

# **PROVO CITY SCHOOL DISTRICT REQUEST FOR PROPOSALS**

**Provo City School District  
Request for Proposal  
Benefit Brokerage Consultant  
RFP # 29-1540-1**

## SECTION 1 ADMINISTRATIVE OVERVIEW

- PURPOSE

*Provo City School District is soliciting sealed, competitive proposals from insurance brokers/consultants qualified to perform brokerage and consulting services for our group employee benefit plans. The purpose of this request is to provide interested firms with basic, yet sufficient information, to submit a proposal, meeting minimum requirements. It is Provo City School District's intent to award a single award of this contract.*

- **DISTRICT BACKGROUND**

Provo City School District was officially organized in 1898. Provo City School District is one of 41 public school districts in Utah, and the District serves approximately 14,200 students.

The District operates two traditional high schools, an alternative high school, two middle schools, thirteen elementary schools, and a web-based school that serves all grade levels.

- **CURRENT BENEFITS**

*Provo City School District currently offers two (2) medical plan options. The health plan consists of one (1) traditional plan and one (1) qualified high deductible plan. Provo City School District also offers dental, vision, life, flexible spending and health savings accounts. Provo City School District employs approximately 1200 full time employees to which are eligible for benefits. All insurance plans are due for renewal September 1, 2019.*

- **MEDICAL**

Provo City School District currently offers two medical plan options, which consist of a Qualified High Deductible Medical Plan and a Traditional Medical Plan through SelectHealth, Share Network. In addition, the District contributes to Health Savings Accounts administered by Health Equity.

The 2018-19 QHDMP deductible is \$5000 for a family plan and \$2,500 for a single plan, with an out-of-pocket maximum of \$6850 for a family plan and \$4000 for a single plan.

The 2018-19 Traditional Plan deductible is \$4,500 for a family plan and \$1,500 for a single, with out of pocket maximums of \$8,000 for a family plan and \$4,000 for a single plan.

The District pays 80% of the medical premiums, the employee is responsible for the remaining 20%.

### 1.3 REQUIREMENTS AND RESPONSIBILITIES

The consulting/brokerage firm selected will be expected to perform the following services for Provo City School District. These services should be included as part of your consulting fee/commissions:

- Serve as the designated insurance broker of record for all benefit related issues, excluding Other Post-Employment Benefits (OPEB), specifically Medicare Supplement/Advantage plans.
- Demonstrate extensive experience working in Utah with school districts and other similar governmental entities.
- Review, evaluate and provide expert advice in the design, funding and cost administration of District benefits.
- Review levels and types of coverage offered and recommend any changes to current offerings.
- Actively analyze and benchmark Provo City School District's health and wellness programs against current and future trends in the marketplace and among similar entities.
- Develop strategic initiatives and recommendations for cost savings, and implementation of plans.
- Proactively advise, assist and train in Health Care Compliance matters, ACA administration, including, but not limited to 1094-B/1095-C preparation.
- Solicit and analyze insurance proposals and present the results of such analysis to the appropriate parties.
- Negotiate insurance renewals, including meeting directly with insurance companies and underwriters.
- Analyze claim experience/financial development for all insurance coverages.
- Prepare regular utilization reports, in any reasonable format requested by Provo City School District, for each line of coverage, analyzing financial developments, network utilization, insurer cost structures, etc., and make recommendations regarding changes, modifications and/or benefit enhancements.
- In accordance with parameters and criteria established by Provo City School District, make recommendations regarding various benefit and insurance plans, insurance carriers, health maintenance organizations, administrators, and benefit service providers.
- Provide COBRA administration, enrollment, terminations, and collecting of premiums. This includes transmitting enrollment and termination data to the carriers to process.
- Review all insurance, benefit and administrative service documents for accuracy and adherence to prior agreements.
- Provide an online benefit platform for employees to enroll, waive and adjust benefits during open enrollment and throughout the year. This online platform must also retain past benefit elections and successfully process weekly files feeds of changes and updates throughout the year.
- Provide open enrollment support, including, but not limited to, developing timelines, assisting

with the development of open enrollment materials/videos, and coordinating and participating in open enrollment meetings/sign-ups, as reasonably requested.

