

CITY OF PLATTSBURGH

REQUEST FOR PROPOSAL

FOR

HEALTH CARE COVERAGE
BROKER SERVICES

Purpose of the RFP:

This request for proposals is for the purpose of selecting a health care insurance broker to coordinate and secure health care coverage for the employees of the City of Plattsburgh (City), and where applicable, certain retirees of the City. The City currently maintains broker services for health care coverage coordination for its employees and retirees with Key Insurance & Benefits Services who arranges for Third Party Administration (TPA) services for health care claims through Blue Shield of Northeastern New York and Excellus, coordinates medical prescription plan claims through ProAct, Inc. and Simply Prescriptions, and secures medical plan stop-loss insurance coverage through various insurance carriers.

Brief Description of the City:

Number of Employees: 240-310 depending on season

Property: 6.6 square mile area with 65 miles of paved roads and 42 locations with buildings and business property including: 3 reservoirs with dams (one dam rated class C – high hazard), an electric distribution utility, a water filtration plant, a water pollution control plant, 7 vehicle bridges, 3 footbridges, 5 athletic field parks, 2 boat docks with launches, a municipal beach, a convention center, a skate park and a dog park.

Common Council: Six members elected at large to three year terms

- Ward 1 – Rachelle Armstrong
- Ward 2 – Mike Kelly
- Ward 3 – Dale Dowdle
- Ward 4 – Peter Ensel
- Ward 5 – Rebecca Kasper
- Ward 6 – Joshua Kretser

Management:

Mayor (elected 4 year term)	Colin Read
Building Inspector	Joseph McMahon
City Assessor	Kathy Livingston
City Chamberlain	Richard Marks
City Clerk	Sylvia Parrotte
City Engineer	Kevin Farrington

Community Development	Paul DeDominicas
Corporation Counsel	Dean Schneller
Environmental Engineer	Jon Ruff
Fire Chief	Scott Lawliss
Human Resource Director	Ann Giard-Chase
Municipal Lighting Manager	William Treacy
Police Chief	Kenneth Parkinson
Public Library Director	Anne de la Chapelle
Public Works Superintendent	Arsene (Mike) Brodi
Recreation Superintendent	Stephen Peters

Budget: The 2017 General Fund Budget of \$22,385,321 and the total city-wide budget of \$54,363,990 was adopted by the Common Council on January 13th, 2017.

The following is a list of the City's funds and departments within those funds and the employee operations by department and the corresponding budget for the 2017 budget year including all compensation, expenses, employee benefits and debt service:

<u>Fund</u>	<u>Department</u>	<u>Continuing Operations</u>	<u>2017 Budget</u>
General Fund	Common Council	Legislative & policy	\$ 61,700
	Traffic Violations	Parking enforcement	25,500
	Mayor	Mayor, clerical & cont svc	133,660
	Finance & Prop Tax	Admin, clerical & cont svc	500,840
	Assessment	Admin, clerical & inspection	135,402
	Clerk & Elections	Admin, clerical & cont svc	201,482
	Corp. Counsel	Attorney	246,925
	Human Resources	Policy & clerical	78,002
	Engineer	Engineering & clerical	83,963
	Muni Bldgs & Court	Building contract services	155,035
	Data Processing	Systems & clerical	433,744
	Police Department	Mgt, officers & cont svc	4,480,543
	Animal Control	Contract service	45,000
	School Crossing	Crossing guards	56,451
	Fire Department	Mgt & firefighters & EMTS	2,870,688
	Building Inspector	Mgt & inspectors	294,260
	Bingo Inspector	Inspector	2,100
	Street Admin	Mgt & clerical	184,077
	Street Maintenance	Public works functions	613,070
	Snow & Ice	Public works functions	359,636
	Community Dev	Clerical & inspection	139,142
	System Admin	IT network services	350,482
	Recreation Admin	Mgt & clerical	262,786
	City Historian	Clerical	1,000

