

NOTICE OF SOLICITATION FOR A WATER AND SEWER LINE WARRANTY PROGRAM

REQUEST FOR SERVICE PROVIDER OR SPONSORSHIP QUALIFICATIONS

Water and Sewer Line Service Warranty Program

Introduction

The City of Washington Terrace is requesting a statement of interest and qualifications for developing an Association with the City of Washington Terrace to develop a Water and Sewer Line Service Warranty Program.

Request for Qualifications (RFQ) Available	October 10, 2019
Statements Due	October 24, 2019 (NLT 2:00 p.m.)

Respondents or their agents are instructed not to contact select, City employees, the City Council, or externally manipulate or influence the procurement process in any way, other than through the instructions contained herein, from the date of release of this RFQ to the date of execution of the Agreement resulting from this solicitation. The City, in its sole discretion, may disqualify Respondents in violation of this paragraph.

The City of Washington Terrace reserves the right to accept or reject any and all responses or to accept or reject any response in part, and to waive any informality or irregularity in responses received if it is determined by the City that the best interest of the public and the City will be served by do doing so.

The statement of interest and qualifications shall not exceed twenty pages in length.

For the statement of interest and qualifications to be considered eight (8) copies must be received no later than 2:00 p.m. on October 24th at Washington Terrace City, 5249 S 400 E Washington Terrace, UT 84405.

The proposal will be analyzed after the closing date and preliminary selection will be made within three (3) business days. The firm(s) will be selected on the basis of the following factors:

No "opt-out" programs will be considered.

Association Criteria

To be considered for this association with the City, a company must submit a proposal addressing, at the minimum, the following criteria and demonstrate that it is a company qualified and capable to achieve the City's goals for this association. The service provider will be responsible for all aspects of the warranty program, including marketing the program to city residents and addressing any inquiries regarding the warranty program or claims process.

1. Marketing Program

- Provide implementation details including samples of all marketing materials and communications that will include the City logo and association designation.
- Provide information on how your company will market to City's residents; including frequency and method.

2. Qualifications/References

Provide the number of years your company has been in business, the total number of employees, size of service staff, information on company officers and all other information pertinent to your company's qualifications for this association opportunity.

Provide a minimum of 3 client references for the public sector for which your company has successfully provided similar warranty insurance services.

Provide basic financial information of firm to establish financial sustainability.

3. Experience

- Describe your relevant warranty product experience for outside water and sewer lines that are all owned by the homeowner.
- Provide information on prior experience your company has in providing water and sewer line insurance services to other municipalities via contractual agreement. Provide a copy of three current municipal contracts.

4. Service Provider Questionnaire

Please see and complete Attachment A.

Submission of Proposals

Interested companies should submit their proposal via hard copy, double-sided to the City no later than 2:00 pm on or before October 24, 2019. Proposals that do not sufficiently address all the items 1-4 above will not receive consideration.

Please provide a minimum of 8 copies of your proposal in a sealed envelope. On the outside of the envelope include your company name, reference to the "City of Washington Terrace Warranty Service RFQ" and send to the attention of the following:

Tom Hanson
City Manager
Washington Terrace City
5249 South 400 East
Washington Terrace, UT 84405

Proposals may be hand-delivered to Washington Terrace at the same address.

Please call 801-395-8282 or email tom@washingtonterracecity.org no later than 2:00 pm on October 24, 2019, to confirm receipt of your documents.

PROPOSAL EVALUATION

Upon completion of the City's evaluation of the submitted proposals; the City may request a final interview and presentation from one or more companies. The City may reject any or all proposals if your company is not responsive. Furthermore, any ultimate selection is subject to City Manager's Office and council approval. The City will, in its sole discretion, choose the company it determines will best meet the City's objectives for this partnership. The City reserves the right to select an associate based on its review of the submitted proposals, without requiring interviews or presentations. If selected, then the parties will enter into a contract that is subject to City laws and regulations.

Contact

Questions related to the RFQ may be submitted to:

Tom Hanson
tom@washingtonterracecity.org

ATTACHMENT A

Service Line Provider Questionnaire:

Please answer each of the following questions. Be concise in your answers and as brief as possible without being too vague. Questionnaire answers must be included with RFQ proposal response.

