



City of Stephenville

**REQUEST FOR
PROPOSAL FOR
EMPLOYEE BENEFITS
SERVICES**

Release Date: November 23, 2020

Submittal Deadline: Dec 7, 2020
not later than 2:00 p.m. CST

Notice of Request for Proposal (RFP) for Brokerage Services

The City of Stephenville, herein referred to as the City, is presently undertaking a process to evaluate its brokerage service and coverage options for its employee benefits plan.

Sealed proposals will be accepted no later than December 7, 2020 at 2:00 p.m. at Stephenville City Hall located at 298 W. Washington, Stephenville, TX 76401. Any proposal received after the stated closing time will not be accepted. If proposals are sent by mail, the proposer shall be responsible for actual delivery of the packet to the agent.

Until the final award of the City of Stephenville, said City reserves the right to reject any and/or all proposals, to waive technicalities, to re-advertise, to proceed otherwise when the best interest of the City will be realized hereby.

RFP's must be signed by someone having the authority to bind their company in a contract

Request for proposals are available at the Municipal Service Center located at 1201 Glen Rose Road, Stephenville, TX 76401 or may be made by phone 254-918-1227 or by email at:

Tricia Wortley
Purchasing Manager
twortley@stephenvilletx.gov

RFP 3036

While your ability to provide all the services identified in the following pages is important, the primary initiatives will be centered around:

- Review of company-offered benefits and their associated costs.
- Innovative savings strategies and RFPs for our health care plan.
- Development of a competitive exempt-level benefits package including ancillary and worksite lines of coverage.
- Utilization of modern technological implementation strategies to consolidate and simplify plan administration, enrollment, and maintenance.
- Overall customer service history with respect to verified references.
- Presentation and capacity to fully explain details and processes of change involved in broker selection.

Review existing plan offerings; develop an innovative, forward-looking strategic plan; provide recommendations and modifications; market all plans to take effect May 1st, 2021, and provide on-going reporting and analysis during the plan year. Selected Broker recommendations on the extent of the benefits revisions and carrier changes will be welcomed. The City is looking for an Agency that can handle **all lines of coverage with one point of contact.**

PROPOSAL REQUIREMENTS

1.1 Instructions and General Conditions

- Proposal Closing: all proposals shall be delivered before December 7, 2020, at 2:00 p.m.
- The City may not accept proposals received after 2:00 p.m. and will return such proposals to the Offeror.
- Proposals must be submitted in a sealed envelope identified with “Employee Benefit Consultants RFP.”

2.1. Introduction and General Information

2.1.1. Introduction

This document constitutes a request for sealed proposals for **Employee Benefits Consultant** as set forth herein.

2.1.2. Organization

This document, referred to as a Request for Proposal (RFP), can be divided into the following parts:

1. Instructions and General Conditions
2. Introduction and General Information
3. Current Benefit Offerings
4. Scope of Work/Services
5. Response to Proposal
6. Evaluation and Award

2.2. Guideline for questions regarding the RFP.

All questions regarding this RFP shall be submitted in writing prior to the bid opening and no later than 2:00 p.m., 12/07/2020. All questions must be mailed, faxed, or emailed to the attention of Monica Harris. All such questions will be answered in writing, and such answers will be provided to all parties having obtained an RFP packet by the City via e-mail. Submit requests to:

Monica Harris
Director of Finance
City of Stephenville
298 W. Washington
Stephenville, TX 76401

Or

mharris@stephenvilletx.gov

2.3. RFP Amendment

In the event that it becomes necessary to revise any part of this RFP, written addenda will be issued. Any addenda to this RFP is valid only if in writing and issued by the City. Verbal conversations or agreements with any officer, agent, or employee of the City which modify any terms or obligations of this RFP are invalid.

3.1. Current Benefit Offerings.

The City provides employee benefits to full-time positions budgeted for a minimum of 40 hours per week including the following benefit programs.

3.1.1. Medical

Currently the staff participates in one of two health plan options that are offered by the City:

- i.** Plan ANDQ is a PPO grandfathered plan and includes a \$3000 deductible (in-network) with \$0 charge for office visits.
- ii.** Plan AGYB is an HSA plan and includes a \$3000 deductible (in-network); employee cost is 20% coinsurance after deductible. Office visit after deductible is 20%.

The City of Stephenville currently pays 100% for all full-time eligible benefit employees. \$569.34 is the EE only premium for Plan ANDQ Grandfathered. \$534.88 is the EE only premium for HSA Plan AGYB.

