



City of El Dorado, Kansas
Employee Benefit Brokerage Services
Request for Proposals

City of El Dorado
City Clerk, Tabitha Sharp
220 E. First Ave
El Dorado, KS 67042
www.eldoks.com

Introduction

The City of El Dorado, Kansas is seeking qualifications from firms/providers to perform brokerage services for our employee benefit package on a contract basis. Qualifications must be received by no later than 10:00 A.M. CST on August 12, 2020, at City Hall, Office of the City Clerk, 220 E. First Ave., El Dorado, KS 67042.

During proposal development, respondent's questions regarding this RFP or the process should be directed to Tabitha Sharp, City Clerk, by phone 316-321-9100 or email (tsharp@eldoks.com). Those intending to respond to this Request for Proposals are asked not to make contact with other City staff or City Commissioners during the qualification process and evaluation phase. Questions must be submitted no later than July 22, 2020 at 5:00 p.m. Responses will be provided promptly.

General Information

The City of El Dorado, located in South Central Kansas, is mid-sized community of approximately 13,000 residents. The City has a commission-manager form of government with a five member commission. The government is made up of nine departments with approximately 140 full-time staff and 200 temporary/seasonal employees on an annual basis. The City's benefit year runs from January 1 to December 31 of each year. We would like for future open enrollment meetings to be held in October.

Current Benefit Overview

Health Insurance and Prescription Medication

The City's medical plan is on the UHC PPO Network and offers 2 plan options (PPO and QHDHP) with 2 coverage tiers (employee only and family coverage). No plans are currently grandfathered under PPACA. The City's health insurance is partially-self-funded and partners include UMR as the TPA and MedTrak as the PBM. The Stop Loss carrier is HCC with a specific stop loss at \$50,000 and an aggregating specific stop loss at \$30,000.

Dental Insurance

Dental insurance is fully insured through Delta Dental and is a PPO network.

Vision Insurance

Vision insurance is fully insured through VSP.

Wellness Program: Wellworks for You!

Wellworks for You! is a physician engagement program. Participants can earn insurance premium discounts by participating completing their annual physical with biometrics, both themselves and enrolled spouses.

The City also contributes to the cost of the employee's YMCA membership and offers a health insurance premium reduction of \$25 monthly if the employee and enrolled spouse refrain from tobacco use. We do offer tobacco cessation support programs.

Section 125 Plan

The plan includes medical and dependent care spending accounts. The City's section 125 program is administered by UMR.

Life Insurance

Optional life insurance is available through Mutual of Omaha. Employees are provided life insurance through KPERS or death benefits through KP&F, which results in lower interest in the optional program.

Employee Assistance Program

COE offers an EAP thru EMPAC.

Other Optional Benefits

Cancer and Critical Illness and Accident plans are offered by Aflac.

Scope of Work

The City is seeking a firm that will provide ongoing brokerage services related to the design, implementation, maintenance, communication and improvement of the City's benefit program. These services should include but are not limited to:

1. Renewal Analysis
 - a. Underwriter review of carrier projections
 - b. Preparation of renewal and budget projections
 - c. Financial modeling
 - d. Carrier negotiation, review claims experience, claims service/administration
 - e. Employee contribution modeling
 - f. Benchmarking of projected cost
 - g. Renewal alternatives with cost impact of benefit plan changes
2. Benefit Administration and Open Enrollment Support
 - a. Assist the City's HR team in administering insurance plans and other benefits, responding to questions from and providing information to employees, and providing other consulting services during the course of the plan year.
 - b. Assist with complicated claims issues by intervening and identifying solutions. This may involve discussions with the TPA, PBM, and the provider of services.
 - c. Interface with insurance carriers to assist the City in the resolution of issues associated with benefit programs.
 - d. Assist the City with implementation and communication of new programs or changes to existing programs, which includes attending and presenting information at Open Enrollment meetings.
 - e. Evaluate internal enrollment and termination processes and provide recommendations as needed.
 - f. Identify "best practices" and opportunities for streamlining services.
3. Carrier Marketing and Negotiation
 - a. Strategy development to identify goals, analyze program costs and review both current and alternative funding arrangements.
 - b. Management of the renewal with the current carrier geared to achieving lower costs and introduction of additional plan design options.