- Investigate all viable programs, insurers and service providers and assist with budget projections on future costs of benefit programs.
- Review contracts with providers for accuracy in rates, benefits, eligibility, and coverage definitions.
- Assist with employee issues in the areas of claim payments, billing eligibility, and enrollment.
- Assist with the implementation and transition of carriers.
- Alert Provo City School District of legislative mandates and assist with compliance with benefit laws and regulations, including but not limited to ACA, COBRA, and HIPAA.
- Attend Provo City School District's meetings as requested.
- *Provide special reports as requested by Provo City School District, including, bi-annual GASB Actuarial Valuation.*

This list is not intended to be all inclusive. Additional ideas and suggestions for programs and/or services not specifically listed above which would benefit Provo City School District and its employees or further enhance the value of your services are invited and encouraged.

We are seeking background information on your firm and ideas on how you would approach the management of our benefits program. Your response should be developed solely on the basis of your firm's knowledge, resources and experience, and how they might apply to Provo City School District.

Recipients of this RFP should view this as an opportunity to inform Provo City School District of the unique capabilities and resources you offer, the specific benefits you can offer to Provo City School District, and the reasons Provo City School District should do business with you.

#### 1.4 ASSURANCES

By responding to this RFP, each proposer assures the District that, if selected as a broker, proposer will:

- Make a diligent effort to place all insurance requested by the District at the lowest possible price consistent with adequate breadth of coverage and stability of insurers.
- Advise the District of ways in which proposed coverage differ from that currently in place.
- Disclose to the District all commissions, payments, and compensation proposer is eligible to

receive or has received from insurers providing coverage to the District, or from any other source related to or arising out of the District's account.

- Not assign or transfer the District's account, or any portion of the District's business, without the District's prior written approval.
- Fully disclose to the District all quotes received from insurers, acting in the District's best interest at all times.
- Comply with all provisions of this RFP and the proposal throughout the term of contract.
- Not create or maintain any conflict of interest between the District and any provider.

## 1. LENGTH OF CONTRACT

The agreement period will be for a term of three years, commencing when executed. Provo City School District shall have an option, pursuant to that agreement, to renew the agreement for two additional one-year periods, upon the same terms and conditions, if it is determined to be in the best interest of Provo City School District.

Any agreement resulting from this RFP may be terminated, without cause, or for any reason, by Provo City School District upon thirty (30) days written notice to the broker, without prejudice to any other right or remedy Provo City School District may have. Failure of the broker to adhere to any of the performance requirements of any agreement resulting from this RFP shall be cause for immediate termination. Any agreement resulting from this RFP may be terminated for any reason by the broker upon ninety (90) days written notice to Provo City School District.

## SECTION 2 RFP REQUIREMENTS (TECHNICAL PROPOSAL)

### 2.1 COMPANY QUALIFICATIONS

In order to respond to this RFP, the contractor must meet the following mandatory qualifications:

- Licensed as an insurance broker or agent in the State of Utah with at least 5 years of experience in providing services as outlined in this RFP.
- Errors and omissions insurance with a minimum limit of \$2,500,000 per occurrence.
- HIPAA Compliance. For purposes of HIPAA, proposers must attest to Provo City School District HIPAA actions and compliance in writing.