Plan ANDQ is set up with an HRA (reimbursement account) for in-network only services. Plan ANDQ is no longer available for new hires.

When selecting Plan AGYB, the City may opt to contribute monies into employees HSA accounts on a quarterly basis. That amount is determined each year per the Director of Finance.

Dependent health insurance is available via payroll deduction. Former employees who retire from employment may elect to make monthly premium payments for Retiree Health Coverage through COBRA.

3.1.2. Dental

Currently the City offers dental insurance through United Healthcare. Dental insurance is paid by the City for all full-time employees.

3.1.3. Vision

Vision insurance is offered to all employees at the expense of the employee.

3.1.4. Life Insurance

All full-time employees working a minimum of 40 hours per week, have the option to purchase life insurance for themselves and family members. AD&D can also be purchased as well.

3.1.5. Worksite

Plan options available to the City staff via United Healthcare APL on a voluntary basis at the expense of the employee.

- Voluntary Term Life and AD&D
- Cancer Plan: Low and High Options, includes Heart & Stroke
- Telehealth
- Short Term Disability
- Long Term Disability
- Accident Insurance
- Hospital Indemnity
- Quality of Life Play with Permanent Life Attached

3.1.6. Healthcare FSA/Dependent Care FSA

Open enrollment happens in the spring of each year for a May 1 effective date. The maximum contribution for unreimbursed medical is \$2,700 per calendar year. The maximum contribution for dependent daycare is \$5,000 per calendar year. This is at the expense of the employee.

3.1.7. Employee Assistance Program

City of Stephenville has a comprehensive Employee Assistance Plan. This program is administered by Interface Behavioral Health and available to all employees at no additional cost. Employees can receive expert support services to assist them and their families with a variety of issues from family care, stress, depression, or addiction. See Schedule A for included services.

4.1. Scope of Work/Services

The City will expect the contractor to perform the services noted below.

4.1.1. Assist the City in application of contracts for services outlined in section

3.1. The current renewal for all benefits is May 1.

4.1.2. Prepare a strategic benefit review and report with benchmarking comparable to other municipalities in Texas. Provide this benchmarking on an on-going basis.

- 4.1.3.** Perform an initial review and report of employee health benefit programs and their respective utilization for cost effectiveness, program design, and competitiveness.
- 4.1.4.** Provide written reports of findings and recommendations with definitive reasons for recommended changes in terms, conditions or limits.
- 4.1.5.** Provide liaison services between the City and benefit contractors, including coordination of reporting and assistance in claims processing.
- 4.1.6.** Participate in preparation and presentation of carrier's quarterly financial reports for the benefits plan, including quarterly utilization reports. Review year-end financial accounting and analyze funding alternatives as appropriate.
- 4.1.7.** Perform special projects as requested by the City:
- Develop and assist in implementation of new insurance plans.
 - Advise the City in contracting negotiations/renewals including reviewing for accuracy of coverage, compliance, terms and conditions.
 - Assist in developing costs associated with various issues involving benefit plans.
 - Conduct open enrollment and train City staff on enrollment process.
 - Develop proposed plan to align deductible period with healthcare provider contract period.
- 4.1.8.** Monitor insurance companies for financial solvency. Assist the City with the development of performance guarantees relating to vendors' performance of services to the City and evaluate the performance of vendors. Coordinate meetings to review performance, etc.
- 4.1.9.** Provide estimates of renewal rates and assist the City in preparation for budget and expenditure projections for benefits. Recommended changes should also include the consultant's fees to further develop any plan changes and incorporate plan changes into plan documents.
- 4.1.10.** Evaluate appropriateness of alternative financing mechanisms such as employee contributions and alternatively funded insurance options. Recommend and assist in various retention levels, reinsurance, etc.
- 4.1.11.** Provide information on health benefit issues, trends, possible new benefits, and proposed or new legislation and assist with employee communication projects which may result from plan, legislative, or regulatory amendments.
- 4.1.12.** Assist the City with on-going maintenance of medical plan documents when necessary due to regulatory changes, and COBRA notifications.

