstances. Prospective Providers wishing to participate in this solicitation must follow the instructions detailed herein. Incomplete solicitation responses shall not be given award consideration and may be considered “non-conforming” and “non-responsive” to the requirements in the solicitation.

Providers who obtain specifications and plans from sources other than the City of East Point are cautioned that the RFQ package they receive may be incomplete. All public addendums, tabulations, evaluation meeting notices and recommendations of award will be posted on the City’s website at http://www.eastpointcity.org/contracts-procurement/.

The Request For Qualifications (RFQ) requirements, including E-Verify Affidavits and the S.A.V.E. Affidavit, shall consist of one (1) signed, unbound original that is marked “ORIGINAL” and six (6) permanently bound photocopies that are identical to the original and marked “COPY” which includes tabs labeled Tab 1 through Tab 12 and one (1) CD or flash drive containing a pdf format of the RFQ submittal. Minimum font size of eleven (11) shall be used. The total RFQ response shall contain no more than forty (40) pages. All pages shall be single sided.

Failure to submit the RFQ response in the manner specified herein or failure to enclosed identical permanently bound copies of the original materials in each response copy submitted may result in the disqualification of the entire submittal.

Each envelope or package on the outside shall be clearly marked as follows:

REQUEST FOR QUALIFICATIONS NO. 2018-1658
THIRD-PARTY PROPERTY AND CASUALTY INSURANCE
CLAIMS ADMINISTRATION SERVICES
1526 East Forrest Avenue, Suite 400
East Point, Georgia 30344

RFQ Due Date: 3:00 P.M. on Wednesday, February 28, 2018

If the solicitation response is submitted to the City via the U. S. Postal Service or delivered via courier or delivery service (FedEx, UPS, DHL, etc.), the sealed envelope / package must also be clearly notated “RFQ Response Enclosed” on the outside to differentiate these parcels from those containing questions or inquiries. This is a sealed RFQ solicitation. Oral, telephoned, telegraphed, faxed, emailed, or otherwise unsealed responses shall be considered invalid and shall not be given award consideration. Simple quotations for the work to be performed in this solicitation shall not be accepted.
The City of East Point Contracts and Procurement Department must receive submittals no later than 3:00 P.M. on Wednesday, February 28, 2018. RFQ responses received after this time will not be considered and no time extensions will be permitted. Submittals will only be opened following the final RFQ Due Date.

### 2.5 REQUEST FOR QUALIFICATIONS SCHEDULE

Below is the current schedule of the events that will take place in the procurement process. The City reserves the right to make changes or alterations to the schedule as the City determines is in its best interest. Providers will be notified sufficiently in advance of any changes or alterations in the schedule. Unless otherwise notified in writing by the City, the dates indicated below for submission of items or for other actions on the part of a Provider shall constitute absolute deadlines for those activities and failure to fully comply by the time stated shall cause a Provider to be disqualified. The City reserves the right to modify the dates and times.

<table>
<thead>
<tr>
<th>Time / Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 5, 2018</td>
<td>Request for Qualifications Issued to Public</td>
</tr>
<tr>
<td>No later than 12:00 noon on</td>
<td>Deadline to Submit Inquiries and Requests</td>
</tr>
<tr>
<td>Friday, January 26, 2018</td>
<td>for Clarification</td>
</tr>
<tr>
<td>No later than 3:00 P.M. on</td>
<td>RFQ Due Date</td>
</tr>
<tr>
<td>Wednesday, February 28, 2018</td>
<td></td>
</tr>
</tbody>
</table>

### 2.6 EVALUATION PROCESS

The Selection Committee (SC) will be responsible for ranking and recommending the most qualified individuals / firms(s) to the City Council for award. The process for awarding this Contract may proceed in the following manner:

The City of East Point Contracts and Procurement Department delivers the RFQ submittals to agency staff for summarization for the Selection Committee members. The appropriate department will review the litigation history and the Finance Division will review the financial portion of the submittals. Staff will also identify any incomplete responses. The Director of Procurement will review the information and will make a recommendation to the Selection Committee as to each firm’s responsiveness to the requirements of the RFQ. The final determination of responsiveness rests solely on the decision of the Selection Committee.

All proposals will be evaluated using the criteria specified in Section 2.35 and Section 2.36 of this RFQ. Selection will include an analysis of submittals by a Selection Committee (SC) composed of City personnel who will review the RFQ submittals in accordance with the submittal requirements and the evaluation criteria set forth in Section 2.35 and Section 2.36 of this RFQ. The Committee may request oral interviews and / or site visits. Specific factors, as detailed in the RFQ, will be considered in determining which Provider will be deemed to best meet the needs of the City of East Point.

### 2.7 PRESENTATIONS / DEMONSTRATIONS / INTERVIEWS (WHEN APPLICABLE)

Providers may be requested to provide oral presentations to the Selection Committee (SC) or City Council. Recommended Providers may be required to attend City Council meetings. All firms that are found to be both
responsive and responsible to the requirements of the RFQ may have an opportunity to make an oral presentation to the SC or City Council on the firm’s approach to this Project and the firm’s ability to perform as required. The SC may provide a list of subject matter for the discussion. The individuals / firms will have equal time to present but the question-and-answer time may vary.

Proposers / Providers may be requested to demonstrate the nature of their offered solution to the SC. After receipt of submittals, all firms will receive a description of, and arrangements for, the desired demonstration. A copy of the demonstration (hard copy, DVD, CD or a combination of both) should be given to the Purchasing Agent at the meeting to retain in the Purchasing files.

2.8 METHOD OF AWARD

Award of this Contract shall be made to the responsive, responsible Provider whose response will be the most advantageous to the City of East Point, taking into consideration the evaluation factors set forth in the Selection Criteria. At any time prior to award, the City may find that a Provider is not responsible to receive a particular award.

The City reserves the right to award to that Provider who will best serve the interests of the City, for the product(s) / service(s) that will best serve the needs of the City of East Point. The City also reserves the right to waive minor variations in the specifications and in the solicitation process. The City reserves the right to accept or reject any and / or all RFQ submittals and to award a Contract based on the RFQ.

2.9 NEGOTIATION AND AWARD

It is the City’s intent to conduct the first negotiation meeting no later than thirty (30) days after City Council approval of the final ranking by the Committee. At least one (1) of the representatives for the firm participating in negotiations with the City must be authorized to bind the firm. In the event that the negotiations are not successful within a reasonable timeframe (notification will be provided to the firm) an impasse will be declared and negotiations with the first-ranked firm will cease. Negotiations will begin with the next ranked firm. This process shall continue until the City successfully negotiates a Contract.

2.10 DISQUALIFICATION OF PROVIDER

The submission of more than one (1) RFQ submittal to the City as the primary Provider or as a member of a Joint Venture for the same work by an individual firm, partnership, or corporation under the same or different names may be grounds for disqualification of a Provider and the rejection of the RFQ submittals in which they participated.

2.11 RESERVED RIGHTS

The City shall be the sole judge of the RFQ submittals and the resulting agreements that are in its best interest and its decision shall be final. Also, the City reserves the right to make such investigations as it deems necessary to determine the ability of any Provider to perform the work or service requested. Information the City deems necessary to make this determination shall be made available to the Provider. Such information may include, but shall not be limited to, current financial statements by an independent CPA; verification of availability of personnel; and past records of performance.
2.12 INSURANCE REQUIREMENTS

The Selected Provider shall maintain General Liability, Automobile Liability, and Professional Liability insurance, issued by not less than an “A” insurance carrier, as determined by the rating firm A. M. Best, and who is licensed to issue such coverage in the State of Georgia, in the amount of not less than one million dollars ($1,000,000) combined single limit and two million dollars ($2,000,000) combined single limit aggregate, insuring the Selected Provider and its employees, representatives, and agents against liability for negligent, willful, or otherwise tortuous acts of omissions by the Selective Provider, its agents, representatives, or employees in connection with the Selected Provider’s provision of work and/or service(s), and obligations contemplated by this solicitation. That policy of insurance shall list the City of East Point, Georgia, and its employees, appointed officials, contractors, or other designees, as additional insured, (with the exception of Workers’ Compensation and Professional Liability Insurance which shall be exempt from this requirement.)