### 2.2 PROPOSAL INCLUSION REQUIREMENTS

To assist in the evaluation of potential brokers/consultants, please provide the following information in your written response to this RFP. The proposal must include in order, the following:

#### A. COMPANY PHILOSOPHY AND STRUCTURE

1. Name, address, and phone number of firm, names of owners or principals of firm and duration and extent of experience.

Provide an overview of your firm, including:

- A brief history, including number of years in existence your firm has in providing health and welfare benefit services;
  - Number and location of offices and total number of employees directly involved in providing health and welfare services;
  - Organizational chart of the team that will work directly with us. Describe team members' expected roles, and provide brief biographies of key people.
  - Identify specific accomplishments or key strategies that this individual and/or their team has successfully implemented with their direct clients in the area of health and welfare over the past two years.
  - Describe your view of the role of a benefits consultant/broker and what differentiates your company from others.
- A discussion of how you would handle the procurement of benefits and a description of services that you would provide under an insurance broker agreement with District.
  - Are there any judgments, claims or suits pending or outstanding by or against you? If yes, submit details.
  - Please list any of the "Requirements and Responsibilities" located in Section 1.3 of this RFP that your company would NOT be able to provide to Provo City School District.
  - Describe the firm's services in regard to directly assisting Provo City School District in maintaining information regarding the costs, premiums, service fees, outcomes, loss ratios, and performance of our health and welfare plans in relation to national, regional and local trends.
  - Describe how you help clients resolve individual claim problems, billing questions, plan provision interpretation, etc. Are there dedicated service team members to provide ongoing administrative support?
  - Describe your software system capabilities for open enrollment, mid-year election changes, report writing, and ACA tracking and reporting. Describe other technology features that you would make available to the District.
  - Describe your organization's ability to coordinate and conduct an effective open enrollment. How do you simplify the enrollment process for your clients and its employees?
  - What steps do you take to ensure that your clients are offering competitive benefits?

- What resources or tools do you offer your clients to benchmark or compare their plans' performance or costs with other organizations of their size and in their geographical area?
- What new trends have you seen in plan design and cost saving features?
- What, if any, cost comparison tools do you offer your clients to help end users reduce costs (prescription, surgical procedures, etc.)?
- Describe your capabilities for developing wellness strategies and your expertise in this area.
- How do you provide your clients with advice around industry best practices in health improvement and wellness programs? What tools and/or resources do you utilize?
- Describe your firm's view of the role wellness programs have on controlling healthcare costs. What resources and tools do you offer clients around wellness initiatives? What major wellness initiatives have you presented to clients and what were the results?
- What is your process and criteria for measuring the success or failure of a wellness program?
- Please explain the process and timeline that you recommend for new clients. If you were selected as broker/consultant for Provo City School District, describe the steps you would anticipate for a smooth transition.
- When taking on a new client, how do you ensure that you are capturing their business needs and integrating these needs into their benefit offerings?
- What added time and resources should your new clients anticipate during their first renewal with your team?
- Describe your organization's experience working with organizations similar to Provo City School District.
- Provide at least three (3) current school district client references, including the following information:
  - Client Name
  - Contact Name
  - Address
  - Telephone Number
  - Email Address
- Provide evidence of insurance coverage as required in this RFP.
- Provide completed best and final fee proposal signed by an authorized individual.
- Provide completed W-9 form.

## B. COMPANY COMPENSATION PHILOSOPHY

*The firm awarded the contract shall agree to annually disclose to Provo City School District a complete and*

*detailed summary of revenues received from any/all operations pertaining to Provo City School District and its associated benefit structure, including; administrative fees, commissions, overrides, fee waiver agreements, etc.*

- *Describe how you propose to be compensated for your services. Please be sure to detail the following with reference to all lines of insurance:*
- *Commissions*
- *Consulting fees*
- *Administrative fees*
- *Carrier overrides*
- *Fee Waivers*
- *Are you willing to disclose all compensation earned including, but not limited to, billed fees and/or any other compensation earned through relationships with the insurance plan provider and/or prescription benefit manager selected by Provo City School District?*
- *Specify any and all services that will fall outside the scope of your proposed service plan and be available at additional cost. Are there services that fall outside the scope of your proposed plan for which the cost would be paid by vendors or other parties' in-interest?*
- *What standards would you propose for monitoring your firm's service quality and cost-effectiveness?*
- *What is your proposed method and philosophy of compensation for your services? Your response may propose similar or different alternative methods for being compensated for your services. Explain your recommendation on how these fees can be funded (commissions, fees based on per hour of service, annual retainer fee, combination). Be specific by line of coverage, if needed.*
- *Specify any and all services that will fall outside the scope of your proposed service plan and be available at additional cost. Are there services that fall outside the scope of your proposed plan for which the cost would be paid by vendors or others?*
- *Please explain how you have Provo School District's best interests in mind with how you collect your fees for all of your services?*

