



Legislation Details (With Text)

File #: R-2016-234 **Version:** 1 **Name:** Identity Theft Protection Services
Type: Resolution **Status:** Passed
File created: 8/1/2016 **In control:** Office of Human Resources
On agenda: 8/31/2016 **Final action:** 8/31/2016
Title: A Resolution Of The City Commission Of The City Of Hollywood, Florida, Authorizing The Appropriate City Officials To Execute The Attached Agreement Between The Highest Ranked Firm And The City Of Hollywood To Provide Identity Theft Protection Services.

Sponsors:

Indexes:

Code sections:

Attachments: 1. Res Identity Theft Protection Services RFP-4500-16-RD.pdf, 2. Agreement - Pre-Paid Legal Services, Inc. of Florida, dba LegalShield.pdf, 3. Eval Matrix RFP-4500-16-RD Identity Theft Protection Services.pdf, 4. Prepaid Legal Services Inc dba LegalShield - RFP-4500-16-RD.pdf, 5. LifeLock Inc - RFP-4500-16-RD.pdf, 6. FINAL Packet_for_Bid_RFP-4500-16-RD.pdf, 7. teridentitytheft.pdf

| Date | Ver. | Action By | Action | Result |
|-----------|------|---------------------------------|--------|--------|
| 8/31/2016 | 1 | Regular City Commission Meeting | adopt | Pass |

A Resolution Of The City Commission Of The City Of Hollywood, Florida, Authorizing The Appropriate City Officials To Execute The Attached Agreement Between The Highest Ranked Firm And The City Of Hollywood To Provide Identity Theft Protection Services.

Staff Recommends: Approval of the Attached Resolution.

Explanation:

The Office of Human Resources requires an agreement with a single qualified vendor to provide full and comprehensive Identity Theft Protection Services which are in conformance with Federal, State, and Local Governmental Agencies, and the guidelines provided by the City.

The City has approximately 1,400 eligible employees and 1,083 eligible retirees to whom the Identity Theft Protection Service benefits will be offered on a voluntary basis without a premium contribution from the City.

The Identity Theft Protection Services will be an employee and retiree benefit, which can be paid, voluntarily, through payroll deductions or other approved deductions, for services including when an employee's or retiree's name, Social Security number, driver's license number, medical record, education or financial record (credit/debit cards included) has been breached.

The qualified vendor shall provide basic routine services to include; consumer credit reports, address

verification reports, credit risk assessments; recovery services involving suspected or actual breaches of sensitive personally identifiable information; data breach response/protection services; business information services; credit monitoring services; identity monitoring services; identity theft insurance; identity restoration services; website services; and call center service.

On February 23, 2016, Request for Proposals (RFP) Number 4500-16-RD was electronically advertised via BidSync in accordance with the City's Purchasing Ordinance, Section 38.42(A).

RFP-4500-16-RD was opened at 3:00 p.m. on March 21, 2016, and resulted in the following two (2) responses:

Pre-Paid Legal Services, Inc. d/b/a LegalShield
Ada, Oklahoma

Lifelock, Inc.
Tempe, Arizona

On May 5, 2016, the proposals were evaluated by a three (3) member committee representing the Office of Human Resources, Department of Information Technology and the Police Department.

The evaluation of the proposals was based upon the following evaluation criteria as established in the RFP: Experience, Past Performance, Pricing and Local Preference.

The proposals included a fee schedule for the identity theft protection services as specified in the RFP with the plan type and monthly rate cost per participant.

The proposals submitted by the two (2) proposers were declared to be responsive and responsible.

The two (2) proposals received were evaluated and the scores were compiled to arrive at the following rankings, (highest score), first choice and second choice:

| | |
|---|-----|
| Pre-Paid Legal Services, Inc. d/b/a LegalShield | 265 |
| Lifelock, Inc. | 238 |

It is the recommendation of the Evaluation Committee to rank the two (2) highest scoring firms as follows:

1. Pre-Paid Legal Services, Inc. d/b/a LegalShield
2. Lifelock, Inc

The RFP document states that the initial contract term for this contract shall be for a one (1) year period with the option to renew for two (2) additional one (1) year periods under the same terms, conditions and specifications, providing both parties agree to the renewal, contractor performed satisfactorily and such renewal is approved by the City.

There shall be no cost to the City for services provided for the initial one (1) year period.

Award is subject to the City's receipt and approval of all insurance certificates required by the City's Risk Manager, along with a signed Statement of Hold Harmless and Indemnity in favor of the City.

Recommended for inclusion on the agenda by:

Wazir A, Ishmael, City Manager

George Keller, Assistant City Manager/Finance & Administration, Office of the City Manager

Tammie Hechler, Director, Human Resources

Paul Bassar, Contract Compliance Officer, Office of the City Manager