The Selected Provider shall maintain a Blanket Fidelity Bond in an amount not less than one million dollars ($1,000,000) with an approved corporate surety carrier covering any and all principals, officers, and employees involved in the performance of the agreement. The Selected Provider will maintain said bond or insurance for a period of no less than two (2) years after the expiration of the contract.

The Selected Provider shall maintain in force Errors and Omissions Insurance in an amount not less than one million dollars ($1,000,000) per occurrence in the aggregate. The Selected Provider will maintain said bond or insurance for a period of no less than two (2) years after the expiration of the contract.

The Selected Provider will maintain in force a Cyber Security / Liability policy which provides coverage including, but not limited to, Privacy Notification and Crises, E-threat Expenses coverage, and E-vandalism Expenses which names the City of East Point as an additional insured and provides a limit of no less than two million dollars (2,000,000).

The Selected Provider shall provide to East Point’s Contracts and Procurement Office a Certificate of Insurance reflecting such coverage prior to the commencement of work and/or services contemplated in this solicitation.

2.12.1 The above referenced policy shall include a provision that the policy shall not be cancelled nor modified without providing, at a minimum, a thirty (30) day notice to the City of East Point, Georgia.

2.12.2 All Certificates of Insurance must have affixed a completed ISO 2004 CG 20 10 Additional Insured Endorsement (revised short form) which references the Contract Number assigned by the City, and a brief description of the work or services to be performed.

2.12.3 All Insurance Certificates issued regarding this solicitation must clearly reference the City’s solicitation number and the official title of the awarded Contract.

2.13 HOLD HARMLESS REQUIREMENT

Neither the City, its staff, its representatives, nor any of its consultants, and / or attorneys shall be liable for any claims and / or damages resulting from the invitation, advertisement, collection, review, evaluation, and / or tabulation of responses to this solicitation.

The Selected Provider shall indemnify and hold harmless the City of East Point, Georgia, and any and all elected
officials, employees, contractors, representatives, or agents of the City of East Point, Georgia, from any loss, claim, liability, penalty, fine forfeiture, demand, causes of action, suit, and costs and expenses incidental thereto (including cost of defense, settlement and reasonable attorney’s fees) [hereinafter referred to as “Indemnified Costs”] resulting from a breach by the Selected Provider of any of the agreements, representations, trademarks, or warranties of the Selected Provider contained in this solicitation or their response thereto, or caused by, or resulting from any negligent, willful or otherwise tortuous act or omission, or violation of the law by the Selected Provider, its agents, representatives, or employees in connection with the Selected Provider’s provision of work and/or services and obligations contemplated by this solicitation, response thereto, or Contract resulting therefrom. The indemnity obligation of the Selected Provider under this section shall survive the expiration or termination of any resulting Contract, subject to any applicable statute(s) of limitation(s).

2.14 ACCURACY OF RFQ AND RELATED DOCUMENTS

The City assumes no responsibility that the specified technical and background information presented in this RFQ, or otherwise distributed or made available during this procurement process, is complete or accurate. Without limiting the generality of the foregoing, the City will not be bound by or be responsible for any explanation or interpretation of the solicitation documents other than those provided or given in writing as an addendum to this RFQ.

Should a recipient of this RFQ find discrepancies in or omissions from this RFQ and related documents, the recipient of this RFQ shall immediately notify the Purchasing Contact Person referenced in this RFQ in writing at the following address: City of East Point Contracts and Procurement Department, Dena Y. Ray, dray@eastpointcity.org, Contract Specialist, 1526 East Forrest Avenue, Suite 400, East Point, Georgia 30344 or Fax Number 404.270.7824. A written addendum, if necessary, will then be made available to each recipient of this RFQ.

2.15 RESPONSIBILITY OF PROVIDER

Each Provider is encouraged to conduct all necessary investigations and to review all available and relevant data and information, which may be necessary in their judgment to assume this responsibility prior to the submittal of their RFQ submittal. Providers are reminded of the City of East Point’s “No Contact During Procurement” requirement and shall only contact the person designated by the RFQ.

2.16 CONFIDENTIAL INFORMATION

If any RFQ submittal contains technical, financial, or other confidential information that the Provider believes is exempt from disclosure, the Provider must clearly label the specific portions sought to be kept confidential and specify on what the exemption is based. The City, at its sole discretion and subject to applicable law, will determine whether such exemption applies. The City has sole discretion to make such determination regarding the disclosure of information, and by responding to this RFQ, Providers waive any challenge to the City's decisions in this regard. Marking all or substantially all an RFQ response as confidential may result in the Provider being deemed non-responsive to this RFQ. Notwithstanding the foregoing, Providers recognize and agree that the City, its staff, and its Consultants will not be responsible or liable in any way for any losses incurred.

2.17 CITY RIGHTS AND OPTIONS
This RFQ constitutes an invitation to submit a statement of qualifications to the City. Without limitation or penalty, the City reserves and holds at its sole discretion, the following rights and options:

- This RFQ does not obligate the City to select, procure, or contract for any services whatsoever.

- The City of East Point reserves the right to award a contract based on this RFQ and the responses received (in whole or in part) to one (1) or several providers.

- The City reserves the right to change or alter the schedule for any events associated with this procurement and, if required, notify the Providers. A Provider, by submitting a response to this RFQ, agrees to be bound by any modifications made by the City.

- All costs incurred by a Provider regarding responding to this RFQ, the evaluation, and the selection process undertaken regarding this procurement, and any negotiations with the City will be borne by the Provider.

- The City reserves the right to reject all RFQ responses submitted and components thereof or to eliminate all Providers responding to this RFQ from further consideration for this Contract award, and to notify such Providers of the City's determination.

- The City may cancel this RFQ without the substitution of another solicitation and terminate this procurement at any time without any liability whatsoever.

- The City reserves the right to waive any technicalities or irregularities in the RFQ submittals received.

- The City reserves the right to eliminate any Provider who submits incomplete or inadequate responses or is not responsive to the requirements of this RFQ.

- The City may request Providers to send representatives to the City for interviews and presentations.

- To the extent deemed appropriate by the City, the City may select and enter discussions and negotiations with the Provider(s) submitting RFQ responses, which are found to be reasonably susceptible for award.

- The City reserves the right to discontinue negotiations with any selected Provider.

- The City reserves the right, without prior notice, to supplement, amend, or otherwise modify this RFQ.

- All RFQ responses (other than portions thereof subject to patent or copyright protection) become the property of the City and will not be returned, and the City reserves the right to utilize all such information contained in the RFQ submittals without further cost to the City.

- The City may add to or delete from the Scope of Work / Scope of Services set forth in this RFQ.

- All RFQ responses not received by the RFQ Due Date shall be rejected and returned unopened.

- Neither the City, its staff, its representatives, nor any of its consultants or attorneys will be liable for any claims or damages resulting from the solicitation, collection, review, or evaluation of responses to this RFQ.
• The City, including its representatives and consultants, reserves the right to visit and examine any of the facilities referenced in any RFQ submittal and to observe and investigate the operations of such facilities.

• By responding to this RFQ, Providers acknowledge and consent to the rights and conditions set forth in this RFQ.