### SECTION 3     PROCUREMENT RULES AND SELECTION PROCESS

Provo City School District and/or its representatives follow Utah State procurement law. Respectfully, Provo City School District and/or its representatives will evaluate all submitted proposals to determine acceptance or rejection of the proposals. Selected responders may be asked to make an oral presentation and be interviewed.

The Evaluation Committee will score and rank responsible and responsive broker/consultant firms in accordance with the factors and weightings set forth herein. Authorized personnel from the District shall negotiate a contract with the highest ranked firm for the services set forth in this RFP at such contractual terms, conditions, and compensation as determined to be



fair and reasonable by the District. If after negotiations the District is unable to come to an agreement on the contractual terms, conditions, and compensation with the highest ranked firm, the District will advise the firm in writing that negotiations are terminated. In such event, the District shall then proceed to undertake negotiations with the next highest ranking firm. This process shall be repeated, in order of ranking of the broker/consultant firms, until a tentative contract containing fair and reasonable contractual terms, conditions, and compensation is reached; or until the District determines that it is in the best interest of the District to initiate a new selection process or not to proceed with this solicitation. Once a tentative contract is reached, the District shall recommend for approval the tentative contract to the Board of Education or Superintendent of Provo City School District, as applicable.

All materials submitted in response to this RFP become the property of Provo City School District and will not be returned. Proposals submitted may be reviewed and evaluated by any person at the discretion of the District.

Provo City School District reserves the right to reject any or all proposals or waive minor irregularities when to do so would be in the best interests of Provo City School District. Minor irregularities are those which will not have a significant adverse effect on overall competition or performance levels.

The District may not award a contract solely on the basis of this RFP and will not pay for the information solicited or obtained. The information obtained through this RFP will be used in determining the proposal that best meets the District's needs and is the most advantageous proposal received. No oral, telephonic, or electronic proposals or modifications will be considered.

The responding party agrees that Provo City School District may terminate this procurement procedure at any time, and Provo City School District shall have no liability or responsibility to the responding party for any costs or expenses incurred in connection with this RFP, or such party's response.

### 3.1 PROCUREMENT TIMETABLE

Below is the Procurement Timetable that has been established for this RFP.

<b>REQUIRED ACTIVITY</b>	<b>SCHEDULED DATE</b>
RFP Issue Date	October 29, 2018
Closing Date for Receipt of Proposals	November 12, 2018
Oral Presentations and Interviews	November 16, 2018

## INSTRUCTIONS FOR PROPOSAL PREPARATION

### 3.2 PROPOSAL RESPONSE FORMAT

All proposals must include a technical proposal and cost proposal.

Technical Proposal Format

Hard copies are to be tabbed by section.

**Tab 1. Executive Summary.** The one or two page executive summary is to briefly describe the offeror's proposal. This summary should highlight the major features of the proposal. It must indicate any requirements that cannot be met by the offeror. The reader should be able to determine the essence of the proposal by reading the executive summary.

**Tab 2. Detailed Response.** This section should constitute the major portion of the proposal and must contain at least the following information:

- A complete narrative of the offeror's assessment of the work to be performed, the offeror's ability and approach, and the resources necessary to fulfill the requirements. This should demonstrate the offeror's understanding of the desired overall performance expectations. Clearly indicate any options or alternatives proposed.
- A specific point-by-point response, in the order listed, to each requirement in the RFP found in section 2.0.
- Completed and signed Certification of Proposal (see Attachment A).

