Date: April 24, 2017

To: All Prospective Respondents

Subject: Request for Proposals (RFP) No. 1082: HEALTH BENEFITS CONSULTANT

The Town of Bloomfield invites you to submit a proposal based on the requirements of the enclosed RFP. The RFP and any addenda can be found on the Town of Bloomfield website, http://www.bloomfieldct.gov as well as the State of CT Dept. of Administrative Services website, http://www.biznet.ct.gov/scp_search/BidResults.aspx?groupid=136. The information contained herein outlines the intent and scope of the project; the guidelines governing the submission and evaluation of all proposals; and IRS Form W-9, Request for Taxpayer Identification Number and Certification which must be completed and submitted with your proposal.

We ask that your proposal conform to our format request as closely as possible. The Town may accept proposals that take exception to any requirement in the RFP. Any exception or alternative must be clearly delineated in a separate attachment to the proposal submitted. This letter, the RFP, and the proposal submitted by the successful Consultant will be made part of the resultant contract between the Town and the successful Consultant.

All proposals must be received in the office of the Purchasing and Risk Manager by 1:00 p.m. May 17, 2017.

One Original (clearly identified as such) and five (5) copies of the proposal plus a read only copy on a thumb drive shall be submitted to the attention of

Purchasing and Risk Manager
Town of Bloomfield
2nd Floor
800 Bloomfield Avenue
Bloomfield CT 06002

The Package submitted containing proposals shall be sealed, bearing on the outside the firm's name and address and plainly marked “RFP #1082; HEALTH BENEFITS CONSULTANT”

Questions about the Scope of Services, submission and other requirements may be directed to Nancy Haynes, Purchasing and Risk Manager at nhaynes@bloomfieldct.org no later than 4:00 p.m., May 8, 2017. Consultants are required to limit their contact with the Town regarding this RFP to the persons named herein.

The Town of Bloomfield looks forward to receiving your response.
1. **INTENT**

The purpose of the RFP is to solicit a Health Benefits Consultant from prospective firms. It is the intent of the RFP to identify the party most likely to successfully represent the Town and Board of Education in its desire to minimize rate increases for all insurances, analyze current plans and recommend future plans. The selected Health Benefits Consultant shall identify the base cost of services as provided under the Scope of Services.

2. **SUBMISSION AND DEADLINE**

2.1 All proposals must be received in the office of the Purchasing and Risk Manager by **1:00 P.M. May 17, 2017**. One original (clearly identified as such) and five (5) copies of the proposal plus a read only copy on a thumb drive shall be submitted to the attention of the Purchasing and Risk Manager at:

   Town of Bloomfield  
   Town Hall, 2nd Floor  
   800 Bloomfield Avenue  
   Bloomfield, CT 06002

2.2 Package containing proposals must be sealed, bearing on the outside the Consultant’s name and address and plainly marked “RFP # 1082; Health Benefit Consultant.”

2.3 Questions about the Scope of Services may be directed to Nancy Haynes, Purchasing and Risk Manager, at nhaynes@bloomfieldct.org. The deadline for questions regarding this Request for Proposals is 4:00 p.m. May 8, 2017. Written clarifications or amendments to this RFP will be issued by addenda, no later than 4:00 p.m., May 11, 2017. Only information issued by formal written addenda will be binding. Addenda will be posted solely on the Town’s and State DAS websites.

2.4 Consultants are required to limit their contact with the Town regarding this RFP to the persons named herein.

2.5 The Town may entertain the submission of proposals from a team of consultants. The submission of any such proposal shall clearly spell out roles and responsibilities between the parties and identify the lead Consultant with whom the Town will contract and who will coordinate the activities of any sub-consultants.
2.6 The Town may accept proposals which take exception to any requirements in this RFP, or which offer any alternative to a requirement herein. Any exception or alternative must be clearly delineated and cannot materially affect the substance of this RFP.

3. SPECIAL INSTRUCTIONS

3.1 Consultants responding to this Request for Proposals are hereby notified that all proposals submitted and information contained therein and attached thereto will not become public information until the Town has awarded a contract to the successful respondent.

3.2 Consultants responding to this Request For Proposals must have sufficient staff and expertise to complete the required services. The Consultant must agree that all personnel assigned to this project are qualified for this type of work.