2.18 COST OF RFQ SUBMITTAL PREPARATION AND SELECTION PROCESS

Each RFQ submittal, including preparation of all information required to be included in the submittal pursuant to this RFQ, shall be prepared at the sole cost and expense (including, but not limited to, engineering and legal costs) of the Provider. In addition, the Provider shall be solely responsible for all costs (including engineering and legal costs) incurred by such Provider regarding this selection process, including any costs incurred by the Provider in any subsequent negotiations entered into in connection with developing the RFQ submittal. There shall be no claims whatsoever against the City, its staff, or its consultants for reimbursement for the costs or expenses (including, but not limited to, engineering and legal costs) incurred during the preparation of the RFQ submittal or other information required by this RFQ or the Contract award process or in connection with the selection process or any negotiations. All price proposals, if required to be submitted to the City, must be F.O.B. East Point, Georgia and must exclude printing, postage, mailing, shipping, or delivery costs, freight or transportation charges, and taxes of any type.

2.19 ADDITIONAL OR SUPPLEMENTAL INFORMATION

After receipt of the RFQ submittals, the City will evaluate the responses, including the references, financial statements, experience and other data relating to the Provider’s qualifications. If requested by the City of East Point Contracts and Procurement Department, the Provider maybe required to submit additional or supplemental information to determine whether the Provider meets all the qualification requirements.

2.20 REPORTING RESPONSIBILITIES

The successful Provider will report directly to the City’s Human Resources Director, or their assigned representative.

2.21 GEORGIA SECURITY AND IMMIGRATION COMPLIANCE ACT

This Request for Qualifications is subject to the Georgia Security and Immigration Compliance Act. Effective July 1, 2013, bidders and proposers are notified that all bids / proposals for services that are to be physically performed within the State of Georgia must be accompanied by proof of their registration with and continuing and future participation in the E-Verify program established by the United States Department of Homeland Security.

Completed, notarized E-Verify Affidavits for the Provider, their proposed Subcontractors (if any) and proposed Sub-subcontractors (if any) must be submitted with your RFQ response to participate in this solicitation.

The Provider recommended by the Requesting Department for Contract award shall be required to submit a complete, notarized S.A.V.E. Affidavit prior to receiving official and formal Contract award from the City.
All goods, and / or Services rendered by the Selected Provider(s) pursuant to this solicitation or any resultant contract(s) and / or agreement(s) shall be provided in accordance with all applicable federal, state, and local guidelines, laws, and regulations. If requested to do so by the City, the Selected Provider(s) must provide references and assurances to the City that confirms their abilities and capabilities to meet the requirements, terms and conditions of any resultant contract award(s). See Attachment “A” E-VERIFY AFFIDAVITS AND S.A.V.E. AFFIDAVIT.

2.22 AUTHORIZATION TO TRANSACT BUSINESS

If the Provider is a Georgia corporation, the corporation, prior to contract execution, shall submit documentary evidence from the Secretary of State that the Corporation is in good standing and that the corporation is authorized to transact business in the State of Georgia.

If the Provider is a foreign (non-Georgia-based) corporation, the corporation, prior to contract execution shall submit a Certificate of Authority and documentary evidence from the Georgia Secretary of State of good standing which reflects that the corporation is authorized to do business in the State of Georgia.

2.23 RIGHT TO PROTEST

Any actual or prospective provider, bidder, offeror, contractor, or subcontractor who is aggrieved in connection with the prequalification, solicitation or award of a contract shall protest to the Purchasing Agent. Protestors are urged to seek resolution of their complaints initially with the Purchasing Agent. A protest with respect to an Invitation for Bids or Request for Proposals or Request for Qualifications shall be submitted to the Purchasing Agent in writing within five (5) calendar days after such aggrieved person knows or should have known of the facts giving rise thereto, but in no circumstance after five (5) calendar days of notification of award of contract.


2.24 ETHICS REQUIREMENTS

As provided in Chapter 4, Section 2-4001.- Declaration of Policy (Ord. No. 016-13, 7-1-13), Prospective Providers shall not offer any gratuities, favors, gifts, honorariums or anything of any monetary value whatsoever to any official, employee, representative, and / or agent of the City of East Point for the purpose of influencing consideration and / or award of this solicitation and / or for the purpose of being viewed more favorably and / or more agreeably than others who may also be competing for award. Violation of this clause shall result in the immediate elimination of the Provider’s response from award consideration and may also result in criminal actions and / or criminal penalties against the Provider, the Provider’s representative(s) and the City employee(s), if found to be compliant or in complicity and / or collusion therewith.

All Selected Providers, by entering into a service and / or contractual agreement with the City of East Point, agree to be bound by and comply with all applicable provisions of Part 2, Chapter 4, and Ethics Policy of the Code of Ordinances of the City of East Point, Georgia. Full text of this ordinance may be obtained from the City Clerk’s Office by telephoning 404.270.7100 or online by visiting http://www.municode.com/. The City’s Code of Ordinances may also be found on the City’s web site at the bottom of each Department’s page (in the black bar at the bottom of the page) under the heading “MuniCode”.

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2.25 NON-COLLUSION

By submitting a signed RFQ submittal, the Provider certifies that there has been no collusion with any other Provider. Reasonable grounds for believing the Provider has an interest in more than one RFQ submittal will result in rejection of all RFQ submittals in which the Provider has an interest. Any party to collusion may not be considered in future solicitations for the same or similar work. When, for any reason, collusion or other anticompetitive practices are suspected among any providers, or bidders, a notice of the relevant facts shall be transmitted to the City Attorney for investigation.

2.26 LOCAL PREFERENCE

In accordance with the City of East Point Local Preference Section 4-3324 - (Ord. No. 043-015, 11-2-15) Local vendor purchasing preference pertains to this solicitation. The City has a significant interest in encouraging the creation of employment opportunities for its residents and for businesses located within the City. As a purchaser of goods and services, the City will benefit from expanded job and business opportunities for its residents and businesses through additional revenues generated by its activities. It is in the interest of the City and its residents to give preference on eligible local projects to those eligible Prospective Providers who have direct physical and economic relationships with the City. A "local vendor" or "local business" means any corporation, partnership, sole proprietorship, franchise, or other business form which:

- Has its headquarters, distribution point, retail location, locally-owned franchise, or place of business within the territorial limits of the city, where work and business is and has been regularly conducted for at least six (6) months immediately prior to the issuance of the request for competitive proposals by the city; and

- Holds all business or professional licenses required by state law, county ordinance, and city ordinance at the location within the city for at least six (6) months immediately prior to the issuance of the request for competitive proposals by the City.

Any local vendor who has been determined by the Director of Contracts and Procurement to be otherwise responsive and responsible, which also provides proof of its local status under oath will receive the lesser of a five percent (5%) or a five (5) point preference in their Evaluation Criteria score.

2.27 PAYMENT

Invoices for payment will be submitted as services are completed, but no more than once a month, for the duration of the Contract. Invoices will be subject to verifications and approval by the Requesting Department. Payment will be based on receipt of individually completed check lists and upon inspection by the City’s Authorized Representative of the work / services performed.

2.28 PRICING

Price will not be considered in the final evaluation and rating of the Providers. After the highest ranking overall best qualified Providers have been determined by the Selection Committee, the City will enter into negotiations with those individuals or firms to obtain pricing that is both advantageous to the City and beneficial to the Provider.
2.29 BID BOND, PAYMENT BOND, AND PERFORMANCE BOND - (N/A)

2.30 GENERAL REQUIREMENTS

2.30.1 The Selected Provider shall not assign, transfer, convey, sublet, or otherwise dispose of any contract resulting from the RFQ or of any of its rights, titles or interests therein without prior written consent of the City of East Point Council.

2.30.2 In case of default by the Selected Provider, the City of East Point may procure the articles or services from another source and hold the Selected Provider responsible for any resultant excess cost.

2.30.3 The Selected Provider shall have the sole responsibility for any services provided, and the services provided by any third-parties (subcontractors) utilized by them to deliver any of the services requested by the City during the term of the Contract.

