

CITY OF CASA GRANDE, ARIZONA
NOTICE OF REQUEST FOR PROPOSALS

The City of Casa Grande will receive requests for proposals for the following:

INSURANCE BROKERAGE/HR INTERFACE

Each proposal shall be in accordance with the specifications and instructions on file with the City Clerk at City Hall, 510 East Florence Boulevard, Casa Grande, Arizona, 85122, where copies can be obtained by calling the City Clerk's Office (520) 421-8600, or a complete packet is available on the City's website: www.casagrandeaz.gov.

All proposals must be received by **Friday, March 28, 2014 at 4:00 p.m.**, City time by the City Clerk, Remilie S. Miller, located at 510 East Florence Boulevard, Casa Grande, Arizona 85122. The proposals will be reviewed thereafter.

Proposals must be addressed to:

Remilie S. Miller, City Clerk
City of Casa Grande
510 E. Florence Boulevard
Casa Grande, Arizona 85122

The envelope must be boldly marked:

PROPOSAL FOR INSURANCE BROKERAGE/HR INTERFACE
FOR THE CITY OF CASA GRANDE
PROPOSAL DUE: MARCH 28, 2014 AT 4:00 P.M.

The City of Casa Grande reserves the right to waive any informalities or irregularities in this Request for Proposal, or to reject any or all proposals; to be the sole judge of the suitability of the materials offered, and to award a Contract or Contracts for the furnishing of one or more items of the services it deems to be in the best interest of the City.

/s/James V. Thompson
City Manager

Request For Proposal – Insurance Brokerage/HR Interface

The City of Casa Grande invites you to submit a proposal for insurance brokerage services. In addition, we are interested in Human Resource interface and support capabilities. The City is seeking a firm with experience in bid and renewal negotiation and implementation, cost containment strategies, claims and plan audits, wellness initiatives and all other insurance related services for Arizona municipalities and/or other governmental jurisdictions. The successful firm should also have a compliance section in order to assist the City in the implementation of any legal changes, including but not limited to, the Patient Protection and Affordable Care Act. Finally, we are looking toward future growth and implementation of more automated services to include on-line enrollment, HRIS, payroll, and time and labor tracking. Therefore, the successful firm should have experience in working together on such implementation and interface solutions.

Background

The City of Casa Grande currently provides access to medical, dental, vision, prescription, EAP, life and voluntary life insurance coverage. We employ an average of 380 full-time staff, most of whom utilize the insurance plans through the City. In addition, we employ seasonal employees that come on and off the active employee list, which often grows our staff to over 500 employees at any given time.

To date the City does not have on-line open enrollment. While this is a goal for the future, the current payroll/HRIS system will not support on-line enrollment.

Scope of Work

A. General:

The written proposal should cover the items noted in this Request for Proposal in sufficient detail to provide a good understanding of the services the selected proposer will provide. The City may request work samples of similar projects.

The selected proposer will be required to meet as frequently as necessary with Human Resources and any other staff members the City deems necessary, throughout the contract period. Other assistance with benefit management and employee communication may be necessary.

B. Firm Overview:

Include history and size, years in business, location(s), and number of employees. If multiple locations, identify the location of the office from which consulting services would be provided. The description should include a list of account executives, technical representatives, actuarial staff, and others who will be assigned to this book of business. Following award of contract any changes to the team assigned to this contract must be pre-approved by the City.

C. Evaluation Criteria:

To simplify the review process and to obtain the maximum degree of comparability, the proposal must follow the outline described below and, at a minimum, contain the required information. Respondents are encouraged to include additional relevant information.

- 1) Describe Your Firm's Experience and Qualifications:
 - Providing Insurance Broker/Consulting Services; include information and examples which substantiate successful and reliable past performance, history of adherence to budget and schedule constraints.
 - With Consumer Driven Health Plans, Pharmacy Benefit Management, Wellness, Alternative Benefit Plans, Flex Credits, Provider Networks and Third Party Administrators.
 - In the areas of health benefit plan analysis and design; explain the types of plan analysis and design work you have undertaken on behalf of organizations similar in size to the City of Casa Grande.
 - Ability to provide information around marketplace best practices for employers.
 - Ability to ensure, and strategy for, communicating changes in compliance with legal requirements to include, but not limited to, the Patient Protection and Affordable Care Act.
 - Development, writing, design, preparation and distribution of health and welfare benefit guides and other communications. Please include a sample of employee communication materials you have distributed to other clients.

