

JOHN COOPER, MAYOR

DEPARTMENT OF FINANCE

**METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY**

1/12/2021 | 1:23 PM CST

Tricia Pfannes
Ulliance, Inc.
900 Tower Drive, Ste. 210
Troy MI 48084

Re: **RFQ 93151 Employee Assistance Program (EAP) Administrator Services**

Dear Ms. Pfannes:

The Metropolitan Government of Nashville and Davidson County (Metro) has completed the evaluation of submitted solicitation offer(s) to the above **RFQ 93151 Employee Assistance Program (EAP) Administrator Services**. This letter hereby notifies you of Metro's intent to award to **Ulliance, Inc**, contingent upon successful contract negotiations. Please provide a certificate of Insurance indicating all applicable coverages within 15 business days of the receipt of this letter.

If the Equal Business Opportunity (EBO) Program requirements were a part of this solicitation, the awardee must forward a signed copy of the "Letter of Intent to Perform as Subcontractor/Subconsultant/Supplier/Joint Venture" for any minority/women-owned business enterprises included in the response to the Business Assistance Office within two business days from this notification.

Additionally, the awardee will be required to submit evidence of participation of and contractor's payment to all Small, Minority, and Women Owned Businesses participation in any resultant contract. This evidence shall be submitted monthly and include copies of subcontracts or purchase orders, the Prime Contractor's Application for Payment, or invoices, and cancelled checks or other supporting payment documents. Should you have any questions concerning this requirement, please contact **Joe Ann Carr**, BAO Representative, at **615-880-2338** or at **Joe Ann Carr@nashville.gov**.

Depending on the file sizes, the responses to the procurement solicitation and supporting award documentation can be made available either by email, CD for pickup, or in person for inspection. If you desire to receive or review the documentation or have any questions, please contact Buyer **Christina Alexander** by email at **christina.alexander@nashville.gov** Monday through Friday between 8:30am and 3:30pm.

Thank you for participating in Metro's competitive procurement process.

Sincerely,

Michelle A. Hernandez Lane

Michelle A. Hernandez Lane
Purchasing Agent

Cc: Solicitation File, Other Offerors

Pursuant to M.C.L. 4.36.010 Authority to resolve protested solicitations and awards.

A. Right to Protest. Any actual or prospective bidder, offeror or contractor who is aggrieved in connection with the solicitation or award of a contract may protest to the Purchasing Agent. The protest shall be submitted in writing within ten (10) days after such aggrieved person knows or should have known of the facts giving rise thereto.

Procurement Division

730 Second Avenue South, Suite 112
P.O. Box 196300
Nashville, Tennessee 37219-6300

www.Nashville.gov
Phone: 615-862-6180
Fax: 615-862-6179

RFQ# 93151 Employee Assistance Program (EAP) Administrator Services Evaluation Committee Score Sheet

Offeror	Deer Oaks EAP Services	Ulliance Inc.
Contract Acceptance	Yes	Yes
ISA Questionnaire	Yes	Yes
Cost (30)	19.84	30.00
Business Plan (15)	13.00	14.00
Direct Services to Employees/Household (35)	27.00	33.00
Experience and Qualifications (10)	7.00	10.00
Utilization Trends and Plan (10)	9.00	9.00
Total Evaluation Scores	75.84	96.00

Evaluation Comments

Deer Oaks EAP Services
Strengths
Firm's proposal offered 30 minute legal advice as an additional service to employees. Firm's proposal demonstrated continued access for terminated employees. Firm's proposal demonstrated a 50% increase on overall wellness per employee served. Firm's proposal addressed COVID-19 plan. Firm's proposal provided detailed flow chart. Firm's proposal demonstrated firm's ability to communicate in various languages and with hearing impaired employees. Firm's proposal demonstrated firm has strong team support. Firm's proposal demonstrated and provided all other required information with the exception of the weaknesses noted below.
Weaknesses
Firm's proposal lacked detail for service utilization plan under business plan. Firm's proposal demonstrated a utilization rate that is lower than what is expected by Metro. Firm's proposed definition for short term and long term counseling lacked detail. Firm's proposal suggests a heavy reliance on telehealth with limited in person services. Firm's proposal lacked detail identifying potential risks. Firm's proposal suggests CISD services will be limited to 2 hours. Firm's proposal demonstrated call in matrix is 31 seconds of silence per call, and firm does not track hold time. Firm's proposal demonstrated firm does not verify Metro employees. Firm's proposal demonstrated firm provided website will not have Metro branding, and lacked detail for what will be provided via the website. Firm's proposal lacked detail for number of hours dedicated to Metro. Firm's proposal demonstrated account manager's response time will be limited. Firm only provided 2 of 5 requested reference projects of similar size, scope and complexity. Firm's proposal lacked detail for future trends of Metro employees. Firm's proposed plan for SAP is subcontracted out and comes at an additional cost to Metro employees.

