

DATE: May 10, 2017

TO: Prospective Bidders

FROM: Tracy L. Byard, County Administrator

SUBJECT: Request For Qualifications for Clare County, Michigan Benefit Consulting and Administrative Services including Third Party Administration and Compliance Services.

The County of Clare, Michigan (Clare County) invites providers of benefit consulting and administrative services including third party administration and compliance services to submit sealed proposals.

Attached to this letter is a Request for Qualifications to provide interested parties with sufficient information to enable them to prepare and submit proposals for consideration.

Clare County reserves the right to consider proposals or modifications received at any time before award is made, if such action is in the best interest of the project. Clare County also reserves the right to reject any and all bids received as a result of this RFQ, or to negotiate separately with any source whatsoever in any manner necessary to serve the best interests of the project. Clare County does not intend to award a contract solely on the basis of any response made to this request or otherwise pay for the information solicited or obtained.

Sealed written proposals clearly marked “CLARE COUNTY BENEFIT CONSULTING PROPOSAL” must be submitted in six (6) copies, no later than 10:00 a.m., Tuesday, June 20, 2017 to:

County Administrator  
Clare County  
225 W. Main. St., PO Box 438  
Harrison, MI. 48625

May 10, 2017

## REQUEST FOR PROPOSAL

Clare County, Michigan is requesting proposals for providing benefit consulting and administrative services including third party administration and compliance services.

Sealed written proposals must be submitted in complete original form by mail or messenger to the following address:

County Administrator's Office  
225 W. Main St., PO Box 438  
Harrison, Michigan 48625

Proposals will be accepted at the above address until the time and date specified below and immediately after will be publicly opened and read aloud.

CLOSING TIME: 10:00 A.M., Local time  
CLOSING DATE: June 20, 2017

All proposers shall enclose the proposal in a tightly sealed envelope and plainly mark "CLARE COUNTY BENEFIT CONSULTING PROPOSAL." Proposals opened by mistake due to improper identification will be rejected and returned.

All bids are subject to the Clare County Standard Terms and Conditions.

NO PROPOSAL MAY BE WITHDRAWN FOR AT LEAST 60 DAYS AFTER PROPOSAL OPENING.

# CLARE COUNTY

## REQUEST FOR QUALIFICATIONS (RFQ) 2017

FOR

### BENEFIT CONSULTING AND ADMINISTRATIVE SERVICES INCLUDING THIRD PARTY ADMINISTRATION & COMPLIANCE SERVICES

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ISSUE DATE: MAY 10, 2017

ISSUED BY: CLARE COUNTY

INQUIRIES: TRACY L. BYARD  
CLARE COUNTY ADMINISTRATOR  
989-539-2510

PROPOSALS DUE: JUNE 20, 2017 BY 10:00 A.M.

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## 1. INTRODUCTION

Clare County is requesting qualifications from licensed and qualified Employee Benefits Administrators to provide a written proposal for third party group benefit administration and consulting services to Clare County]. This Request for Qualifications (RFQ) states the overall scope of products and services desired, as well as desired vendor qualifications. The selected company will be designated as Clare County's third party benefits administrator, effective October 1, 2017.

### Clare County General Healthcare Benefits Information

The Clare County provides health benefits to its employees including: *medical, prescription, dental, vision, life, accidental death and dismemberment, short term disability. Current employee-paid optional products include life, cancer, disability, and accident policies. A HRA plan and third party COBRA administration is also provided.*