4. BACKGROUND INFORMATION AND EXISTING ENVIRONMENT

The Town of Bloomfield and the Bloomfield Board of Education have utilized a Health Benefits consultant in their on-going dealings with health insurance companies. They are seeking a firm that is highly skilled and fully knowledgeable of the health care industry and takes a proactive approach in advising the Town on all aspects of health benefits.

The current consultant is Lockton Inc. Lockton is compensated on a commission basis and files upon each renewal with the Town, a Compensation Disclosure Statement. The successful consulting firm will be expected to file a similar document with the Town for each renewal year.

Medical insurance for active employees and retirees is currently provided through Anthem BCBS, subject to change. As of the most recent renewal, total costs for the Town’s medical plan is approximately $12.2 million, of which expected claims are approximately $10.9 million and the balance for administrative expenses, network access fees and stop loss expenses. Of this, medical claims comprise approximately $8.0 million; prescription drugs $2.8 million and dental $636 thousand. There are approximately 640 lives in the medical plan. The Board of Education comprises approximately 62% of the allocation and the balance to the Town.

For the BOE, all employees can choose either a PPO or HSA plan, currently through Anthem, subject to change. Retirees are currently offered the Anthem Medicare Supplement Plan. The Town is currently in negotiations with all its unions that include plan design changes including a managed three tier formulary for prescriptions. The Town self-insures the costs of the plan and accounts for and reports it within an Internal Service fund.

Group Life, AD & D and LTD Insurance for the Town and BOE are with Aetna effective January 1, 2016.
5. **SCOPE OF SERVICES**

The selected Health Benefits Consultant shall identify base cost of services as provided under the Scope of Services and identify the cost impacts of the various options/alternatives itemized separately; fees for additional services clearly stated. The work of the consultant shall include:

5.1 Market all insurances and stop loss to include, but not be limited to, preparation of bid specifications, evaluation of proposals received, and recommendations on contracts to be signed for with effective date to be determined by the Town.

5.2 Coordinate and review necessary demographic data for marketing.

5.3 Should the Town and/or Board of Education elect to change carriers following the marketing process, manage and review the SPD development ensuring that the selected vendor provides benefits that are comparable to or better than those currently in effect.

5.4 Provide a disruption analysis relative to the provider, pharmacy, hospital and appropriate other vendor networks. Attend various employee, committee, BOE and Town meetings as necessary.

5.5 Review all contracts and booklets. Prepare, advise and file any IRS required forms.

5.6 Review current plan experience, claims, and market trends, and negotiate cost savings and renewal premiums with all insurance providers on an as needed basis.

5.7 Periodically review the health insurance plans, claims and fees and provide a reasonability analysis in comparison with industry norms.

5.8 Ensure accurate follow through and completion on all negotiated contractual arrangements made between the Town of Bloomfield and Board of Education and their health insurance carrier(s).

5.9 Ensure that any self-funding arrangements with third party administrators are appropriately managed.

5.10 Monitor the third party administrator’s actuarial assumptions under self-insured programs, if applicable.

5.11 Intervene and resolve with providers, problems that may arise regarding claims, proper coverage, routine administration and day-to-day account service.

5.12 Cause the Town and Board of Education to be provided with accurate management reports/utilization, review on comment information from all carriers on a continuing basis. Meet with Town representatives and BOE as required.

5.13 Provide the Town and Board of Education with information and recommendations on new health insurance programs, more cost-effective products, funding options, future trends in employee benefit plans and plan designs.
5.14 Analyze annual renewals for all self-insured and insured plans and periodically solicit coverage proposals from alternative providers for insurance coverage as well as stop loss coverage.

5.15 Develop strategies for presentation and implementation of any new benefit program to employees, unions, other employee groups and Town Boards.

5.16 Serve in an advisory capacity during negotiations with collective bargaining units. This includes costing and analyzing benefit proposals, providing counsel to negotiators, and testifying at negotiation, mediation, and arbitration sessions as needed.

5.17 Coordinate employee communications and conduct employee informational meetings for current benefit plans and as new programs are implemented.

5.18 Provide expert advice and/or testimony in disputes that may arise between the Town and Board of Education and their labor unions, as they pertain to the health insurance benefit plans.