- 4.1.13.** Continue and expand current wellness initiatives including Health Risk Assessments and programs to improve the health of City employees.
- 4.1.14.** Assist in design and delivery of benefits communication material. Be as available as needed to answer questions and resolve issues that arise during the year regarding benefits, contract administration and service provisions.
- 4.1.15.** It is required that the consultant begins work on this project upon execution of the contract.
- 4.1.16.** Agree to receive compensation on the Major Medical Plans in the form of fees negotiated as part of the contractual agreement between the City and the successful consultant. This would preclude any other form of compensation, such as commissions, on the Major Medical Plan. **Other forms of compensation, such as commissions, on other lines of City paid and voluntary insurance products are acceptable.**
- 4.1.17. Contract terms and conditions.** Offeror must submit in writing any restrictions or deviations from the following specifications. In the absence of such statement, the City will assume that all items/services offered are in strict compliance with the technical and financial requirements, and contract terms and conditions as described in these specifications. The proposal of the contractor will be included as part of the final contract.
- 4.1.18.** The successful contractor is prohibited from assigning, conveying, transferring, subletting, or otherwise disposing of this agreement and its rights, titles or interests therein, or its power to execute such agreement to any other person, corporation or company without the prior consent and approval of the City.
- 4.1.19. Contract Period.** The contract period with the successful service provider will begin services on May 1, 2021 and extend until April 30, 2022.
- 4.1.20. Cancellation Agreement-** the City reserves the right to cancel the contract without cause by giving not less than thirty (30) days prior notice to the contractor in writing of intention to cancel, or with cause, if at any time the contractor fails to fulfill or abide by any of the terms or conditions specified. Failure of the contractor to comply with any of the provisions of this contract may be considered a material breach of contract and shall be cause for immediate termination of the contract at the discretion of the City. The City may allow contractor reasonable opportunity to cure material breach, but it is not required to do so.

5.1. Response to Proposal

5.1.1. General Information

You will be expected to provide the following information in your response to the RFP. Any undisclosed information in the Offeror's response will be deemed an unavailable service on behalf of the Offeror. **List any and all fees associated with specific services listed in your response.**

5.1.2. Brief history of firm including size and any specialty areas.

5.1.3. Background company data, including financial references.

5.1.4. Demonstrate adequate financial resources.

5.1.5. Particular expertise or involvement in the insurance/employee benefits industry and administration of employee benefits.

5.1.6. List of providers or third party vendors the firm is contracted with or may propose for services to the City of Stephenville.

5.1.7. Provide summary of direct experience working with municipalities.

5.1.8. Description of service philosophy.

5.1.9. Conceptual program structure and pricing.

5.1.10. An introduction of the account team, by name with specific roles, qualifications and experience, and distribution of responsibilities including support capabilities. Designate lead consultant.

5.1.11. Current use of technology, including online enrollment platforms and capabilities in managing carrier billing on behalf of the City of Stephenville.

5.1.12. Detail of services that will be provided to the City.

5.1.13. Provide the contact names and telephone numbers of three (3) clients with whom you have a working relationship. Include the Company name, contact name, phone number and the number of employees for each reference.

5.1.14. Disclose any conflicts or perceived conflicts of interest.

5.1.15. Identify what procedures your firm utilizes to identify and resolve conflicts of interest.

5.1.16. Provide a copy of Certificate of Coverage for Errors and Omissions coverage and a copy of your business license.

5.2. Submission: When submitting a proposal, the Offeror should include the original and ten (10) copies.

- The Offeror should submit the proposal to:

Tricia Wortley
Purchasing Manager
298 W. Washington
Stephenville, TX 76401

- The proposal should be submitted no later than **2:00 p.m. C.S.T. on December 7, 2020**. Proposals will not be accepted after this date and time.
- The signed response page from the original RFP should be included at the beginning of the proposal.
- The proposal must, at a minimum, address all mandatory and desired services, equipment, materials etc. Responses will fully describe how the services will be performed and what hardware/software (if any) is required by the City to access the service(s).

5.2.1. Offeror Contacts. Offerors and their agents must direct all questions regarding the RFP, the evaluation, etc. to the buyer of record indicated on the first page of this RFP. Offerors and their agents may not contact any City employee other than the buyer of record regarding any of these matters during the solicitation and evaluation process. Inappropriate contacts are grounds for suspension and or exclusion for specific procurements. Offerors who have questions regarding this matter should contact the buyer of record.

5.2.2. Negotiation of Proposals

The Offeror is advised that under the provisions of this RFP, the City reserves the right to conduct negotiations of the proposals received or to award a contract without negotiations. If such negotiations are conducted, the following conditions apply:

- i.** Negotiations may be conducted in person, in writing, or by telephone.
- ii.** Negotiations will only be conducted with potentially acceptable proposals. The City reserves the right to limit negotiations to those proposals which received the highest rankings during the initial evaluation phase.
- iii.** Terms, conditions, prices, methodology, or other features of the Offeror's proposal may be subject to negotiation and subsequent revision. The mandatory requirements of the RFP shall not be negotiable and shall remain unchanged unless the City determines that a change in such requirements is in the best interest of the entities.