## 2. SCOPE OF SERVICES REQUIRED

- a. Make recommendations based on annual review of employee health benefit plans for quality of benefits provided, cost effectiveness, funding analysis, market competitiveness and plan administration. If you use benchmarking information, please disclose the source of information used.
- b. Review prior year's data information to prepare analysis indicating trends on claims and utilization related to medical, dental, vision and prescription drug coverage in an effort to make recommendations for maximizing future benefits while maintaining costs. For a. and b. above please include examples of analysis provided to your clients that has helped deliver analysis including potential carve-out options.
- c. Assist with annual health benefits, third-party administration, stop loss renewals including price negotiations, development of bids, contracts, scope of services, distribution and analysis of qualifications, bids and proposals received.
- d. Monitor and analyze current contracts, including plan administration, compliance and claims data, performance, standards, provider compliance with contracts and paid claims.
- e. Make funding recommendations, projections and rate structures based on an annual claims analysis, as well as provide alternative funding strategy. Please provide examples of results that have been achieved from your current and past working experiences with governmental entities.
- f. Demonstrate the ability to keep your clients apprised of and in compliance with all federal and state laws, industry changes, practices, costs and trends at the local, regional, and national levels and the impact on governmental entities including but not limited to the Patient Protection and Affordable Care (PPACA), Health Insurance Portability Accountability Act (HIPAA), Consolidated Omnibus Budget Reconciliation Act (COBRA) PA 152 and PA 106.

- i. Identify what your firm has done/is doing to make sure all groups required to be compliant under PA 106 were so by the state required deadline. Please address how you formally keep your groups in-line with these and other compliance related matters.
  - ii. Identifying rating influences and premium/employee cost share impact as it relates to PA 152 and what your group does to help manage and establish best practices.
  - iii. PPACA – what support tools does your group utilize to help clients stay current with legislation and the impact it has on on-site work-flows for staying compliant?
  - iv. With regard to PHI under HIPAA, please specify your firm’s formal policies and procedures for the security and confidentiality of both the employers and employees health information that your firm comes in contact with servicing a group’s day to day benefit needs.
  - v. Does your firm offer assistance with ACA reporting and/or an electronic platform that streamlines the process of “pay or play” and filing reports?
- g. Make presentations to the Clare County Board of Commissioners and the general employee population as requested by the County Controller and include educational content examples that have been successful for your firm in the past.
- h. Assist in the development of an employee health benefits communication plan to support and explain the implementation of health programs and/or revisions to current health programs.
- i. Prepare quarterly and annual reports relative to the health plan’s expenditures, participants, services provided, claims and utilization and list any special reporting your firm provides to help assist utilization, expense and the budgeting process.
- j. Review utilization data to provide input on trends and identify plan improvement opportunities.
- k. Assist with fully insured products, including but not limited to employee life insurance, and AD&D and provide any examples from past experiences of rate relief provided and results achieved.
- l. Research, review and resolve issues with insurance policies, certificates of insurance, disputes regarding coverage, billing questions, service delivery and other documents relating to employee benefits. Please provide a step-by-step outline of your best business practices that outlines how day-to-day problem solving issues get resolved.
- m. Estimate renewal rates and cost trends and provide assistance to accounting staff in the preparation of budget forecasts.
- n. Audit contracts to ensure accuracy of coverage, terms and conditions.
- o. Provide administration simplification to include in-house, on-line BCBS MCS services, Priority Health, billing issues and any other administrative initiatives you provide in behalf of the group to help stream-line the entire process.