5.19 Inform the Town and Board of Education and Administration of changing legislation and legal decisions affecting employee benefits. Recommend and discuss methods to comply with these changes.

5.20 Perform a feasibility study, to include interested regional municipalities, of pooling benefit plans for potential cost savings and to spread out individual municipality’s exposure to risk. Make any necessary presentations of the study’s findings to appropriate representatives of these municipalities.

5.21 Provide information as necessary for actuaries evaluating the Other Post Employment Benefits (OPEB) plan.

6. **TERM**

The term of this contract will be for a 3 year period, from July 1, 2017 through June 30, 2020. It is expected that the successful consultant will take over the existing policies via “consultant of record” as of July 1, 2017. Any contract entered into by the Town and the successful bidder shall provide that the Town may terminate the contract upon thirty (30) days’ notice to the bidder.

7. **TIMEFRAMES**

The RFP schedule is as follows:
<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
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</thead>
<tbody>
<tr>
<td>RFP issued</td>
<td>April 24, 2017</td>
</tr>
<tr>
<td>Proposals due</td>
<td>May 17, 2017</td>
</tr>
<tr>
<td>Proposal Review Completed</td>
<td>May 26, 2017</td>
</tr>
<tr>
<td>Interview Respondents*</td>
<td>June 6, 2017</td>
</tr>
<tr>
<td>Select Consultant</td>
<td>June 9, 2017</td>
</tr>
<tr>
<td>Commencement of Services</td>
<td>July 1, 2017</td>
</tr>
</tbody>
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Award of this contract is subject to the availability of funds.

*The Town reserves the right to make a selection on the basis of the proposal alone; however it may invite selected respondents for interview at its discretion.*

8. CONTRACT MANAGEMENT

8.1 The Consultant will work under the direction of the Bloomfield Town Finance Director, Human Resources Director and Chief Operations Officer of the Bloomfield Public Schools.

8.2 The selected Consultant will assign one qualified individual, who will be the firm's day-to-day contact person who will be responsible for directing and coordinating the activities of the firm's personnel in all aspects of the project.

9. EVALUATION AND AWARD

9.1 Selection Criteria

The following criteria will be used, without limitation, in evaluating proposals and determining the most responsive Consultant:

9.1a The Consultant’s technical understanding of the scope of services and proposed professional services as evidenced by the proposal submitted.

9.1b The background and experience of the Consultant in providing similar services (especially to other municipalities) as well as the specific background, education, qualifications and relevant experience of key personnel to be assigned to this contract.

9.1c Proposed fees and costs, although the Town is not bound to select the Consultant who proposes the lowest fees. The Town reserves the right to negotiate fees with the selected Consultant.

Proposals in response to this RFP will be reviewed against the criteria listed above, and recommendation for award will be made in accordance with standard purchasing procedures.
9.2 **Selection Procedures**

The Town intends to enter into a contract with the most responsible Consulting Firm whose proposal is determined to be in the best interest of the Town.

9.2a The Town reserves the right to reject any or all proposals or parts thereof for any reason, to negotiate changes to proposal terms, to waive minor inconsistencies with the RFP, and to negotiate a contract with the successful Consultant.

9.2b It is anticipated that several of the Consultants whom the Town determines to have submitted the most responsive proposals will be invited to interview and make a detailed presentation before the Town.

9.2c The Town shall, after a thorough review of the proposals received, and after conclusion of the interview process if needed, will award the contract to the Consultant whom the Town deems best qualified to perform the services required under this contract.

10. **PROPOSALS**

The Town will not be liable for costs incurred in the preparation of the response to this RFP or in connection with any presentation before the Town. Proposals submitted must be bound, paginated, indexed and numbered consecutively. The original proposal must be clearly marked as such. Consultants shall submit as their proposal the following:

10.1 **Letter of Transmittal**: A letter of transmittal addressed to The Purchasing and Risk Manager, which includes a statement by the respondent accepting all terms and conditions and requirements contained in this RFP. The letter should also include a brief discussion of the Consultant’s background, experience, and ability to perform this contract in accordance with the Scope of Services. Also to be included, is a listing of clients for whom similar services were performed.

10.2 **Detailed Proposal, which includes the following sections:**

10.2a Brief statement as to the firm’s particular abilities and qualifications related to this project.