	Zoning	Legislative & policy	7,600
	Traffic, street lights	Contract services	231,500
	Waste Collection	Public works functions	524,249
	Parks & Beaut	Public works functions	152,720
	Celebrations	Special events	119,000
	Employee Benefits	All benefits	6,888,319
	Inter-fund support	Library, recreation & capital	1,197,849
	Inter-fund transfer	Debt service transfer	<u>1,548,599</u>
	Total General		<u>22,385,321</u>
Rec Complex	Administration	Mgt, clerical & cont svc	221,297
	City Beach	Lifeguards & contract svc	87,550
	Crete Center	Recreation staff & cont svc	151,312
	City Gym	Recreation staff & cont svc	243,178
	Marina	Contract services	38,400
	Employee Benefits	All benefits	178,948
	Inter-fund transfer	Debt service transfer	<u>209,666</u>
	Total Rec Complex		<u>1,130,351</u>
Parking Lot	Maintenance	Public works & cont svc	68,965
	Employee Benefits	All benefits	12,246
	Inter-fund transfer	Debt service transfer	<u>19,204</u>
	Total Parking Lot		<u>100,415</u>
Water	Administration	Mgt, clerical & cont svc	780,269
	Source of Supply	Water works & cont svc	67,154
	Purification	Water works & cont svc	452,035
	Trans & Dist	Public works & cont svc	982,745
	Employee Benefits	All benefits	740,564
	Inter-fund support	General Fund	211,337
	Inter-fund transfer	Debt service transfer	<u>312,327</u>
	Total Water		<u>3,546,431</u>
Sewer	Administration	Mgt, clerical & cont svc	591,352
	Sanitary Sewer	Public works & cont svc	1,009,408
	Pollution Control	Sanitary sewer works & svc	2,834,276
	Employee Benefits	All benefits	1,151,715
	Inter-fund support	General Fund & capital	294,905
	Inter-fund transfer	Debt service transfer	<u>20,899</u>
	Total Sewer		<u>5,902,555</u>

Library	Admin & Ops	Mgt, clerical & cont svc	670,381
	Employee Benefits	All benefits	219,468
	Inter-fund transfer	Debt service transfer	<u>6,600</u>
	Total Library		<u>896,449</u>
Debt Service	Debt Service	Serial bond obligations	<u>2,344,171</u>
Municipal Lighting	Administration	Mgt, clerical & cont svc	1,020,002
	Meter Reading	Meter reading & maint	20,000
	Line and System	Line work & contract svc	4,985,841
	Power transmission	Purchased power	8,844,007
	Employee Benefits	All benefits	1,334,482
	Inter-fund support	General Fund	641,286
	Debt Service	Serial bond obligations	<u>1,212,679</u>
	Total Municipal Lighting		<u>18,058,297</u>
All Funds	Total Operations Budget		<u>\$ 54,363,990</u>

Employee benefits total \$10,525,742 of the above budget or represent 19.36% of the total budgeted appropriations. Of total employee benefits, health care is budgeted for 2017 at \$5,727,808 or 10.5% of the total budgeted appropriations.

Health Care Coverage Requirements:

Number of Participating Employees:	220
Number of Participating Retirees:	240
Number of Covered Lives:	1,000 approximately

Scope:

Health care coverage shall be provided in accordance with the requirements detailed within the five union contracts between the City and each of its five bargaining units, the requirements of the New York State insurance laws and any other applicable regulations or General Municipal Laws. In addition, the coverage shall be provided in accordance with the requirements detailed within the applicable contracts with retirees of the City. The scope of services shall also include employee and retire support services for all plan, coverage and open enrollment issues in the form of a representative being available at a City of Plattsburgh office at least on a weekly basis. The support services are to provide the lead role in assisting employees and retirees with all health care related issues.

Duration:

An approximate three-year term of service is contemplated, said term being subject to an annual review and recommendation of the Mayor and the City Chamberlain. It is proposed that the services will commence on November 1st, 2017 and end on December 31st, 2018, in order to provide health care coverage for the first year and two months of the three year proposal period.