- p. Provide in-house, on-line technology services – claims tracking, customer service support reports, employee on-line enrollment, etc.
- q. Provide in-house third party administration services for COBRA, FSA and Health Reimbursement Arrangements (HRA) as needed and list in bold if you are licensed as a Third Party Administrator. Provide examples that you provide these services for in-house and if outsource list clearly – OUTSOURCE with our preferred TPA name.
- r. What, if any, programs you have implemented that will allow for transparency within cost structure of services that will lead to increased consumerism and further reductions in our health care costs? For example, what programs do you employ that will incent our employees to search for and utilize the lowest cost services for elective procedures (ex. CT, MRI services)? What information will you provide that will assist our employees to search for the lowest priced or alternative medications? What information will you provide to us annually to report the savings generated by implementing any such program? Are the programs described above facilitated in-house or do you outsource these programs? If outsourced, please identify the name of your partner, provide their experience working in the Michigan market and what sources of data are used/collected to build their database? Please also provide references of other Michigan employer groups who are utilizing these services.
- s. What, if any, programs do you utilize or allowed your clients to adopt for more effectively treating healthcare needs in addition to addressing work-site absenteeism as it relates to managing basic needs for: colds, flu, prescription refills..etc., for employee and dependants to benefit from. In addition, please identify any impacts made and data to support reflecting in reductions in office and ER visits with their current insurance medical provider?
- t. Worksite Wellness, please identify what, if any programs including examples, your firm has promoted and successfully implemented at employer groups and please identify if this is services is supported internally by your firm (and describe how) and/or outsourced.
- u. Describe your ability to provide an integrated payroll, benefits and open enrollment process. What vendor(s) do you use? Please provide references for each vendor used.
- v. Unique to your agency – are you a licensed healthcare consultant? What level of involvement is your firm on a state level helping to impact positive change within the healthcare field? What is the background of your organization, your employees and/or the impact you have had with governmental entities?
- w. What is the cost of administering the plan? We will be building in standard commission for the selected vendor and if your firm needs fees above this, indicate in your response.
- x. What other unique services do you employ to ensure our employees and their families are maximizing their benefits?
- y. Will you provide an annual stewardship report for our review? If so, please provide a sample.

### **3. INSTRUCTIONS TO PROPOSERS**

The submitted qualification proposal must follow the rules and format established within this RFQ. Adherence to these rules will ensure a fair and objective analysis of all proposals. Failure to complete any portion of this request may result in rejection of a proposal.

Sealed proposals for third party group health benefit administration and consulting services will be received by the County Administrators Office of Clare County until June 19, 2017 at 4:00 PM EST. Proposals received after the deadline will be disqualified. It is the responsibility of the proposer to ensure that the proposal arrives on time and at the correct location. Each proposer is responsible for indicating the company name, bid name, due date and time on the envelope or package containing the proposal.

Proposer must include six (6) copies. No faxes will be accepted.

Clare County is seeking a one (3) year contract for group benefit services.

Proposers must be available, at their cost, for a meeting after RFQs are received to discuss their proposal and answer questions. If such a meeting is deemed necessary by Clare County, you will be notified of the meeting date, time, and location no later than June 21, 2017.

All information requested must be addressed. If the proposer cannot provide a requested function, or a service cannot be provided, it should be noted within the proposal.

Proposer must indicate if services provided are done in-house or contracted out to another vendor.

Information should be provided as to all charges and fees related to each service whether done in-house or outsourced to another vendor. If no fee is stated, it will be assumed that no fees are to be charged. We understand that pursuant to MCL 500.2024, 200.2025, 500.2066 and 500.2070 rebating is prohibited in the State of Michigan as written.

Each proposer shall bear the responsibility of all costs incurred in order to prepare and submit their response to this RFQ.

To ensure a fair and objective evaluation of all proposals, proposers are required to submit all inquiries to Tracy L. Byard, as noted on the cover of this RFQ.

Clare County is expected to award a contract for group benefit services at the Board of Commissioners meeting on July 19, 2017.



#### **4. RIGHT OF REFUSAL**

Clare County reserves the right to reject all RFQs. Clare County reserves the right to award the contract in any manner deemed to be in the best interest of its group.

#### **5. REQUIRED CONTENTS OF THE PROPOSAL**

Name and size of the organization and whether it is local, regional, national or international in operation.

Brief company history.

The names of the persons authorized to represent the proposer, their title, address, telephone number and e-mail address.

Proof of appropriate licensing and insurance coverage. Please list in bold if you are a licensed Third Party Administrator (and include a copy of state licensing) and if so for what services and if not whom you partner with to provide these types of services.

Relevant experience in sourcing, evaluating, negotiating and implementing various group health plan products, service and vendors for governmental entities. Provide examples of creative rate-relief ideas implemented successfully working today while keeping union contracts whole and allowing for rate relief to the group's budget.