Ulliance Inc.
Strengths
Firm's proposal demonstrated a utilization rate exceeds what is expected by Metro. Firm's proposal suggests adding Metro to their insurance policy. Firm's proposal demonstrated immediate access to counselors. Firm's proposed business plan offers no limit EAP service hours. Firm's proposal demonstrated CISD will be handled on site by account manager with a response time acceptable to Metro. Firm's proposal provided proof of license and certification for account manager that exceeds Metro minimal requirement. Firm's proposal suggests in person training for Metro employees. Firm's proposal demonstrated initial SAP assessments will be done in house. Firm's proposal demonstrated CISD response time acceptable to Metro. Firm's proposal demonstrated abandoned call response time acceptable to Metro. Firm's proposal demonstrated ability to provide a website with Metro logo and emergency phone number. Firm's proposal provided trend utilization to include discussions regarding unrest in the Country, whole person and tech world. Firm's proposed service plan includes money saving efforts for Metro. Firm's proposal demonstrated and provided all other required information with the exception of the weaknesses noted below.
Weaknesses
Evaluators had to searched through evaluation criteria to find information. Firm's proposal lacked information for proposed provider. Firm's proposal lacked detail for telehealth option. Firm's proposal demonstrated SAP follow-up meetings will be subcontracted out and comes at an additional cost to Metro employees. Firm's proposal lacked detail under business for EAP plan specific to Metro.

Enter Solicitation Title & Number Below		
Employee Assistance Program (EAP) Admin Services; RFQ# 93151		
		30
Offeror's Name	Bids	RFP Cost Points
Ulliance Inc	\$975,000.00	30.00
Deer Oaks EAP Services	\$1,474,200.00	19.84



Statement of M/WBE Utilization

Proposer's/Firm's Name: Ulliance, Inc.	Proposer's Phone #: 248-765-0747
Solicitation Title: Employee Assistance Program (EAP) Administrator Services	Proposer's Email Address: pzuelch@ulliance.com
Solicitation #: 93151	Amount Self-performed : N/A
Proposer's/Firm's Ownership: Non-M/WBE	Total Bid Amount: 975,000
Proposed EBO Goal (%): 8 MBE% 0 WBE%	EBO Goal Met? (Y/N) NO

The following MWBE* subcontractor(s)/supplier(s) will be utilized for the performance of this project:

MBE/WBE Firm Name			MBE/WBE Firm Address	Phone/E-Mail	Certificate Type (MBE or WBE)	* MBE/WBE Group Type *	Code # UNSPS/NAICS	Description of Work	MBE/WBE Dollars (\$)	Percent of Total Contract
1	Zones, LLC		1002 15th st. SW #102, Auburn, WA 98001	253-205-3558	MBE	1	43210000	Computer Equipment and Accessories	\$78,000	8%
2					Select	Select				
3					Select	Select				
4					Select	Select				
5					Select	Select				
6					Select	Select				
7					Select	Select				

I am the duly authorized representative and certify the facts and representations contained in this form and supporting documents are true and correct.

Authorized Representative (Printed Name/Title/Signature)	Date
Kent E Sharkey, CEO <i>Kent E Sharkey</i>	11/11/2020

*Note: MWBE is defined as business enterprise maintaining a significant business presence in the Program Area & performing a commercial useful function that is owned by one or more of the following: (1) African Americans (2) Native Americans, (3) Hispanic Americans, (4) Asian Americans, and (5) Women.

Has Prime Complied with EBO Goal?	NO	For Internal Office Use ONLY	YES
		If No, Good Faith Efforts Met?	

BAO Representative: JoeAnn Carr
Date: 01/07/21

Total MBE Subcontracting	8	%	\$ 78,000.00
Total WBE Subcontracting	0	%	\$ 0
Total MBE/WBE Participation:	8	%	\$ 78,000.00

Certificate Of Completion

Envelope Id: DC81237C190F4C4AAAF60FDF3472D231

Status: Completed

Subject: Intent to Award - RFQ #93151 EAP Services

Source Envelope:

Document Pages: 4

Signatures: 1

Envelope Originator:

Certificate Pages: 1

Initials: 0

Procurement Resource Group

AutoNav: Enabled

730 2nd Ave. South 1st Floor

Envelopeld Stamping: Enabled

Nashville, TN 37219

Time Zone: (UTC-06:00) Central Time (US & Canada)

prg@nashville.gov

IP Address: 170.190.198.185

Record Tracking

Status: Original

Holder: Procurement Resource Group

Location: DocuSign

1/7/2021 4:48:10 PM

prg@nashville.gov

Signer Events

Signature

Timestamp

Michelle A. Hernandez Lane

michelle.lane@nashville.gov

Chief Procurement Officer/Purchasing Agent
Metro

Security Level: Email, Account Authentication
(None)

Michelle A. Hernandez Lane

Signature Adoption: Pre-selected Style
Using IP Address: 170.190.198.185

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Editor Delivery Events

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Agent Delivery Events

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Status

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Christina Alexander

christina.alexander@nashville.gov

Security Level: Email, Account Authentication
(None)

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1/7/2021 4:51:00 PM

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