**Tab 3. Protected Information.** All protected information must be included in this section of proposal response. Do not incorporate protected information throughout the proposal. Rather, provide a reference in the proposal response directing reader to the specific area of this Protected Information section.

Tab 4. Cost Proposal Format

The proposal must be set forth in such a way that it will allow the merits of the proposal to be evaluated in conjunction with applicable cost. Include all costs (itemized) set forth in the scope of services.

In your cost proposal, please include any fees for other or optional services that can be purchased at an additional cost. Include a description of optional services that the firm provides that have not been listed, and the cost for each such service. Please include any cost for the administration of voluntary benefits including dental, vision, supplemental and life insurance, long term disability, and health saving accounts.

As we evaluate costs that are in the best interest of Provo City School District, please include your costs in as many of the following options as possible for services rendered as written in this RFP.

- Annual retainer fee option

- Standard commission option
- Combination retainer/commission option
- Other option not listed.

Please be specific if there are any additional costs for the services provided.

Cost will be evaluated independently from the technical proposal. The cost proposal should be in a sealed envelope with the RFP number and the phrase “Cost Proposal” clearly printed on the envelope. Additional information required to allow the District to properly evaluate your cost proposal should be submitted with the cost proposal. The District reserves the right to choose the cost proposal format that is in the best interest and best value to the District.

### 3.3 SUBMITTING YOUR PROPOSAL

Proposals must be physically received by the posted due date and time. Proposals received after the deadline will be late and will not be eligible for consideration as determined by the evaluation committee.

Sealed proposals must be received in hard copy. For this RFP, ten (10) copies of each proposal must be submitted to the Provo City School District Chief Procurement Officer. The proposals must be delivered to:

Tina Fleuhe-RFP for Employee Benefits Broker/Consultant  
Provo City School District  
280 E. 940 N. Provo, Utah, 84604

All submitted proposals will consist of a technical proposal and a cost proposal. These documents should be separate from each other. The cost proposal should be in a sealed envelope with the RFP number and the phrase “Cost Proposal” clearly printed on the envelope. Failure to submit cost separately may result in your proposal being determined nonresponsive. Inclusion of any cost or pricing data within the technical proposal may also result in your proposal being determined non-responsive.

## SECTION 4 PROPOSAL EVALUATION CRITERIA

Proposals will be evaluated by a selection committee to identify the proposal that best meets the needs of Provo City School District as set forth in the RFP.

### **\*Interviews, Demonstrations, and/or Discussions:**

The Evaluation Committee may select up to three (3) responsible Vendor candidates for interviews, demonstrations, and/or discussions according to the points awarded in the

committee evaluation phase.

All information provided by Provo City School District in connection with this RFP shall be considered confidential and proprietary information of Provo City School District and must not be disclosed to individuals outside your organization without prior written approval from Provo City School District. All documentation, manuals and ideas submitted by your company shall become the property of Provo City School District once they are submitted to Provo City School District.

If a contract is awarded, it will be awarded to that firm whose proposal, in the sole judgement of Provo City School District, will be most advantageous to Provo City School District.

Provo City School District reserves the right to make an award without further discussion of proposals received. Therefore, it is important that proposals be complete, comprehensive, and submitted initially in the most favorable terms.

**ATTACHMENT A  
CERTIFICATION OF PROPOSAL**

I (We) have read the Provo City School District Request for Proposal and fully understand its intent. I (We) certify that I (we) have adequate personnel and resources to fulfill the proposal requirements. I (We) further understand that our ability to meet the criteria and provide the required services shall be judged solely by Provo City School District.

I (We) further certify that, since the receipt of this RFP, no contact, discussion, or negotiation has been made nor will be made regarding this proposal, with any Provo City School District employee or Board Member other than the listed contact people in the RFP. I (We) understand that any such contact could disqualify this proposal.

I (We) certify that all schedules and addenda contained herein shall be considered part of the entire RFP and that the complete documents submitted shall be considered a legally binding document.

Submitted by:

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Proposer's Name

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Authorized Signature

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Name and Title

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Telephone

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Date