List the available staff and resources that would be assigned to the Clare County including names, job titles, experience, qualifications, and office hours of operation. For the Scope of Services (No. 2 above), list how services are provided either in-house and outsourced. If outsourced, whom provides these services for you and with your examples include those that are currently receiving the scope of service in similar manner to that being requested under Clare County's RFQ.

Experience in the last five (5) years working with governmental entities with over 100 employees. Experience should include working with self-funded groups. Provide a list of current accounts including insurance services you negotiated and provide for said entities, the length of time you have serviced the account, and a contact name and phone number for each account.

Each service component that will be provided with related additional costs, if applicable.

#### **6. PROPOSAL REVIEW**

All documents submitted as part of the company's proposal will be deemed confidential during the evaluation process. Proposals will not be available for review by anyone other than the evaluation team or its designated agents. There shall be no disclosure of any company's information to a competing vendor prior to award of the contract. All applicable information will be subject to public disclosure in accordance with the Freedom of Information Act, at award of contract, cancellation of this RFQ, or within 180 days, whichever shall occur first.

#### **7. SCHEDULE DATES**

The following is a desired schedule for the selection process. Clare County reserves the right to modify any part of this schedule.

RFQ issued	Wednesday, May 10, 2017
Proposal due	Tuesday, June 20, 2017 by 10:00 a.m.
Contract award	Wednesday, July 19, 2017
Effective date of services	October 1, 2017

## **8. EVALUATIONS**

Evaluation of the proposals is expected to be completed within one week after receipt. An evaluation team will evaluate proposals on a variety of quantitative and qualitative criteria. The proposal selected shall provide the most cost-effective approach that meets the stated requirements. The lowest price proposal will not necessarily be selected.

Clare County reserves the right to a) reject any or all proposals, or to make no award, b) require modifications to initial proposals; or, c) to make partial or multiple awards. Clare County further reserves the right to excuse technical defects in a proposal when, in its sole discretion, such excuse is beneficial to the governmental entity.

## **9. AGREEMENT**

A formal agreement (contract) will be entered into with the selected vendor and Clare County.

## **10. ASSIGNMENT**

The awarded bidder shall not assign, transfer, convey, sublet, subcontract, or otherwise dispose of any award or of any of its rights, title, or interest therein, without the prior written consent of Clare County.

## **11. ADDENDA TO THE RFQ**

In the event it becomes necessary to revise any part of this RFQ, a copy of all addenda will be mailed to the prime representatives.

## **12. NON-DISCRIMINATION CLAUSE**

Clare County does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in the employment or provision of services.

## **13. INSURANCE REQUIREMENTS**

The vendor is required to pay for and provide the type and amount of insurance below:

- Commercial General Liability with the following minimum coverage:
  - \$1,000,000 General Aggregate Limit other than Products/Completed Operations
  - \$1,000,000 Products/Completed Operations Aggregate Limit
  - \$1,000,000 Personal & Advertising Injury Limit
  - \$1,000,000 Each Occurrence Limit

**\$500,000 Fire Damage Limit (any one fire)**

The vendor must list Clare County, its departments, divisions, agencies, offices, trustees, officers, employees and agents as ADDITIONAL INSUREDS on the Commercial General Liability Certificate. The vendor also agrees to provide evidence that insurance policies contain a waiver of subrogation by the insurance company.

- Workers' compensation coverage must be provided in accordance with applicable laws governing the employees and employers work activities in the state of the vendor's domicile. If the applicable coverage is provided by a self-insurer, proof must be provided of approved self-insured authority by the jurisdiction of domicile. For employees working outside of the state of qualification, vendor must provide appropriate certificates of insurance proving mandated coverage levels of the jurisdictions where the employees' activities occur. Any certificates of insurance received must also provide a list of states where the coverage is applicable. The vendor also agrees to provide evidence that insurance policies contain a waiver of subrogation by the insurance company. This provision shall not be applicable where prohibited or limited by the laws of the jurisdiction in which the work is to be performed.
- Employers liability insurance with the following minimum limits:
  - \$100,000 each accident
  - \$100,000 each employee by disease
  - \$500,000 aggregate disease