



REQUESTS FOR PROPOSALS FOR

EMPLOYEE HEALTHCARE BENEFITS

BROKERAGE SERVICES

CITY OF COOKEVILLE, TENNESSEE

PREPARED BY:
FINANCE DEPT
CITY OF COOKEVILLE,
TENNESSEE
45 EAST BROAD ST
COOKEVILLE, TENNESSEE
38501
(931) 526-9591

Proposals must be submitted no later than
March 28, 2016
2:00 P.M. (CST)

The City of Cookeville is seeking proposals for a licensed insurance broker and consultant to assist and advise the City in the design, selection, implementation and maintenance of the City's employee/retiree health insurance benefits program. This includes medical, prescription, dental and vision insurance and stop loss coverage. Other insurance benefits such as life insurance is not included. The City currently is self-insured with Blue Cross Blue Shield of Tennessee as the third party administrator. The plan operates on a calendar year. The contract with the third party administrator is a 3 year contract expiring June 30, 2017. The Stop Loss contract is an annual contract with BlueRe and expires June 30, 2016. The City has 436 full time employees and 13 part time employees eligible for coverage. Our health plan including retirees currently has

Dental plan	513 subscribers and 693 dependents
Medical plan	516 subscribers and 649 dependents
Stop Loss	516 subscribers and 649 dependents

Awarding of Contract

The City may award to the vendor demonstrating the most complete response and full compliance with the specifications of each item.

The City reserves the right to offer an award based on a combination of factors including Qualifications, Service, Price, Experience, References, Competence, Presentation and Responsiveness. Price may be a factor, but will not determine the award. The bid will be awarded to the "best proposal" and not the "low proposal". The City will make the determination of which vendor is the "best proposal" and not the vendor. By submitting a proposal, the vendor agrees to and understands the above selection criteria.

The City reserves the right to negotiate with the successful vendor on options or changes to the bid.

The City reserves the right to reject any and all proposals.

The City will not have a formal bid opening. The proposals will be reviewed and vendors will be notified of the City's decision.

The selected vendor will be required to execute an agreement between the vendor and the City. The duration of the agreement will be for three (3) years, with one (1) year extensions, if agreed upon by both parties. However the City reserves the right to terminate the agreement at any time with thirty (30) day notice.

The City intends to award the proposal as soon as possible so the broker can assist immediately in acquiring a new stop loss contract effective July 1, 2016. However, the broker will become the broker/agent of record effective July 1, 2016.

References

The proposing vendor must provide at least 3 credible references. At least one of those references must be a government municipality located in Tennessee. An agency name, contact person, telephone number, and email address should be provided for each reference. The City reserves the right to contact each reference and take their responses into account in making its decision on the "best bidder".

Instructions to Bidders

The City will not be responsible for any costs incurred by the vendor in preparing or submitting its response. All materials and documents submitted in the response shall become the property of the city and will not be returned.

This proposal's specifications are to be considered as a minimum set of specifications and standards.

Failure to provide adequate information to enable the City to evaluate the vendor, or proposed services, will be considered failure to meet bid requirements and may result in the elimination of the vendor's response.

The City may request a presentation from the top selected vendors.

Failure on the part of a vendor to honor a proposal which they have submitted will be considered breach of contract, and may result in said vendor being deemed ineligible to bid on future purchases and disqualified from any successful award on this bid. Vendors are encouraged to double check proposal pricing to make sure it is accurate.

Proposals must be sealed in an envelope or package, marked "Employee Healthcare Benefit Brokerage Proposals". Vendors must provide three (3) copies of the proposal. Proposals received after the cutoff date of **March 28, 2016 at 2:00pm**, will not be considered. Proposals must be mailed or delivered to:

City Clerk

Attn: Employee Healthcare Benefit Brokerage Proposals
45 East Broad Street
Cookeville, TN 38501

Warranty

All services provided by the vendor must have a 100% guarantee. If services are not performed as proposed, the vendor shall be liable for any damages or loss of funds associated with the failure.