2.31 VALIDITY OF RESPONSES

All RFQ responses submitted must be valid for a minimum of one hundred and eighty (180) calendar days from the posted or amended RFQ Due Date. All responses shall be irrevocable for this period of time, until the City officially awards this solicitation, enters into a Contract for the goods / work / services, issues a Purchase Order for the goods / work / services, officially rejects your company’s response or rejects all responses, or officially cancels this solicitation, whichever shall first occur.

2.32 OPENING OF RFQ RESPONSES

RFQ submittals shall be publicly opened, and only the names of the Providers shall be disclosed at the opening. Contents of competing Provider’s responses shall not be disclosed during the process of evaluation and negotiation. Submittals shall be open for public inspection only after Contract award. Proprietary or confidential information marked as such in each response shall not be disclosed without written consent of the Provider. All such requests shall be handled pursuant to the terms and conditions of applicable Federal and State Freedom of Information Acts and the City’s Municipal Code. The City’s Municipal Code may be accessed from the City’s web site which is located at http://www.eastpointcity.org or directly at http://www.municode.com.

2.33 FINANCIAL INFORMATION

All individuals / firms are required to provide copies of their financial statements to demonstrate their financial capabilities. Failure to provide this information at the time of RFQ submittal may result in a recommendation by the Procurement Director that the response is nonresponsive. Each individual / firm shall be required to submit their financial statements from their most recent three (3) years for City review. Please provide a summary of the individual’s or firm’s financial resources (including the latest year financial statements, holding company and bonding information).

With respect to the number of years of financial statements required by this RFQ, the individual or firm must fully disclose the information for all years required provided, however, if the individual / firm has been in business for less than the required number of years, then the individual / firm must disclose for all years of the required period that the individual / firm has been in business, including any partial year-to-date financial statements. The City
may, in its evaluation, consider the unavailability of the most recent year’s financial statements and whether the individual / firm acted in good faith in disclosing the financial documents.

2.34 LITIGATION HISTORY

The City will consider a Provider’s litigation history in its review and determination of responsibility. All Providers are required to disclose to the City all "material" cases filed, pending, or resolved during the last five (5) years prior to the solicitation’s response due date, whether such cases were brought by or against the Provider, any parent or subsidiary of the Provider, or any predecessor organization. If the Provider is a Joint Venture, the information provided should encompass the Joint Venture (if it is not newly-formed for purposes of responding to the solicitation) and each of the entities forming the Joint Venture. Although the review of a Provider's litigation history is an issue of responsibility, the failure to provide the litigation history as required in the Evaluation Criteria may result in a determination of non-responsiveness by the Procurement Director.

2.35 EVALUATION CRITERIA

The following is a list of Evaluation Criteria totaling one hundred (100) points. Subsequent pages will further detail and define the Evaluation Criteria which are summarized with their numerical point ranges.

<table>
<thead>
<tr>
<th>Evaluation Criteria – Project Specific Criteria</th>
<th>Points</th>
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<tbody>
<tr>
<td>Provider’s Qualifications and Related Experience including References</td>
<td>0 to 20</td>
</tr>
<tr>
<td>The Provider should use the appropriate reference form and distribute it to the reference organization / firm to complete and return to the Provider upon completion. The Provider is then to include the completed Reference Verification Forms with their response package. The City will verify references provided as part of the review process. Provide a minimum of five (5) references for which the services rendered by the Provider have been performed in the last five (5) years and are comparable in scope and size to those sought by the City of East Point. <strong>See Attachment “C” REFERENCE VERIFICATION FORM.</strong></td>
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<tr>
<td>Methodology and Understanding of the Scope of Services</td>
<td>0 to 25</td>
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<tr>
<td>Ability to Complete the Work in a Timely Manner</td>
<td>0 to 20</td>
</tr>
<tr>
<td>Project Team: Experience, qualifications, and commitment of proposed key project personnel</td>
<td>0 to 30</td>
</tr>
<tr>
<td>Location / Local Preference - Reference the City’s Municipal Code Section 4-3324 – Local vendor purchasing preference</td>
<td>5</td>
</tr>
<tr>
<td>Include a completed, signed and notarized <strong>Local Vendor Preference Eligibility</strong></td>
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</table>
2.36 RFQ SUBMITTAL FORMAT

The ORIGINAL response package shall NOT be bound and should be provided to the City in an unbound, signed condition and shall be conspicuously marked “ORIGINAL”. All COPIES of the response package SHALL BE IDENTICAL TO THE ORIGINAL AND SHALL BE BOUND IN A PERMANENT MANNER and shall be conspicuously marked “COPY”. The binding employed must be secure and permanent in nature. Three-ring binders, duo-tangs, paper clips, binding clips, and staples are NOT considered permanent binding materials by the City and should not be employed by Prospective Providers for this purpose.

Response packages do not have to be professionally produced nor professionally packaged. Regarding the Evaluation Criteria: each firm has a continuing obligation to provide the City with any material changes to the information requested. The City reserves the right to obtain additional information from interested individuals / firms.

To assure consistency, proposals must conform to the format contained herein and include no more than the maximum total page count of forty (40) pages, including introductory letters, transmittal sheets, résumés of key individuals, Prospective Provider’s Contact Information Sheet, Table of Contents pages, index sheets or tabs. Paper size: 8½” x 11”. Larger charts and graphs may be provided if folded neatly to 8½” x 11” and the following items, in the order presented below, with tabs between the sections must be included:

<table>
<thead>
<tr>
<th>Evaluation Criteria</th>
<th>Tab Number</th>
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<tr>
<td><strong>Contact Sheet: Complete Attachment “B” PROVIDER’S CONTACT SHEET.</strong> Show the subject: “RFQ No. 2018-1658 – PROFESSIONAL THIRD-PARTY PROPERTY AND CASUALTY INSURANCE CLAIMS ADMINISTRATION SERVICES” and <strong>Table of Contents:</strong> Include a clear identification of the material by section and by page number.</td>
<td>Tab 1</td>
</tr>
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</table>

1) **Letter of Transmittal: (Limit to two pages.)**

This letter will summarize in a brief and concise manner that the Respondent understands the scope of services and makes a positive commitment to provide the services in a professional manner. The letter should name all of the person(s) who will be authorized to make representations for the Respondent, their titles, street addresses, e-mail addresses, and telephone/fax numbers. The letter shall be signed.
Evaluation Criteria

by a representative who is authorized to contractually bind the company and shall include the agent’s title or authority.

Is your organization / firm a corporation or partnership? If a corporation, indicate the state of incorporation. If the corporation is a subsidiary, provide the name and address of the parent corporation. Provide the names and positions of the corporate officers. If your organization / firm is a partnership, indicate the name and address of the partner(s) and whether the partner(s) is a general partner or limited partner.

State whether your organization / firm is local, regional, national, or international. Include information on any company affiliations and / or subsidiaries. Where is the Primary Office / Headquarters located?

Organizations / Firms being considered for this contract may have more than one office location. Where is the Responsible Office located?

The office assigned responsibility for the City’s work / services shall be identified in the Proposal. If different elements of the work / services will be accomplished at different locations, those locations shall be listed.

2) Background and Workload:

Ability and Qualifications of Proposer – Brief history and organizational structure of your organization / firm. Indicate normal office hours, number of employees, etc.