6.1. Evaluation and Award Process

After determining a responsible Offeror and a responsive proposal through the determination that the proposal satisfies the mandatory requirements of the RFP, the evaluators shall use both objective analysis and subjective judgement in conducting a comparative assessment of the proposal in accordance with the evaluation criteria listed as follows:

- i. Ability to offer all areas of coverage noted and administration services.
- ii. Compliance with specifications.
- iii. Ability to provide strong administrative support and services to the City.
- iv. Compliance with applicable State and Federal laws and regulations.
- v. Financial position of the consultant.
- vi. Cost of services.
- vii. Experience and qualifications.

6.1.2. Rejection of Proposals: the right is reserved by the City at its discretion to reject any or all proposals or parts thereof. The City reserves the right to waive defects or informalities, to negotiate with bidders and accept the proposal deemed to be in the best interest of the City.

6.1.3. Withdraw of Proposals: proposals may be withdrawn at written request of the bidder at the address shown in the solicitation prior to the timeline of acceptance.

6.1.4. Negligence on the part of the bidder in preparing the proposal confers no right of withdraw after the time fixed for the acceptance of the proposals.

6.2. Validity of Response

Bidders agree that proposals will remain firm for a period of ninety (90) calendar days after the date specified for the return of the proposals.

6.3. Confidentiality of the City and the Offeror

The contractor shall be responsible for maintaining confidentiality of the City's records and data, which cannot be sold, shared, or otherwise disclosed to other companies or individuals without written permission from the City of Stephenville Director of Finance, Monica Harris.

6.4. Response and Pricing

In compliance with this RFP and subject to all of the conditions thereof, the Offeror agrees to furnish the services/equipment/supplies and proposed and certifies that he/she has read, understands, and agrees to all terms, conditions and requirements of this proposal and is authorized to contract on behalf of the firm named below. (Note: This form must be signed. All signatures must be original and not photocopies).

Company Name: _____

Address: _____

Telephone: _____ Fax: _____

Federal Tax ID (or Social Security Number): _____

Printed Name: _____ Title: _____

Signature: _____ Date: _____

Email Address: _____

6.4.1. Total cost for professional services including any related charges. Show hourly rates, anticipated professional fees, estimated expenses and projected total cost including a maximum figure annually.

6.4.2. Optional work for future benefit services should be identified separately by category and include task and cost.

6.4.3. The consultant shall be remunerated solely on a fee basis for the Major Medical plans. The consultant shall not receive income with respect to this agreement, directly or indirectly, from any insurer, administrator, or other source of services to be provided in a recommended program for the Major Medical plans. The consultant can receive commissions on City paid and employee paid Supplemental Plans.

**Additional information about the City and its current plan and benefits offerings or RFP clarification can be obtained by contacting:

Sheryl Truss
Human Resource Manager
298 W. Washington
Stephenville, TX 76401
Or
struss@stephenvilletx.gov
254-918-1221

SCHEDULE A



Employee Assistance Program (EAP)

What is an EAP? The EAP is a program designed to help you and your family identify and resolve challenges you may be facing.

- Get help on how to talk to a professional line when the support you need is for In-Person, Tele-Therapy or Tele-Therapy
- Assist with free consultation, referrals and resources for legal support
- Connect you with a financial adviser for budget counseling and management services
- Online resources for work-life and family caregiving
- Online resources and tools for healthy living

No-Cost, Convenient and Confidential

EAP Benefits are:

Voluntary: You decide when to use the program's services.

Confidential: Your personal information will not be shared with your employer or anyone in your family. Only you know when you call for assistance.

Convenient: EAP offers services with professional providers with offices nationwide. Services can be accessed through In-Person Therapy or Tele-Therapy.

No-Cost: Services under the EAP are available to you, your spouse/partner and your dependents under the age of 26 at no-cost.



The EAP Supports

- Relationships
- Family Issues
- Stress
- Depression
- Life Phase Adjustments
- Work Related Concerns
- Substance Use
- Anxiety
- Legal Consultations
- Healthy Living
- Loss and Grief
- Financial Management
- Coping with Trauma
- Career Development
- Child/Elder Care
- Free Simple Wills
- Debt Consolidation
- Identity Theft

Access services under your EAP, today!
Call to speak to your case manager: 800-324-4327
(English) 800-324-2490 | Email: info@ieap.com

Visit our Member Resource page:
www.4eap.com

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