10.2b List of municipalities in Connecticut for which the firm has provided similar services in the last three years. Connecticut public schools or municipal references are preferred. Please also include the name and contact information for these references. Provide a list of cases where you testified in behalf of your clients in arbitration forums where you have made presentation and labor negotiations.

10.2c Resumes of key personnel who would be assigned to this project. Include number of underwriters and actuaries on staff and available to work on the account. The successful bidder shall not employ any subcontractor to fulfill any of the duties.
herein specified without express, prior written approval of the Town of Bloomfield or its designated agent.

10.2d Additional information or documentation that may be useful and applicable to this project. Provide samples of innovative changes made to plans of current clients that have resulted in savings.

10.2e Rates for any additional work that the consultant recommends beyond the original scope of services contained in this RFP should be submitted as a formal proposal. The proposal should detail the requirements and the deliverables as well as a capped cost.

10.2f Prior to contract, the winning firm will be required to provide insurance coverage as specified in Section 11.1.

10.2g Information concerning any suits filed, judgments entered or claims made against the firm during the last five years with respect to employee assistance program services provided by the firm (b) or any declaration of default or termination for cause against the firm with respect to such services. In addition, state whether during the past five years the firm has been suspended from bidding or entering into any government contract.

10.2h Utilization report format.

10.2i Firm’s confidentiality policy, including methods of sharing confidential information.

10.2j Services Expected of the Town: Define the nature and scope of all services to be provided by the Town.

10.3 **Fee Proposal:** Consultants are required to submit Appendix A as their fee proposal.

All Proposals must be signed by the firm's authorized official. The proposal must also provide name, title, address, and telephone numbers for 1) the individual with authority to negotiate and contractually bind the firm, and 2) for those who may be contacted for the purpose of clarifying any information provided therein.

11. **GENERAL REQUIREMENTS**

11.1 **Insurance:**

The selected Consultant shall be required to furnish proof of the following insurance coverage within ten (10) days of receipt of Notice of Selection. Insurance shall be issued by an insurance company licensed to conduct business in the State of Connecticut with a Best’s Key Rating of A-, VIII or better. Any and all exceptions must be approved by the Town Manager. Insurance coverage shall remain in full force for the duration of the Contract term including any and all extensions or renewal thereof. Each insurance certificate shall contain a (30) day notice of cancellation. All renewal certificates shall be
furnished at least thirty (30) days prior to policy expiration. Any and all deductibles are the sole responsibility of the Consultant to pay and/or indemnify.

<table>
<thead>
<tr>
<th>Liability</th>
<th>Each Occurrence</th>
<th>Products/Completed Operations Aggregate</th>
<th>General Aggregate</th>
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</thead>
<tbody>
<tr>
<td>General Liability</td>
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<td>$2,000,000</td>
<td>$2,000,000</td>
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<tr>
<td>Auto Liability</td>
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<td>$1,000,000</td>
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<tr>
<td>Worker’s Compensation</td>
<td>WC Statutory Limits</td>
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<tr>
<td>Employer’s Liability</td>
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<td>EL disease policy $500,000</td>
<td>Disease accident limit $100,000</td>
</tr>
<tr>
<td>Umbrella</td>
<td>Each Occurrence $1,000,000</td>
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11.1.f The Town of Bloomfield and Bloomfield Board of Education are included as Additional Insureds, ATIMA under the Commercial General Liability and Employer’s Liability Insurance Policies. THE UNDERLINED WORDING MUST BE SHOWN IN THE SPACE PROVIDED FOR “COMMENTS” ON THE ACORD INSURANCE CERTIFICATE. Coverage is to be provided on a primary, noncontributory basis. Waiver of subrogation to be provided.

11.1.g Each insurance coverage named above shall provide not less than a 30-day notice of cancellation to the Town. All policies shall be on the occurrence form. Any and all exceptions shall be reviewed by the Town Manager.

11.1.h Cancellation or other termination of insurance policies required by this Agreement without immediate replacement thereof may be considered a default in the terms and conditions of this Agreement. The Provider agrees that such default may be cured by procurement of insurance on behalf of Consultant, at the Consultant’s expense, at Town’s option.