Provide the number of employees at the service location(s) who would be assigned to handle the City’s account, including:

- Management and other Supervisory Staff
- Claims Supervisors
- Senior Claims Adjusters
- Claims Adjusters
- Clericals
- Others (Provide titles / responsibilities)

Provide a list of staff, their positions, and years of experience. Identify the individual(s) who will be assigned to provide services to the City, their roles with relation to this Contract and provide a summary resume on each including qualifications, title, usual work hours (availability), business phone number, business cell phone number, business email address, and location of office to which they are assigned. Indicate in which categories of claims assigned to your organization / firm the personnel will be involved.
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<th>Evaluation Criteria</th>
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<tr>
<td>Are State Certification(s) required and/or held by management, supervisory staff,</td>
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<td>and claims adjusters?</td>
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<td>Indicate the number of clients in a unit for which management and other supervisory</td>
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<tr>
<td>staff are responsible (broken down by top, middle, and lower management).</td>
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<tr>
<td>Indicate the number of employees in a unit for which management and other supervisory</td>
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<tr>
<td>staff are responsible (broken down by top, middle, and lower management).</td>
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<tr>
<td>Outline your firm’s requirements for ongoing professional education of claims</td>
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<td>administration staff.</td>
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<td>What is your annual turnover ratio for claims personnel in the office that would</td>
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<td>handle the City’s Contract? How is the turnover calculated?</td>
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<td>Current and projected workload: Provide a list of your current and projected</td>
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<td>workload addressing the addition of the City as a client.</td>
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<tr>
<td>3) Qualifications and Experience:</td>
<td>Tab 3</td>
</tr>
<tr>
<td>Describe proposer’s familiarity with and years of service to governmental clients.</td>
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<td>Provide a list of all public entities for which your firm has provided similar</td>
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<td>services over the last five (5) years. Include contact person name, title, full</td>
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<tr>
<td>address, telephone number, fax number, and email address of a reference within each</td>
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<td>agency, period of contract, dollar value of contract, services offered, and size of</td>
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<tr>
<td>entity.</td>
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<tr>
<td>4) References:</td>
<td>Tab 4</td>
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<tr>
<td>Based upon the Reference Verification Forms contained herein, indicate contact</td>
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<tr>
<td>name, phone number, and email addresses of at least five (5) clients with whom the</td>
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<td>City may speak with during the evaluation phase. It is the responsibility of the</td>
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<tr>
<td>Provider to ascertain that the contact person listed in each reference will be</td>
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<tr>
<td>responsive. The Provider should use the appropriate reference form and distribute it</td>
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<tr>
<td>to the reference organization/firm to complete and return to the Provider upon</td>
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<td>completion. The Provider is then to include the completed Reference Verification</td>
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<td>Forms with their response package. The City will verify references provided as part</td>
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<td>of the review process. Provide a minimum of five (5) references for which the</td>
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<td>services rendered by the Provider have been performed in the last five (5) years and</td>
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<td>are comparable in scope and size to those sought by the City of East Point.</td>
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<th>Evaluation Criteria</th>
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<tr>
<td></td>
<td>Please note: references must be specific to the service(s) requested by the City herein.</td>
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<tr>
<td></td>
<td><strong>See Attachment “C” REFERENCE VERIFICATION FORM</strong></td>
</tr>
<tr>
<td></td>
<td><strong>5) Prospective Provider’s Sworn Statement / Non-Collusive Forms (if provided)</strong></td>
</tr>
<tr>
<td></td>
<td>The Prospective Provider shall provide a <strong>notarized statement</strong> or a completed and notarized <strong>Non-Collusive Form</strong> (if one is provided by the City) that certifies the Prospective Provider and their subcontractors (if any) and / or staff members have no conflict of interest pertaining to this RFQ and have not, in any manner, entered into a collusive arrangement of any type.</td>
</tr>
<tr>
<td>Tab 5</td>
<td><strong>6) Credentials Section</strong></td>
</tr>
<tr>
<td></td>
<td>The Credentials Section shall contain copies of all the credentials / licenses / certifications, etc. that the City requires herein from a Provider in order to participate in the solicitation.</td>
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<tr>
<td></td>
<td>Information you must include in this section:</td>
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<tr>
<td></td>
<td>• Completed <strong>E-Verify Affidavits</strong> for all tiers of Providers.</td>
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<td></td>
<td>• Completed <strong>S.A.V.E. Affidavit</strong></td>
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<td></td>
<td>• Proof of a current, valid <strong>Business License</strong>.</td>
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<td>• <strong>Certificates of Insurance</strong>, validating insurance coverage in the amounts stipulated herein by the City, and supportive documentation.</td>
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<td>• Completed, signed and notarized <strong>Local Vendor Preference Eligibility Affidavit</strong> (if applicable)</td>
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<td></td>
<td>• Signed <strong>Addenda Acknowledgement Forms</strong> (if applicable)</td>
</tr>
<tr>
<td></td>
<td>• <strong>Proof of Joint Venture</strong> agreement / arrangement (if applicable)</td>
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<td></td>
<td>• <strong>Subcontractor(s) and Sub-subcontractor(s) Listing</strong>, (if applicable) including the percentage of the work under the Contract each will be assigned.</td>
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## Evaluation Criteria

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<tr>
<th>7) Financial Information</th>
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<tbody>
<tr>
<td>All individuals / firms are required to provide copies of the individual’s / firm’s financial statements to demonstrate their financial capabilities. The financial statements are not required to be audited financial statements. Failure to provide this information at the time of submittal may result in a recommendation by the Procurement Director that the response is nonresponsive. Each individual / firm shall be required to submit its most recent three (3) years of financial statements for review by the City. Please provide a summary of the individual’s / firm’s financial resources (including the latest year financial statements, holding company, and bonding information). With respect to the number of years of financial statements required by this RFQ, the individual / firm must fully disclose the information for all years required provided, however, if the individual / firm has been in business for less than the required number of years, then the individual / firm must disclose for all years of the required period that the individual / firm has been in business, including any partial year-to-date financial statements. The City may, in its evaluation, consider the unavailability of the most recent year’s financial statements and whether the firm acted in good faith in disclosing the financial documents.</td>
<td>Tab 7</td>
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<tr>
<th>8) Litigation History</th>
<th>Tab Number</th>
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<tr>
<td>The City will consider a Provider's litigation history information in its review and determination of responsibility. All Providers are required to disclose to the City all &quot;material&quot; cases filed, pending, or resolved during the last five (5) years prior to the solicitation response due date, whether such cases were brought by or against the Provider, any parent or subsidiary of the Provider, or any predecessor organization. If the Provider is a Joint Venture, the information provided should encompass the Joint Venture (if it is not newly-formed for purposes of responding to the solicitation) and each of the entities forming the Joint Venture. Although the review of a Provider's litigation history is an issue of responsibility, the failure to provide litigation history as required in the Evaluation Criteria may result in a recommendation of non-responsiveness by the Procurement Director.</td>
<td>Tab 8</td>
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<thead>
<tr>
<th>9) Authority to Conduct Business in Georgia / Joint Venture</th>
<th>Tab Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>A foreign (out-of-state) corporation or partnership is required to provide evidence with its response that the provider is authorized to transact business in Georgia. If not with its response, such evidence must be submitted to the City no later than five (5) business days from the request of the Purchasing Director.</td>
<td>Tab 9</td>
</tr>
</tbody>
</table>
A Joint Venture is required to provide evidence with its response that the Joint Venture, or at least one (1) of the Joint Venture partners, is authorized to transact business in Georgia. If not with its response, such evidence must be submitted to the City no later than five (5) business days from request of the Purchasing Director. However, the Joint Venture is required to provide evidence prior to Contract execution that the Joint Venture is authorized to transact business in Georgia.

A Joint Venture is also required to provide with its response a **Statement of Authority** indicating that the individual submitting the Joint Venture’s RFQ submittal has the legal authority to bind the Joint Venture. If not with its response, such evidence must be submitted to the City no later than five (5) business days from request of the Purchasing Director.