Pricing and Fee Information

The vendor must describe its method of compensation for services. If compensation is on a fee basis, provide your fee structure. If compensation is on a commission basis, provide detail of compensation, including percentage of commission. Also include any additional overrides, incentives or bonuses the vendor may receive from any carrier or provider.

Specific Information to Include in Proposals

1. Provide a brief summary of your company's organization, ownership, location, financial health and licenses to do business in the State of Tennessee.
2. Provide a list of all the principals/officers of your company.
3. List all your company's major certifications and association memberships.
4. Provide a copy of Errors and Omissions insurance coverage.
5. Discuss your perceived ability to negotiate a benefits program that meets the needs of the City of Cookeville and any expertise you have provided to other clients.
6. Describe your company's strategy to provide open enrollment services to our employees and the process along with samples of materials.
7. Provide a list of all persons who will be providing services along with professional credentials and references for each.
8. Provide your availability and accessibility to attend insurance meetings during the year.
9. Describe your ability to proactively negotiate the best rates with existing and alternative carriers.
10. Describe what services you can provide to assist with the on-going review of our medical benefit program.
11. Describe your experience in working with stop loss contracts.
12. Describe your ability to perform "stop-loss" analysis and what reports and documentation you will provide.
13. Describe your experience in working with plans that extend benefits to retirees and the RDS application process.
14. Describe your experience in provider network analysis.
15. Outline your ability to provide expertise and experience in health benefit plan analysis and design.
16. Describe your company's approach to annual benefit renewals.
17. Describe any software or online services you provide for your clients.
18. Describe your reporting packages and any fees associated with report requests.
19. Describe your experience in securing "Performance Guarantees" from carriers.
20. Describe your company's systems and processes in regard to guarding the confidentiality of our records and employee data.
21. Do you publish newsletters or other publications to your clients?
22. What methods do you use to keep your clients abreast of relevant changes in the industry?
23. Describe how you help maintain compliance with changing regulations and laws.
24. Detail your ability to monitor regulatory and legislative developments at both the state and federal level.
25. Describe what assistance you provide for complying with new Federal Affordable Healthcare regulations and laws

Scope of Services (includes, but not limited to)

1. Assist the City with negotiating favorable contracts with benefits providers for health, prescription, dental, and vision coverage.
2. As directed by the City, prepare and solicit proposals for employee insurance plans.
3. Evaluate proposals received for coverage, claim payment procedures, customer service, networks, and financial soundness. A recommendation should be made to the city which identifies the most cost-beneficial package from among the various proposals.
4. Advise the City's Benefits Coordinator on implementation of all insurance benefits offered to employees. The Benefits Coordinator of the City will be doing new hire orientation/enrollment.
5. Advise the City's Benefits Coordinator with providing information about benefits and benefit changes to covered employees as needed.
6. Provide innovative ideas and strategies to help the City decrease or contain insurance premium costs.
7. Assist the City with developing information for employees regarding health insurance cost history.
8. Assist the City with Patient Protection and Affordable Care Act compliance as needed. The City prepares and issues its own IRS forms 1094 and 1095.
9. Provide reasonable, preliminary insurance renewal figures for budgeting purposes.
10. Provide open enrollment support to the City's Benefits Coordinator. This includes, but is not limited to, developing a timeline, assisting with the development of open enrollment materials, and coordinating and participating in open enrollment meetings as needed. Open enrollment is the month of December.
11. Provide service for day-to-day contact on insurance matters that may arise during the course of the plan year.
12. Provide other services that are normally and customarily required of a public entity insurance agency.

Vendor Questions

Any questions concerning this RFP should be emailed to Brenda Imel, brenda@cookeville-tn.org All questions and answers will be disseminated by email to all prospective vendors to ensure all parties have the same information. Each vendor must submit an email address to the City upon receipt of the RFP request to be included in the email group.