Qualifications and experience of health insurance brokers:

Broker firms submitting proposals shall provide information about their firm with regard to history and size as well as their local government and school district experience. A listing of local government and school district references is requested. Describe the form of professional liability or errors and omissions insurance carried by your company and the amount of coverage. When providing quotes all health care plan proposals should clearly indicate whether they are full premiums paid plans or self-funded claims cost plans.

Reporting and Supplies:

Full claims reporting facilities and prescription fill processing are required for all employee medical claims and are, of course, requested. Weekly payments are requested for medical and hospitalization claims cost and semi-monthly payments are requested for prescription claims. Monthly loss run reports are required to be made available for analysis and a semi-annual claims review is minimally desired to analyze potential exposure of cost increases to the City.

Inquiries:

All inquiries concerning this RFP should be directed to:

Richard Marks, City Chamberlain
Telephone number: 518-563-7704 extension 7403

Requirements for Proposals:

All proposals must be received by the City Clerk no later than Friday, September 15th, 2017, at 2:00 p.m. Any proposals received after this deadline will be returned to the proposing firm unopened.

Each firm shall submit one original proposal and two copies to the following address:

Sylvia Parrotte
City Clerk
City of Plattsburgh
41 City Hall Place
Plattsburgh, NY 12901

The envelope shall be labeled "Health Care Broker Services".

All proposals and accompanying documentation become the property of the City of Plattsburgh. The City shall not divulge any information presented in the RFP to anyone without the written approval of the firm.

Proposed Evaluation Process:

September 18th – September 22nd: Proposals evaluated and references checked and recommendation provided to the Common Council for consideration at the next meeting.

September 28th: Common Council designates a health care insurance broker for the City at the Common Council meeting of even date with an effective date of October 1st, 2017.

THE CITY OF PLATTSBURGH RESERVES THE RIGHT TO ACCEPT OR REJECT ANY OR ALL PROPOSALS OR ANY PARTS OF PROPOSALS.

Criteria for Selection:

The information provided on the "Health Care Broker Services" proposal, along with references from municipalities and school districts in New York State will be the criteria for selection. Location, and local accessibility, of the broker company will also be considered.

HEALTH CARE BROKER SERVICES PROPOSAL

Name of Broker _____

Broker location that will serve the City _____

Quote Duration: (Period) From _____ to _____

Proposal Requirements:

- 1) Describe your account services department.
- 2) What is your process for ensuring customer satisfaction?
- 3) What is the turnover rate of the employees that perform the bulk of the problem-solving administration within your organization? Categorize employee turnover according to the group sizes listed above.
- 4) What kind of training (industry, internal, computer, other) does your staff receive?
- 5) Do you provide employee communication services for your clients' employees? If so, please provide a general description of your capabilities. Please provide a sample of employee communication materials that you have distributed to other clients.
- 6) How can you assist in facilitating employee meetings?
- 7) Do you help facilitate annual open enrollments?
- 8) What resources do you use to analyze medical and pharmacy claims?
- 9) Do clients have access to the data for ad hoc queries?
- 10) Do you provide a fiduciary duty or responsibility to your clients for the role you play in obtaining and coordinating health care coverage and services?
- 11) Will your organization complete a provider analysis of physicians, clinics and hospitals that treat our plan participants?
- 12) Will your organization provide a wellness and preventive health analysis of our employees and claims experience?
- 13) Will your organization provide employee support services in the form of a representative being available at an office in the City of Plattsburgh at least on a weekly basis to provide the lead role in assisting employees and retirees with all health care related issues?