### 10) Location / Local Vendor Preference

The city has a significant interest in encouraging the creation of employment opportunities for its residents and for businesses located within the city. As a purchaser of goods and services, the city will benefit from expanded job and business opportunities for its residents and businesses through additional revenues generated by its activities. It is in the interest of the city and its residents to give preference on eligible local projects to those eligible offerors who have direct physical and economic relationships with the city.

Each corporation, partnership, sole proprietorship, franchise, or other business form seeking local preference points under this section shall certify under oath that it is eligible to receive the local preference points as set forth above as a part of the submission of its proposal or bid to the city and, in the event the affidavit or other declaration under oath is determined to be false, such business shall be deemed "non-responsive" and shall not be considered for award of the applicable contract by the Director of Contracts and Procurement.

Any local vendor who has been determined by the Director of Contracts and Procurement to be otherwise responsive and responsible, which also provides proof of its local status under oath will receive the lesser of a five-percent (5%) or five (5) point preference on its total evaluated score. The City will grant the lesser of a five percent (5%) or five (5) point local preference to all otherwise responsive and responsible vendors who have an actual physical presence and direct economic relationship within the City.

Failure to provide the required supporting documentation with your proposal submittal shall result in a firm receiving a "0" (zero) for Local Preference.

<table>
<thead>
<tr>
<th>Evaluation Criteria</th>
<th>Tab Number</th>
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<tbody>
<tr>
<td>A Joint Venture is required to provide evidence with its response that the Joint Venture, or at least one (1) of the Joint Venture partners, is authorized to transact business in Georgia. If not with its response, such evidence must be submitted to the City no later than five (5) business days from request of the Purchasing Director. However, the Joint Venture is required to provide evidence prior to Contract execution that the Joint Venture is authorized to transact business in Georgia. A Joint Venture is also required to provide with its response a <strong>Statement of Authority</strong> indicating that the individual submitting the Joint Venture’s RFQ submittal has the legal authority to bind the Joint Venture. If not with its response, such evidence must be submitted to the City no later than five (5) business days from request of the Purchasing Director.</td>
<td>Tab 1</td>
</tr>
<tr>
<td>10) Location / Local Vendor Preference</td>
<td>Tab 10</td>
</tr>
</tbody>
</table>

Failure to provide the required supporting documentation with your proposal submittal shall result in a firm receiving a "0" (zero) for Local Preference.
### Evaluation Criteria

| Reference the City’s Municipal Code Section 4-3324 – Local vendor purchasing preference. |

### 11) Additional Information

**To be considered substantive, a response package must respond to all requirements of the RFQ.** Prospective Providers should provide any other information thought to be relevant to the RFQ and your company’s / firm’s / business’s capability to provide the services requested. Emphasis may be placed on the answers to the following:

#### A. CLAIMS MANAGEMENT PHILOSOPHY / METHODOLOGY

What is your organization’s / firm’s definition of a successfully administered claim?

Indicate the maximum number of claims an adjuster in your employment is allowed / expected to control.

Describe the levels of supervision and management review provided on claims-adjusting personnel.

Are-in-house file reviews and roundtables conducted? If yes, provide frequency and an overview of the meeting format. Attach a sample meeting agenda, if possible.

Describe the criteria used to identify and institute subrogation against outside parties. Describe the extent of subrogation services provided by your staff.

Describe your organization’s / firm’s reserving practices and philosophies. Include a description of how frequently claim reserves will be reviewed regarding the City’s Contract, and how your files will document periodic supervisory review.

Describe your organization’s / firm’s procedure for notifying the excess insurance carrier(s) of losses exceeding the SIR, and follow-up procedures for loss recovery.

Describe the claim settlement philosophy of your organization / firm. On what basis would your organization / firm recommend taking a case to trial rather than settling?

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<th>Tab Number</th>
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<tr>
<td>Evaluation Criteria</td>
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<tr>
<td>Describe your organization’s / firm’s procedures for handling questionable claims and identifying cases where the investigation of a questionable claim may be necessary.</td>
</tr>
<tr>
<td>Discuss the extent of investigative services to be provided by the staff of your organization / firm. Describe the procedures to be utilized in determining when an outside investigation firm is desired or required.</td>
</tr>
<tr>
<td>What is your organization’s / firm’s protocol for opening new files?</td>
</tr>
<tr>
<td>What is your organization’s / firm’s philosophy on delaying and investigating a claim?</td>
</tr>
<tr>
<td>What is your claim adjusters’ protocol for reviewing and updating open claims?</td>
</tr>
<tr>
<td>Describe record-keeping procedures to be utilized for all aspects of the self-insurance claims administration.</td>
</tr>
</tbody>
</table>

**B. LITIGATION MANAGEMENT**

Discuss the extent of services to be rendered by staff of your organization / firm for litigated cases and subrogation actions.

Indicate the maximum number of litigated cases a claims adjuster handles in-house.

Describe the procedures your organization / firm utilizes in determining when legal counsel is desired or required.

At what point would your organization / firm recommend referring a case to legal counsel, and does your organization / firm feel there are certain types of claims which require immediate legal referral? If so, please explain the types of claims and why your organization / firm feels immediate legal referral is necessary.

**C. INVESTIGATIVE SERVICES**

Describe the protocols to be utilized by your organization / firm in determining when an outside investigation firm is desired or required.

If services are contracted out, does your organization / firm receive commissions and / or any other type of compensation from the companies you utilize for such services?
<table>
<thead>
<tr>
<th>Evaluation Criteria</th>
<th>Tab Number</th>
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<tr>
<td><strong>D. RMIS</strong></td>
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<tr>
<td>Does your organization / firm contract out for RMIS services, or does your organization / firm maintain an in-house system?</td>
<td></td>
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<tr>
<td>If services are contracted out, indicate the names, addresses, and phone numbers of the companies your organization / firm utilizes for such services.</td>
<td></td>
</tr>
<tr>
<td>If services are contracted out, does your organization / firm receive commissions and / or any other type of compensation from the companies you utilize for such services?</td>
<td></td>
</tr>
<tr>
<td>Describe the various reports to be prepared by your organization / firm related to the program. Provide sample reports generated from RIMS, indicating the frequency of reports.</td>
<td></td>
</tr>
<tr>
<td>Is your organization / firm able to contractually attest that all claims files, electronic data processing / management information system records, and all records generated on behalf of the City of East Point under this Contract will remain the sole property of the City of East Point?</td>
<td></td>
</tr>
<tr>
<td><strong>E. SECURITY AND CONTROL PROCEDURES</strong></td>
<td></td>
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<tr>
<td>Discuss procedures utilized by your organization / firm to ensure the security of the City of East Point’s information / data.</td>
<td></td>
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<tr>
<td>Provide specific information about any additional security measures your organization / firm currently has in place, or would be willing to put in place and how the additional security measures would be implemented to ensure heightened security for East Point information / data.</td>
<td></td>
</tr>
<tr>
<td>In addition, any supplemental materials which might enhance the City’s understanding of the Provider and their capabilities and experience should be placed in this tab.</td>
<td></td>
</tr>
<tr>
<td><strong>12) Request For Qualifications Terms and Conditions.</strong></td>
<td>Tab 12</td>
</tr>
<tr>
<td>Does your firm / company / business agree to be bound by the terms and conditions of the Request For Qualifications?</td>
<td></td>
</tr>
<tr>
<td>☐ Yes</td>
<td></td>
</tr>
<tr>
<td>☐ No</td>
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</table>
2.37 EXAMINATION OF RFQ DOCUMENTATION

Prospective Providers must carefully review the Request for Qualifications (RFQ) documents and shall promptly notify the City of East Point’s Contracts and Procurement Department, in writing, of all ambiguities, inconsistencies, unduly restrictive specifications, or errors that may be discovered upon examination of the documents. The City’s Contracts and Procurement Department may be contacted by email at dray@eastpointcity.org or by fax at 404.270.7824. All correspondence must reference the applicable solicitation number and / or title and be as specific as possible in describing the page number, location, and manner of the suspected ambiguity, inconsistency, restrictive specification, or error. If communication with the City is achieved via facsimile, please include a cover sheet to ensure proper receipt of correspondence by the Contracts and Procurement Department.
Attachment “A”

E-VERIFY AFFIDAVITS / S.A.V.E. AFFIDAVIT

E-Verify Affidavits - This solicitation is subject to the Georgia Security and Immigration Compliance Act. Pursuant to the Georgia Security and Immigration Compliance Act of 2006, as amended by 2011 House Bill 67, Prospective Providers are hereby notified that all solicitations for services or work that are to be physically performed within the State of Georgia must be accompanied by proof of the Prospective Provider’s registration, the registration of their proposed Subcontractor(s) and the registration of their proposed Sub-subcontractor(s) with the E-Verify Program, as well as attestation to each party’s continuing and future participation in the E-Verify Program as established by the United States Department of Homeland Security.

