



## Legislation Text

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**File #:** 21-2183, **Version:** 1

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**STRATEGIC PRIORITY:** Government Performance and Financial Management

**AGENDA DATE:** December 8, 2021

**COUNCIL DISTRICT(S):** N/A

**DEPARTMENT:** Office of Procurement Services

**EXECUTIVE:** Elizabeth Reich

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### **SUBJECT**

Authorize a three-year service contract, with one two-year renewal option, for pre-paid legal and identity theft protection services for the Department of Human Resources - MetLife Legal Plans, Inc., most advantageous proposer of five - Financing: No cost consideration to the City (fees will be paid for by employees who opt to enroll in pre-paid legal and identity theft protection services)

### **BACKGROUND**

This action does not encumber funds; the purpose of a service contract is to establish firm pricing for services, for a specific term, which are ordered on an as needed basis.

This service contract will provide accessible legal resources and identity theft benefit options through a third-party supplier. The selected supplier provides support to employee via online resources, email, and/or telephonic support. This is a fully insured product paid by participating employees. This contract offers a comprehensive range of benefit products that will allow employees to custom tailor their benefit package to their individual needs. The awarded firm will be expected to manage all aspects of employee marketing and enrollment, and to provide ongoing customer service for the voluntary benefits products and the provision of support staff during open enrollment periods.

A six-member committee from the following departments reviewed and evaluated the qualifications:

- City Controller's Office (1)
- Department of Human Resources (2)
- Department of Transportation (1)
- Office of Community Care (1)
- Office of Procurement Services (1)\*

\*The Office of Procurement Services only evaluated the cost and local preference, if applicable.

The committee selected the successful respondent on the basis of demonstrated competence and qualifications under the following criteria:

- Cost 35 points
- Overall approach and methodology 30 points
- Capability and expertise 30 points
- Local Preference 5 points

As part of the solicitation process and in an effort to increase competition, the Office of Procurement Services used its procurement system to send out email notifications to vendors registered under relevant commodity codes. To further increase competition, the Office of Procurement Services uses historical solicitation information, the Internet, and vendor contact information obtained from user departments to contact additional vendors. Additionally, in an effort to secure more competition, the Office of Business Diversity sent notifications to chambers of commerce and advocacy groups to ensure maximum vendor outreach.

On November 10, 2015, the City Council authorized a living wage policy that requires contractors to pay their employees a “living wage” rate as established annually by the Massachusetts Institute of Technology Living Wage Calculator for Dallas County by Resolution No. 15-2141. The current calculated living wage during the solicitation process of this contract is \$12.38; the selected vendor meets this requirement.

#### **PRIOR ACTION/REVIEW (COUNCIL, BOARDS, COMMISSIONS)**

This item has no prior action.

#### **FISCAL INFORMATION**

No cost consideration to the City. Cost consideration to others. Payroll deductions from employees will be used to reimburse the City.

#### **M/WBE INFORMATION**

In accordance with the City’s Business Inclusion and Development Policy adopted on September 23, 2020, by Resolution No. 20-1430, as amended, the M/WBE participation on this contract is as follows:

<b>Contract Amount</b>	<b>Procurement Category</b>	<b>M/WBE Goal</b>	<b>M/WBE %</b>	<b>M/WBE \$</b>
\$0.00	Other Services	N/A	N/A	N/A
• The Business Inclusion and Development Policy does not apply to Other Service contracts.				
• MetLife Legal Plans, Inc. - Non-local; Workforce - 11.39% Local				

## **PROCUREMENT INFORMATION**

Method of Evaluation for Award Type:

Request for Competitive Sealed Proposal	<ul style="list-style-type: none"><li>• Utilized for high technology procurements, insurance procurements, and other goods and services</li><li>• Recommended offeror whose proposal is most advantageous to the City, considering the relative importance of price, and other evaluation factors stated in the specifications</li><li>• Always involves a team evaluation</li><li>• Allows for negotiation on contract terms, including price</li></ul>
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The Office of Procurement Services received the following proposals from solicitation number BKZ21-00016259. We opened them on July 2, 2021. This service contract is being awarded to the most advantageous proposer.

\*Denotes successful proposer

<b><u>Proposers</u></b>	<b><u>Address</u></b>	<b><u>Score</u></b>
*MetLife Legal Plans, Inc.	200 Park Ave. New York, NY 10166	80.80
Pre-Paid Legal Services, Inc. dba LegalShield	One Pre-Paid Way Ada, OK 74820	74.89
InfoArmor, Inc. dba Allstate Identity Protection	7350 North Dobson Rd. Suite 101 Scottsdale, AZ 85256	64.62
Empowered Benefits, LLC	525 North Tryon St. Suite 900 Charlotte, NC 28202	62.60
USA Legal Services, Inc.	8133 Baymeadows Way Jacksonville, FL 32256	62.45
Navarro Insurance Group, LP	9235 Katy Frwy. Suite 100 Houston, TX 77024	62.39

## **OWNER**

**MetLife Legal Plans, Inc.**

Ingrid Tolentino, Chief Executive Officer