- 14) For any of the above questions that you answered yes, please provide us a sample report that you have prepared for another client.
- 15) What is the cost of customization or ad hoc reports?
- 16) What resources do you have available to help us manage our benefits and outline a benefits strategy consistent with current and future business plans?
- 17) How will you help us with the competitive marketing and placement of our plans, including development of marketing specifications, identification of market conditions, evaluation of proposals, negotiations and placement of insurance contracts for annual renewals?
- 18) How is the “re-bidding” process handled?
- 19) How are plan design changes handled?
- 20) Furnish a list of insurance companies, third party administrators, and other providers for which the consultant is an authorized agent or broker.
- 21) How will you save money?
- 22) How will you demonstrate the savings?
- 23) How do you review PPO discounts and what is your criteria for recommending changes in network affiliations?
- 24) How would your firm help us decide whether we should offer a cafeteria plan or a modified flexible program?
- 25) What sort of benchmarking data can you provide?
- 26) How can you help us develop cost projections tied to our fiscal goals?
- 27) Who do you use for actuarial services? Please provide credentials.
- 28) How will you help with the management of insurance, including: monthly (or quarterly) supervision and/or preparation of claims activity reports from carriers; executive summary reports; underwriting analysis for annual renewals; annual financial projections for budgeting purposes; and alternative funding analyses?
- 29) Do you have an in-house benefits attorney? If yes, please provide his or her credentials and the number of years he or she has provided counsel on benefits issues. If no, do you use an external benefits attorney? Which firm do you use?
- 30) How does your firm stay current with state regulations that impact multi-state employers?
- 31) Will your firm notify of changes in federal and/or local laws that would affect us?

- 32) Explain what steps you have taken to become HIPAA compliant.
- 33) What tools can you provide to help implement/continue our wellness program?
- 34) Can you provide examples of low-cost wellness tools?
- 35) How can you help evaluate and refine our wellness program over time?
- 36) What is your process for measuring the success or failure of a wellness program?
- 37) Describe how you keep your clients abreast of employment laws in a timely manner.
- 38) What resources do you provide to help remain compliant?
- 39) What types of materials can you provide to communicate pertinent information to employees?
- 40) Do you have any Internet-based employee communication tools?
- 41) Describe your proposed form of compensation (i.e., commission, annual retainer, fees-for-service). If you are proposing a fee, please include your fee schedule/hourly rates.
- 42) 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.
- 43) Describe any other facets of your organization and your firm's experience that are relevant to this proposal which have not been previously described and that you feel warrant consideration.

Name, title, location, and telephone number of broker contact person(s):

Signature _____

Date _____

References

A list of six municipalities and New York State schools presently served by the broker is to be provided. The city, for the purpose of establishing a reference for the broker, may contact the broker's clients. This list should include the following information for each client:

- Name
- Address
- Contact Person
- Telephone Number

Non-Collusion Clause

All proposals must have a signed non-collusion statement that certifies that the proposal has not been arrived at collusively or otherwise in violation of Federal or State antitrust laws. A sample copy has been enclosed for your convenience.

Annual Report

All responding brokers must include its most recent annual report.

Additional and/or Alternative Services

Additional services or alternatives should be included as an addendum to the proposal submitted. It is requested that the addendum be as concise as possible.

Account Representative Biography

A brief biography, including relevant experience, of the account representative and other key individuals must be included as part of the proposal.

NON-COLLUSIVE BIDDING CERTIFICATION

a) By responding to this RFP, each proposer and each person signing on behalf of any proposer certified, and in the case of a joint proposal each party thereto certifies as to its own organization, under penalty or perjury, that to the best of their knowledge and belief:

- 1) The terms listed on this RFP have been arrived at independently, without collusion, consultation, communication, or agreement, as to any matter relating to such terms with any other proposer or with any competitor; and
- 2) Unless otherwise required by law, the terms which have been quoted in this RFP have not been knowingly disclosed by the proposer and will not knowingly be disclosed by the proposer prior to the opening directly or indirectly, to any other proposer or to any competitor; and
- 3) No communication has been made or will be made by the proposer to induce any other person, or entity to submit or not to submit any responses in whole or in part to this RFP.

Signed: _____

Title: _____

Bank: _____

Address: _____

Phone: _____

Fax: _____

Dated: _____