To ensure complete compliance with the new laws / regulations, the City has made a determination to require proof of participation in the E-Verify Program from all Prospective Providers, all a Provider’s proposed Subcontractor(s) and all a Provider’s proposed Sub-subcontractor(s) at the time the Prospective Provider’s solicitation response is submitted to the City. Completed, notified E-Verify Affidavits must be submitted, at the time of the solicitation response and shall be included in the Provider’s response proposal submittal package. Providers who are unable to provide such documentation when requested to do so will be eliminated from participation in award consideration.

The forms are to be submitted to the City and placed within the Prospective Provider’s response proposal submittal package as instructed in Part II of this solicitation. Prospective Providers must attest to compliance with the requirements of O.C.G.A. §13-10-91 and the Georgia Department of Labor Rule 300-10-01-.02 by executing the Contractor’s Affidavit. Under Georgia law, the City of East Point cannot provide award consideration to any Prospective Provider who cannot provide a completed E-Verify Affidavit.

Solicitation responses that are received without the inclusion of such documentation in the response proposal submittal package may be considered “non-compliant” and / or “non-responsive” and may be eliminated from Contract award by the City.

An E-Verify Contractor’s (Prime Offeror’s) Form, an E-Verify Subcontractor’s Form and an E-Verify Sub-Subcontractor’s Form have been included on the City’s web site for your convenience.

S.A.V.E. Affidavit - The City of East Point is required to verify the status of anyone who applies for a Public Benefit through the City. Public Benefits are defined by state statute, O.C.G.A. § 50-36-1, by Federal statute, 8 U.S.C. §1611 and 8 U.S.C. §1621, and by the Office of the Attorney General. Pursuant to these definitions, Contracts awarded by the City of East Point are considered “Public Benefits.” Beginning on January 1st, 2012, any person or persons awarded a Public Benefit must show a secure and verifiable document, and complete the S.A.V.E. Affidavit.

Documents which are considered “secure”, “verifiable” and therefore “acceptable” have been identified by the Office of the Attorney General for the State of Georgia. A list of those documents may be obtained directly from the State of Georgia (http://law.ga.gov/immigration-reports) or from the Federal Government.

The Selected Provider(s) is required to execute the S.A.V.E. Affidavit verifying their status and show a secure and verifiable document prior to the final award of any Contract by the City. The S.A.V.E. Affidavit has been included on the City’s web site for your convenience.
EXHIBIT I – DETAILED SCOPE OF SERVICES
REQUEST FOR QUALIFICATIONS NO. 2018-1658
PROFESSIONAL THIRD-PARTY PROPERTY AND CASUALTY INSURANCE CLAIMS ADMINISTRATION SERVICES FOR THE CITY OF EAST POINT, GEORGIA

I. Minimum Requirements

The Minimum Eligibility Requirements for this solicitation are listed below. Proposer shall submit detailed verifiable information affirmatively documenting compliance with each minimum requirement. Proposals that fail to comply with minimum requirements will be deemed nonresponsive and will not be considered. Detailed responses documenting compliance with minimum requirements shall be provided in Tab 1 of Proposal response.

1. Proposers shall exhibit considerable relevant experience with this type of work, and should emphasize experience, capability to meet a required schedule, and capability of the particular Principal and personnel who will actually perform the work.

2. Relevant experience shall be documented by a list of related projects and contracts which have been awarded to the Proposer over the years by various parties.

II. Statement of Work Required / Scope of Services / Deliverables

The City of East Point, Georgia (hereafter referred to as the “City”) is hereby soliciting sealed proposals from financially stable, experienced, qualified third-party administrators (hereafter referred to as TPAs) who are willing to enter into a Contract to provide the City with property and casualty insurance claims administration services.

The City of East Point is seeking a firm that can provide third-party Claims Administration Services in regard to Property and Casualty Liability insurance claims. These services will include, but shall not be limited to:

- Claims Set-Up / Management / Documentation
- Investigating Claims
- Adjusting Claims
- Setting Reserves
- Subrogation
- Ligation Management (with the pre-approval of the City)
- File Management
- MMSEA CMS Reporting
- Coverage Determination
- Providing Quarterly Loss Run History (for opened and closed claims)
- Managing a Risk Management Systems and Reporting
- Reporting claims to excess carrier
- Maintaining a Risk Management Information System capable of providing the City with the claim number, the status of open claims, a summary of the incident, complete file notes, outstanding financial reserves, and details of claims and expense payments.

Please note: The City’s contractual agreement for Third-Party Administration Services will not include administration services for Workers’ Compensation claims.
Based upon the above summary, the selected Third-Party Administrator shall perform all services required to supervise and administer a self-insured property and casualty liability claims program for the City of East Point, Georgia. The services the Third-Party Administrator shall perform on behalf of the City shall more specifically consist of, but shall not be limited to, all of the following:

A. **Claims Administration**

1. The selected Third-Party Administrator will assign dedicated or designated claims adjusters to handle the City of East Point’s claim files. Other non-dedicated personnel such as file clerks, data entry clerks, etc. may be used for administrative functions.

2. All claim adjusters assigned to the City of East Point’s Contract by the selected Third-Party Administrator must be licensed as Property and Casualty Adjusters by the State of Georgia Insurance Commission and each have at least five (5) years of professional experience in investigating, processing, and managing liability claims.

3. The selected Third-Party Administrator shall set appropriate reserves and review such for adequacy at least once every (30) days.

4. The selected Third-Party Administrator shall actively report and participate in fraudulent claims and fraud investigations.

5. The selected Third-Party Administrator shall report claims to excess insurers in accordance with the existing policy terms.

6. The selected Third-Party Administrator shall conduct regular supervisory file reviews to ensure timely file closure, reserving, and oversight of settlement strategies.

7. The selected Third-Party Administrator shall identify opportunities for subrogation and actively pursue such opportunities.

B. **Claims Administration System**

1. The selected Third-Party Administrator is required to have in place a claim administration system that has the ability to enter and display claim adjuster notes.

2. Clear, comprehensive, and timely documentation of all investigation, evaluations, reserve changes, correspondence, successful and unsuccessful contact attempts, and claim management plans of action for litigation management is required to be included and updated in the electronic claim adjuster notes section of the electronic claim file.

3. The electronic claim file should reflect evidence of timely and meaningful supervisory direction and involvement. All files will be required to be kept on a current diary system, which has the capacity to profile for monthly review all open cases for the handling of the adjuster and the adjustor’s supervisor(s).
C. Legal Services

1. All legal claims will be referred to the City of East Point’s Legal Department for City Attorney review, evaluation, recommendation, and action.