- 2) Describe Your Firm's Technical Approach to:
 - The resolution of questions or disputes arising as a result of a claim. Explain the process and give examples.
 - The process you will follow to develop a plan to comply with ongoing Healthcare Reform initiatives and any other compliance issues that may occur.
 - Providing assistance in facilitating employee meetings and open enrollment training.
 - Assisting the City in being compliant with all federal, state, and local regulations.
 - Provide examples of creative, innovative approaches you have taken in meeting clients' needs, as well as an example of "value-added" services you provide that have produced measurable results.

- 3) Describe Your Firm's Approach to Claims and Plan Audits, to include:
 - The tools used to track utilization of services through claims reports and plan audits, to include how often you would review such data, internally and with the City of Casa Grande.
 - Analytic capabilities/tools/reports your firm offers to assist with plan management and provide samples of ongoing reports you would prepare for the City.
 - The process by which your firm will interpret and communicate claims data and how you utilize this information to help control costs.
 - Monitoring financial reports provided by vendors, including your approach to evaluating cost trends, utilization and network performance.

- 4) Describe Your Firm's Approach to Bid and Renewal Negotiation, Implementation and Overall Cost Containment as it relates to:
 - Experience with, and approach to, negotiating with insurance underwriters, carriers, and administrators along with the role you take in implementing changes in coverage.
 - Involvement in the annual renewal process. Include information regarding process timeframes, negotiation of rates and vendor selection.
 - Philosophy of overall cost containment and how that plays into your services, beyond premium renewals.
 - Assistance in aligning benefits strategies with the City's business plan, internal budget, and HR goals.
 - Aligning services with the City's business objectives.
 - Evaluating the potential to self-insure and transitioning to a self-insured plan

- 5) Describe Your Firm's Approach to Wellness Initiatives, to include:
 - Experience and philosophy regarding wellness initiatives; what they are and how they should be funded.
 - Services you will provide for development and implementation of a wellness program.
 - How your organization will provide a wellness and preventive health analysis of our employees and the relationship that has to claims experience.

- 6) Describe Your Firm's Approach to Payroll/HRIS Systems, to include:
 - Partnering with clients through the design, implementation, or upgrade of a payroll/HRIS system that will also integrate on-line benefit enrollment.
 - Performing a review and assessment of Payroll/HRIS/On-line Benefits business processes.
 - Software system selection projects; Include examples of projects where you have helped select, configure and implement Payroll/HRIS/On-line Benefits system(s). Include the high-level project schedule, an outline of the scope of the project, and your firm's involvement.
 - Vendor/system selection process.
 - Provide information that illustrates your clients' degree of satisfaction with these services.

- 7) Other Services
 - Describe any additional services your firm offers or has experience in which may be of interest to the City. Include the fee structure for those services if they are not included in the overall quote.

- 8) Schedule of Rates
 - Describe your proposed form of compensation (i.e., commission, annual retainer, and fee-for-service). If you charge fees for consulting and employee communication, please indicate the basis of your charges (hourly, by project, etc.) and what typical charges might be.
 - Provide detailed, firm fixed pricing for all services requested. Do you charge one fee for all services or can services be chosen "al a carte"?

Proposal Submittal

Five hard copies and one electronic copy of the proposal must be received by the City of Casa Grande by 4 p.m. local time on Friday March 28, 2014. No proposals will be considered if they are received after this date and time. Proposals shall be in a sealed envelope marked:

Proposal for Insurance Brokerage/HR Interface
For the City Of Casa Grande
Proposal due: March 28 at 4:00 p.m., Local Time

Proposals must be addressed to:

Remilie S. Miller, City Clerk
City of Casa Grande
510 E. Florence Boulevard
Casa Grande, Arizona 85122

Responses should be concise and contain the sections described below.

Offer Form
Firm Overview
Experience and Qualification
Technical Approach
Claims and Plan Audits
Bid and Renewal Negotiation, Implementation and Cost Containment
Wellness Initiatives
Payroll/HRIS
Other Services
Schedule of Rates

Please direct any questions to:

Dawn Jett
Administrative Services Director
520-421-8600 #2500
dawn_jett@casagrandeaz.gov

TERMS & CONDITIONS

This document outlines the terms and conditions of this request for quote; no other standard terms and conditions will be accepted. Payment for work completed will be made to the selected Vendor through the City's purchase order process. The City retains the right to reject any or all quotes or cancel the project with no award.

OFFER SECTION
(Includes information required to be submitted with Offer)

1. OFFEROR

Firm Name: _____

Contact Name: _____

Principal Address: _____

Phone: _____

Local Address: _____

Phone: _____

Fax: _____

E-Mail: _____

Type of Organization: _____

Tax ID #: _____

Disclosure of Debarment Information: _____

Receipt of Addenda: _____

Offeror acknowledges receipt of the following Solicitation Addendum(s):

<u>Addendum No.</u>	<u>Date</u>
_____	_____
_____	_____
_____	_____