4. Legislative and Corporate Compliance Support
 - a. Assist the City in complying with laws and regulations related to employee benefits and research any new developments in the law and employee benefit programs on an ongoing basis.
 - b. Evaluation of plan design to confirm compliance with state and federal regulations.
 - c. Conduct comprehensive review of summary plan descriptions, contracts, employee summaries, and policies/procedures to outline variances and inconsistencies.
 - d. Provide resources and information to assist the City in managing COBRA compliance and recommend any procedural changes.
 - e. Provide periodicals, seminars, training on regulatory issues.
5. Financial Reports
 - a. Meet with Human Resources staff at least on a quarterly basis, but more often as requested by the City, to review how the plan is running and to provide reports. Reports provided should include a minimum of the following:
 - b. Comparison of plan costs to projections
 - c. Utilization review
 - d. Comparison to prior claim period
 - e. Plan trends
 - f. Executive summary of program expenses
 - g. Comparison of current costs to renewal costs (during renewal meeting)
 - h. Incurred But Not Reported (IBNR) claims analysis
 - i. Overview of specific Stop-loss projections
 - j. Future plan cost projections
 - k. Claims by size

Response Form and Content

If you or your firm is interested in this opportunity, please provide the following information.

1. Title Page: Indicate the response subject, name of firm, address, telephone number, name of primary contact person, email address for the primary contact person and date of submittal.
2. Introduction: Briefly, introduce your firm, indicating whether the firm is local, regional, national or international. Provide a profile of the firm, including, but not limited to, the approximate number of professional staff employed, and how long your firm has been in business. Indicate the name(s), title(s), and telephone number(s) of the person(s) who will be authorized to make representation for and to bind the firm.
3. Information Included in Response:
 - a. General Information:
 - i. Briefly state your understanding of the work to be performed. Include, but do not limit your statement to the specific items requested in the Scope of Work.
 - ii. Describe your proposed strategy, including a general statement of the philosophy of the firm and how the firm will tailor the process for El Dorado. Indicate any additional information for consideration of your firm's qualifications for conducting this recruitment.

- iii. Provide contact names, telephone numbers and email addresses of clients/references similar to the City of El Dorado. The City reserves the right to contact any additional individuals or firms to obtain information about the respondent.
 - iv. Indicate the names, titles, placement experience, and resume(s) of the person(s) who will be assigned to this project. A response to this requirement should include all contact information such as telephone number, e-mail address and web address.
 - v. Indicate the degree of participation by qualified minorities within the firm and/or sub-contracts with minority or women-owned business enterprises.
 - vi. Detail any previous or ongoing related experience or services provided, including municipal experience relating to the work that is being proposed for the City, particularly within the context of municipal operations.
- b. Account Service
- i. Describe your firm's approach for managing the annual renewal and negotiation process. How will you evaluate proposals, handle negotiations and assist the City in determining to whom to award contracts?
 - ii. Describe your firm's capabilities with regards to employee communications. What services will you provide to assist our organization during the open enrollment process? Which on-line systems have you used for open enrollment? Which do you prefer or propose for City of El Dorado?
 - iii. Does your firm offer the ability for our employees to choose a plan that works best for them (E.g. Couple with no children, Single Parent, Increased Deductible/Lower Premium, Lower Deductible/Higher Premium) as opposed to a one size fits all plan?
 - iv. Describe in detail any third-party or contractual relationships that your company may use in connection with performing the scope of services (actuarial services, data information services, etc.).
 - v. What types of employee education meetings do you offer and how many per year?
 - vi. Please describe how your firm would help with administrative/technical issues with vendors.
 - vii. Describe analytic capabilities/tools your firm offers to assist with plan management. Provide examples of the various types of reports offered.
 - viii. What actuarial resources do you have available as a firm? Is access to these personnel included in your core services or would cost extra?
- c. Legislative Compliance
- i. Describe your resources and process for keeping up to date on legislative and regulatory developments on both the federal and state levels.
 - ii. Describe methods you employ to disseminate information about current trends and legislation. Provide examples.
 - iii. Do you have in-house legal advisors who provide counsel to your clients? Please describe their qualifications. Is there an additional cost