D. Settlements

1. All Settlements must be reviewed and approved by a City of East Point City Attorney.

E. Reporting Services

1. The selected Third-Party Administrator will provide the City of East Point with quarterly reports in the format and number requested by the City. The reports will be provided in hard copy and / or via online access format, or as otherwise requested by the City of East Point. Such reports will include, but may not be limited to, the following:

   - Location Reports
   - Loss Experience Reports
   - Management Summary Reports
   - Large Loss Reports – Over $25,000 and $100,000

2. Additional reports and lists that must be available to the City upon the City’s request will include:

   - List of Providers – Including the data in the correct format for the City of East Point to prepare the necessary IRS Form 1099s.
   - Litigated Claims
   - Investigated Claims
   - Excess Insurance Claims
   - Total Incurred for Open and Closed Claims
   - Annual Report to State

3. Annual Report – The selected Third-Party Administrator will prepare Annual Reports as required by State and Federal laws and submit these reports to the City of East Point no later than thirty (30) calendar days prior to the due date of the specific report.

F. Records Retention

1. All claims files, records, reports, and other documents or materials pertaining to the City of East Point’s claims shall be understood by all parties to be the property of the City of East Point, shall be available for the City of East Point’s review and use at any time, and shall be delivered to the City of East Point no later than five (5) working days upon termination of the Contract or upon the request of the City.
2. The selected Third-Party Administrator agrees that the City of East Point shall have access to and the right to examine, audit, excerpt, copy, or transcribe any pertinent records pertaining to the servicing of their claims and those records covered under the Contract.

3. All records shall be kept and maintained by the selected Third-Party Administrator and made available to the City of East Point during the term of the Contract and for a period of no less than three (3) calendar years thereafter. All such records shall be delivered to the City of East Point in the format and media specified no later than five (5) working days upon termination of the Contract or upon the request of the City.

G. Ownership of Records

1. The selected Third-Party Administrator must stipulate that they fully understand that all claim files, electronic data processing / management information system records, and all records generated on behalf of the City of East Point are owned solely by the City of East Point and that any such claim files will always be made available to the City of East Point upon the City’s request without charge or stipulation or conditional terms.

H. Confidentiality

1. The selected Third-Party Administrator shall hold in strict confidence all data pertaining to the City of East Point and its employees, except as may be required for the performance of duties as specified in the Contract.

I. Conflicts of Interest

1. The selected Third-Party Administrator must warrant that they have no business or financial interests which are in conflict with their obligations to the City of East Point under the proposed Contract and must further agree to disclose any such interest which may be acquired during the life of this Contract.

J. Contingency Fees

1. The Provider must warrant that no person(s) or commercial or selling agencies (including those that might be maintained by the Provider for the purpose of securing business) have been employed or retained to solicit or secure the Contract to be executed as a result of this RFQ upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee. For breach or violation of this warranty, the City of East Point shall have the right to terminate any Contract that may be entered into with the Provider and, in the City’s sole discretion, to deduct from the Contract price or consideration, or otherwise recover, the full amount of such commission, percentage, brokerage, or contingent fee.

III. Additional Requirements

1. All applicable Federal and State laws; and City ordinances, codes, rules and regulations of all authorities having jurisdiction over the performance of the work / services must be obeyed.

2. The apparent silence of the Scope of Services / Scope of Work contained herein and any
supplemental materials concerning any point or detail of a service to be provided or work to be performed shall be regarded as meaning that only the best usual and customary professional practices are to prevail and that only services or work of the first and finest professional quality and of the correct type are to be provided by the Selected Provider in the performance of the services and / or work associated with this solicitation.

3. All professional services and / or work are to be of the first and finest quality employing only the most current best practices of the profession / industry.

4. All interpretations of the Scope of Services / Scope of Work contained herein shall be made upon the basis of this section, with the City’s interpretation to prevail.

5. The City of East Point will not be responsible for the payment of or reimbursement of any expenses incurred by any Prospective Providers in the development of a response to this RFQ, including any expenses incurred as a result of interviews, presentations, or supplemental information provided, submitted, or given to the City or its representatives.

6. All Prospective Providers or Joint Ventures / Teams of Providers must be well experienced, and fully licensed (if applicable) and / or certified (if applicable) to perform the services required herein.

7. The Selected Provider(s) must not be restricted in the State of Georgia by law, regulation, licensing, or certification requirements from providing the services designated herein.

8. The Selected Provider(s) shall have the sole responsibility for any services and / or work provided, any and all support provided, and will be solely responsible for the performance of any third-parties (sub-contractors and / or sub-subcontractors) utilized by them to deliver any of the services and / or work requested by the City under this Contract.

9. Once a Contract is entered into or a Purchase Order is issued by the City for the services / work listed herein, the services / work stipulated in the Provider’s submittal package shall be the services / work the Selected Provider(s) shall be required to provide to the City. **NO ALTERNATES, NO EXCEPTIONS, NO DEVIATIONS.**
Attachment “B”
PROVIDER’S CONTACT SHEET

I certify that I am an officer / authorized representative of the firm listed hereon and that the information and offerings provided in this solicitation response accurately represent the capabilities of my firm in regards to providing the services and / or goods indicated. The City of East Point, Georgia, is hereby authorized to request any officer and / or reference identified in this response package to furnish any information that may be deemed pertinent or necessary to verify and / or confirm information provided by me or in regard to the reputation and / or capabilities of my firm to perform the services requested. I hereby bind my firm and on their behalf agree to furnish the services and / or goods as specified herein for the term and at the prices agreed upon in negotiations with the City. I hereby attest I have read the solicitation documents, including all attachments, and believe I fully understand the City’s requirements and needs.

My/Our company is a:  □ Sole Proprietor  □ Corporation  □ Partnership  □ Joint Venture

Company Name: ________________________________________________________________

Address: ________________________________________________________________

Address: ________________________________________________________________

City / Federal / Zip: ________________________________________________________________

Federal ID Number: ________________________________________________________________

Telephone Number: ________________________________________________________________

Fax Number: ________________________________________________________________

Web Address, if any: ________________________________________________________________

Name: ________________________________________________________________

Title: ________________________________________________________________

Email Address: ________________________________________________________________

Cell Phone Number: ________________________________________________________________

Signature: ________________________________________________________________

Date: ________________________________________________________________

This page must be completed and should be the first page of each and every response included in a submittal. A valid submittal shall consist of one (1) signed, unbound original conspicuously marked “ORIGINAL” and six (6) permanently bound photocopies that are identical to the original and are conspicuously marked “COPY”.

Failure to submit the Request for Proposal (RFP) response in the manner detailed stated herein or failure to enclose additional requested documentation, if any, may result in the disqualification of your submission.
Attachment “C”
REFERENCE VERIFICATION FORM

SOLICITATION NUMBER: RFQ No. 2018-1658

SOLICITATION TITLE: PROFESSIONAL THIRD-PARTY PROPERTY AND CASUALTY INSURANCE CLAIMS ADMINISTRATION SERVICES FOR THE CITY OF EAST POINT, GEORGIA

PROPOSING FIRM (List name exactly as provided in proposal):

Date of Verification: ___________________________________________________________________________

Reference Organization: ________________________________________________________________________

Project Verified (Include the Project Name / Title and a brief description of the Project):
______________________________________________________________________________________________
______________________________________________________________________________________________
______________________________________________________________________________________________

Person Contacted: _____________________________________________________________________________

Title of Contact: _______________________________________________________________________________

Telephone Number including extension: _______________________________________________________________________

Email Address: _______________________________________________________________________________

Questions

1. Were you satisfied with the firm’s overall performance?  Yes  No

2. Was the Project completed on time?  Yes  No

3. Was the Project completed within the approved budget?  Yes  No

4. Would you engage this firm again?  Yes  No

Additional comments provided by Proposer’s contact:
______________________________________________________________________________________________
______________________________________________________________________________________________
______________________________________________________________________________________________

__________________________________________  __________________________________________
Signature  Date