11.2 Hold Harmless Agreement:

The Consultant, its agents and assigns shall indemnify and hold harmless the Town of Bloomfield and the Bloomfield Board of Education, including but not limited to, its elected officials, its officers, and agents, ("the Town") from any and all claims made against the Town, including but not limited to, damages, awards, costs and reasonable attorney’s fees, to the extent any such claim directly and proximately results from the wrongful, willful or negligent performance of services by the Consultant during the Consultant’s performance of this Agreement or any other Agreements of the Consultant entered into by reason thereof. The Town agrees to give the Consultant prompt notice of any such claim and absent a conflict of interest, an opportunity to control the defense thereof.

As a municipal agency of the State of Connecticut, the Town will NOT defend, indemnify, or hold harmless the successful proposer.
11.3 **Conditions**

Consultants responding to this RFP will be expected to adhere to the following conditions in an agreement with the Town and must make a positive statement to that effect in its proposal submitted:

11.3a The Consultant has personnel sufficient to assure service continuity and project completion and agree to maintain adequate qualified personnel for the full duration of the contract.

11.3b Agree that all work produced under this agreement will become property of the Town of Bloomfield.

11.3c Agree to provide the insurance coverage herein specified for the full duration of the contract’s term, including any and all extensions.

11.3d Agree to accept and follow management direction from the Town and specifically, the individuals named herein or their duly authorized designee(s).

11.3e Agree to conform to all applicable laws and ordinances and policies of the Federal Government, State of Connecticut and Town of Bloomfield.

11.3f Agree that if the Town cannot in good faith negotiate a written contract within a reasonable time with the selected Consultant, the Town may unilaterally cancel its selection of that Consultant.

11.3g Agree that periodic payments to the Consultant will be made as agreed upon in the signed contract.

11.3h Agree that if services are not performed in a timely manner so as to meet the Town’s stated time frame, the Town may withhold payment, or portions of payment as liquidated damages in amounts of no less than $250 per day for every day or portions of the day that timeframes are not met.

11.3i Agree that the Town reserves the right to terminate the contract at any time. In the event of contract termination, the Consultant shall be entitled to payment for approved services rendered after the execution of the contract and prior to receipt of notice of termination. However, if the Consultant has damaged the Town, said payment may be withheld until the Town determines whether or not by how much said payment should be reduced.

11.3j Agree that the contract between the Town and the Consultant shall be governed by and construed in accordance with the laws of the State of Connecticut and the ordinances of the Town of Bloomfield.

11.3k Agree that no conflict of interest exists. Identify the nature of any potential conflict of interest your firm might have in providing services to the Town under this RFP. Discuss fully any conflicts of interest, actual or perceived, which might
arise in connection with your firm’s performance of the proposed agreement. If conflicts do or might exist, describe how your firm would resolve them.

11.3 Agree to protect and safeguard Town confidential information. If there is a security breach that affects Town confidential information while that information is in the possession of the Consultant, the Consultant will pay for any and all costs incurred with that security breach.

12. **ANTI COLLUSION STATEMENT**

Proposers and their employees, officers, advisers, agents or sub-contractors must not engage in any collusive bidding or other anti-competitive conduct, or any other similar conduct, in relation to:
- the preparation or submission of Proposals;
- the clarification of Proposals; and
- the conduct and content of negotiations, including final contract negotiations, in respect of this RFP or procurement process, or any other procurement process being conducted by the Town in respect of any of its requirements.

13. **TAXPAYER’S IDENTIFICATION NUMBER**

Each Consultant, whether an individual, proprietor, partnership or a non-profit corporation or organization must obtain, complete and include, with the proposal submitted, an Internal Revenue Service Form W-9, "Request for Taxpayer Identification Number and Certification".

14. **ADDITIONAL INFORMATION AND REVISIONS TO PROPOSALS**

Information may be provided to potential respondents for the purpose of clarification to assure full understanding of, and responsiveness to the Request for Proposals requirements. Prospective respondents shall be afforded fair and equal treatment with respect to access to additional information and revision of proposals.
Fee proposal to provide Health Benefits consulting services is as follows:

Cost/Year One: ________________________________

Cost/Year Two: ________________________________

Cost/Year Three: ________________________________

Total Cost: ________________________________