- assessed to clients for the use of the attorney?
 - iv. Describe specific resources you have in place to assist clients with compliance to ever-changing federal regulations.
 - v. Do you assist clients in filing their Form 5500s?
- d. Special Services
 - i. Describe your local and national market leverage within the employee benefits marketplace.
 - ii. What resources do you use for benchmarking? How does your firm determine “best in class” benefit program designs and vendors?
 - iii. Please describe how your firm can assist us with specialty/voluntary benefits.
 - iv. Provide information on how you would assist in helping manage our pharmacy utilization.
 - v. Please describe your Benefits Technology Consulting practice.
 - vi. Describe your firm’s in-house expertise and ability to provide support related to wellness.
 - vii. How is your firm structured to best serve us in managing our self-funded plan?
 - viii. What sets your firm apart from other brokers/consultants in terms of approach to self-funded plan strategy?
 - ix. Provide an example of an innovative ideas or new product/service you have recommended to a client.
 - x. If your company’s services were selected, please provide a projected timeline, summarizing the entire process beginning with this proposal. Explain the transition process, both in terms of communication and data. Include a detailed description of the implementation plan and the City’s role in this process, data requirements and timeframes.
- e. Compensation
 - i. Provide a cost proposal for the services included in your proposal. Be sure to include any one-time fees, annual fees or cost guarantees with the cost for each line of service broken down. Provide the cost for any and all services you are including and the method by which the cost is calculated. Please make certain to identify any services mentioned in your proposal that are not included in your proposed fees (services that would be an additional expense). Include any and all costs that the City could be responsible for including travel and other expenses.
 - ii. Does your firm have any reservations in providing the City documentation of the commissions received from insurers?

Submission of Responses

1. Acceptance/Rejection/Modification to Responses: The City of El Dorado reserves the right to reject any or all RFP’s, waive any irregularities or informalities and select the best RFP in the opinion of the governmental unit. Failure to enter into a subsequent contract within a certain time period will render the RFP invalid.
2. Economy of Preparation: Responses should be prepared simply and economically, providing a straightforward, concise description of the respondent’s ability to fulfill the requirements of the recruitment.

3. Cost of Preparation: The City shall not be liable for any costs incurred by a respondent in preparing or submitting a proposal.
4. Ownership: Submitted materials become the property of the City and will not be returned.
5. Public Records: All firms submitting qualifications need to be aware that any submission is subject to public inspection under the Kansas Open Records Act.

Other Terms and Conditions

1. Conflict Of Interest: No public official shall have interest in the contract.
2. Ethics: The consultant shall not offer or accept gifts of value nor enter into any business arrangement with any employee, official or agent of the City of El Dorado.
3. Indemnification: The successful proposer shall defend, indemnify and save harmless the City of El Dorado and all its officers, agents, employees and volunteers from all suits, actions or other claims of any character, name, and description brought for or on account of any injuries or damages received or sustained by any person, persons, or property on account of any negligence, or act or fault of the successful proposer, or any agent, employee, subcontractor or supplier in the execution of, or performance under, any contract which may result from the proposal award. The successful proposer shall pay any judgment with costs that may be obtained against the City of El Dorado growing out of such injury or damages.

Due Date / Submission Instructions

Three (3) copies of the sealed proposal must be received at City Hall by the City Clerk no later than 10:00 a.m. August 12, 2020. Proposals will not be accepted after this time. Proposals shall be addressed as follows:

Proposals should be delivered to:

The City of El Dorado
Attn: Tabitha Sharp, City Clerk
220 E. First
El Dorado, KS 67042
RFP BROKERAGE SERVICES

Selection Process

1. Evaluation: The City of El Dorado will review all responses and evaluate them based upon the requirements given in this Request for Proposals including, but not limited to, the following criteria:
 - a. Responsiveness of the proposal.
 - b. Ability, capacity, and skill of the respondent to perform the services.
 - c. Responses of the respondent's references.
 - d. Experience of the respondent and individual members of the respondent's professional staff in performing similar services for similar sized municipalities.
 - e. The degrees of participation by qualified minorities within the firm and/or sub-contracts with minority or women-owned business enterprises.
 - f. The firm's capability to meet the Scope of Work.
 - g. The qualifications of the professional staff proposed for representation.

- h. Other information as may be required or secured.
- 2. Interviews: Firms will be selected to participate in formal interviews based on the information in the proposals. Those selected for interviews will be notified and an interview will be scheduled. Those firms not selected will be notified by letter.
- 3. Award Presentation: Subject to agreement negotiation, the City Commission shall select one of the proposals, or will reject all proposals within thirty (30) calendar days from the date of August 12, 2020.
- 4. Contract Development: If the City selects a firm, the City will conduct contract discussions and negotiations with the apparent successful respondent.