COVERAGE:

1. What items are included as part of the warranty?
2. What items are excluded as part of the warranty?
3. Does the warranty include items inside of the house?
4. Is soil movement due to ground shifting covered?
5. What is the coverage in the case of natural disaster or other force majeure events?
6. Who is responsible to replace landscaping or structures, if damaged?
7. What are variations in coverage?
8. How selective are you when choosing contractors to conduct repairs?
9. How will contractors be selected to complete claim repairs?
10. What building codes will you adhere to? The current code? The original code at time of installation?
11. Are there any pre-existing conditions exclusions?
12. Are there any annual limits to the number of claims or amounts that will be paid?
13. Describe what indemnification will be available to the City against claims brought by residents or other parties.

CLAIMS:

14. What is the claims process when a customer has a claim?
15. Is a pre-inspection included under your warranty?
16. What is your overall denial rate with respect to the warranty products covered by this RFQ? Provide appropriate documentation, including criteria for what constitutes a denied claim.
17. What are the event caps under the warranty? What are the annual caps per household? How is this communicated to the customer?
18. What happens if there is a question whether the cause of the break is on the city's side of the line?
19. How long will a citizen have to wait before an inspection is done reporting a claim? Are all customer calls with a live operator when they call on a claim?
20. If the resident makes a claim and additional injury or damage occurs waiting on repairs to be done – who is liable?
21. If customer has a grievance, how will this be handled?
22. How is customer service evaluated?
23. What are your claim acceptance and denial rates?
24. Describe your claims appeals process.
25. What training do you offer to our customer service representatives to assist with your program?

MARKETING/RESIDENT ISSUES AND OTHER:

26. What cities or other public agencies are you currently working with?
27. If the service provider does not pay the contractors, and the contractor files a lien against the homeowner, how will this be resolved?
28. Educating the customer might cause extra call volume to the cities. How will you assist or compensate the City in this event?
29. How will the warranty program be communicated to City residents? What cooperation will be needed from the City?

30. Provide samples of reports you will provide to the City regarding program performance.
31. Describe all marketing materials (and provide samples) that could be mailed to City residents; including materials not directly related to this warranty program.
32. Describe the access the City has to your files during the term of your agreement with the City and if the agreement is terminated.
33. Describe what is required, or the duties of the City, under your program.
34. Describe protections you have in place to protect private customer information.
35. Describe how you might use or sell customer information for cross marking purposes.

RESIDENT CONTRACT

36. What billing options, including frequency, are provided to the resident?
37. What payment options are available?
38. How does the resident sign up for the product? Provide samples of available information and other resources such as website links.
39. What is the term of the warranty contract for the resident? What is the cancellation policy? What is the pricing matrix for each product and payment frequency? Outline available discount programs and total costs to the resident.
40. Rates are guaranteed for how many years?
41. What types of preventive services are included?
42. Explain service process from complaint to completion.
43. Explain response time from call to arrival.
44. Describe the level of service - 24 hour 7 days a week or other?
45. Explain quality assurance process.
46. What other programs are available to the City or the residents through your company?
47. Provide sample contracts with residents for proposed products for this RFQ.
48. Provide sample contracts with contractors for the proposed productions for this RFQ.
49. Is a warranty of service for the customer required from the contractor?
50. What was your lost call percentage for last calendar year?
51. What was the total number of calls received by your agency last year?

RATINGS/LEGAL/INSURANCE AGENCY ISSUES

52. What is your company's national Better Business Bureau (BBB) accreditation (A+, A, B, etc.)? Please provide appropriate documentation.
53. Has your company or any affiliates been involved in any state Attorney General complaint, fine, action or settlement over the past three years? If yes, please provide detailed information.
54. Has your company or any affiliates been involved in any state Department of Insurance or related agency complaint, fine, action or settlement over the past three years? If yes, please provide detailed information.
55. What if the company goes out of business? How are the customers protected?
56. Describe your insurance underwriting.
57. Describe your business structure and who can be contacted by the City for concerns about the program and in particular during emergencies.