



PURCHASING AUTHORITY
Town of New Milford, Connecticut
Health & Welfare Benefits Consultant Services RFP

The Town of New Milford is requesting proposals from qualified professional consulting firms licensed in the State of Connecticut to provide Health and Welfare Benefits Consultant Services for the Town and BOE.

The Town reserves the right to reject any and all submissions.

Proposals will be received at the Purchasing Office until 3:00 p.m., on Thursday, January 30, 2020. Proposals will then be opened publicly in the E. Paul Martin Room by the Purchasing Authority at 3:30 p.m. Late proposals will be considered informal and rejected.

The proposal package must be obtained online at www.newmilford.org.

Pete Bass, Mayor

An Equal Opportunity/Affirmative Action Employer

TOWN OF NEW MILFORD AND NEW MILFORD PUBLIC SCHOOLS
HEALTH AND WELFARE BENEFITS CONSULTANT SERVICES
REQUEST FOR PROPOSALS

I. GENERAL INFORMATION

- 1.0** The Town of New Milford and the New Milford Public Schools (hereafter referred to as “the Town”) has employees and qualifying retirees enrolled in the Group Health Plan that provides benefits for Medical, Rx, Vision and Dental. The Town is currently fully insured for health under the State Partnership Plan (SPP) and fully insured for vision through CIGNA. The Town is self-insured for dental with CIGNA Dental, and are self-insured through Anthem for our Dispatchers Union members. The Town currently has approximately 600 employees and retirees covered under these plans. The School System employees in the Food Service, Custodial and Maintenance groups go through the Teamsters and are on their own plan that the union themselves administer. These plans must be incorporated into the budgetary process by the consultant.
- 1.1 Issuing Office:** This Request for Proposal (RFP) is issued by the Town, located at 10 Main Street New Milford, CT 06776. All responses must be returned to Valerie Douglass, Purchasing Specialist. Three (3) hard copies should be sent to Ms. Douglass at the address above. Faxed or emailed responses will not be accepted.
- 1.2 Purpose:** The purpose of this RFP is to provide prospective consultants with the information necessary to enable them to submit proposals regarding professional consultant services for the Town’s Health & Welfare benefits. It is the intent of the RFP to identify the consultant most likely to successfully represent the Town in its desire to minimize rate increases for all medical, pharmacy and dental benefits. The selected consultant shall identify the base cost of services as provided under the Scope of Services section herein and identify the cost of various options/alternatives itemized separately. Fees for additional services should be clearly stated and if not listed, then the annual service fee will be the sole compensation.
- 1.3 Proposals:** This RFP is interested in reviewing proposals for Health & Welfare benefit consulting services as follows:
- a) **Town of New Milford & the New Milford Public Schools**

All proposals received in response to this RFP will be retained.

Submissions must:

- A. Constitute a complete response to this RFP, using the Proposal Form provided in this document.
- B. Include three (3) hard copies.
- C. Submission Instructions:
 - 1. Must be signed by an official authorized to bind the Consultant to its provisions.
 - 2. The proposal shall remain valid for a period of at least ninety (90) days from the date of its submission, unless indicated otherwise. Any response received after the prescribed due date regardless of the mode of delivery will be refused. The Town is under no obligation to return submissions.

1.4 Rejection of Proposals: The Town reserves the right to reject any and all proposals received as a result of this RFP.

1.5 Communications Concerning RFP: All questions and responses relevant to the development of a proposal must be submitted in writing to

Greg Bollaro, Director of Human Resources
E-mail: gbollaro@newmilford.org

Any questions determined to be of interest to all prospective Consultants will be answered in writing and provided to all consultants via the Town's website, www.newmilford.org. **No other communication with any employee or official of The Town is permitted.**

1.6 Term: Based upon the outcome of this process, The Town will award a one year contract with the option for two additional years at the sole discretion of the Town. The successful consultant will be expected to commence services on July 1, 2020.

1.7 Additional Information:

- a) **Revisions or addenda to the RFP:** In the event it becomes necessary to revise or supplement any part of the RFP, the revision or supplement will be provided to all prospective Consultants via the Town's website, www.newmilford.org.
- b) **Experience:** Consultants with experience in Health and Welfare consulting services for public sector organizations are encouraged to apply. Consultants must demonstrate their knowledge of Municipal and School organizations as well as the mandates and laws that affect such organizations in Connecticut.
- c) **Incurring Costs:** The Town will not be liable for any costs incurred by a consultant in the preparation or submission of a proposal or for any cost incurred in the finalist presentations.

- d) **Civil Rights Compliance:** Where applicable, Consultants must comply with the Civil Rights Act of 1964, the Equal Employment Act, and the Connecticut Fair Employment Practices Act.
- e) **Acceptance of Proposal Content:** At the discretion of the Town, the contents of the successful proposal may become part of the contract entered into by the successful Consultant and The Town.

1.8 Schedule

The following represents an estimate of the schedule that shall be followed. The Town reserves the right at its sole discretion to adjust this schedule as it deems necessary. Notification of adjustment will be provided via the Town's website, www.newmilford.org prior to the deadline.

Release Date: Friday, January 10, 2020

Deadline for submission of proposal: Thursday, January 30, 2020 @ 3:00 p.m.

Selection of finalists and oral presentations week of February 3 – 7, 2020

Anticipated award date: Thursday, February 13, 2020

II. CONTENT OF PROPOSALS

2.1 Scope of Services: The selected Health and Welfare Benefits Consultant shall identify base cost of services as provided under the Scope of Services section herein and identify the cost impacts of various options/alternatives itemized separately. The fees for all services listed in subsections A through F below are considered core services and must be covered, without exception, in the Consultant's quoted fixed fee. The fees for additional services listed in subsection G or otherwise addressed in a Consultant's proposal must be clearly stated. The selected Consultant must agree that all services performed for the Town shall be deemed to be core services and included in the core fee unless the Consultant notifies the Town prior to commencing such service that Consultant believes the service is an additional service and provides a proposed fee for said service. The contract award will be on a fee basis and no commission may be accepted by the consultant in the performance of their services on behalf of the Town.

A. General Consulting Services

- Represent the Town in all aspects of its Health and Welfare Benefits Plan.
- Provide ongoing stewardship and support to key members of management at the Town who are involved with the administration and management of the benefit plans.

- Coordinate regular meetings at least quarterly to review utilization and other administrative aspects of the Town's Plans.
- Ensure accurate follow through on all negotiated contractual arrangements made between the Town and any administrators or insurance carriers utilized by the Town.
- Liaise with the Town's benefit consultants to promote and protect the Town's interests.
- Attend various employee, committee and board meetings as necessary.
- Monitor all Health and Welfare Benefits related contracts for administrative and financial performance and continued compliance.
- Maximize management information available through the carriers and work with the Town's staff to develop a timely, accurate and meaningful reporting program.
- Cause the Town to be provided with accurate management reports and Consultant shall review and provide input on all information from all carriers on a continuing basis.
- Provide current information on managed care delivery systems, including HMO, HDHP/HSA, PPO, POS, PBM and other current systems.
- Provide the Town with information on new health insurance programs, more cost-effective products and funding options, and future trends in employee benefits. Intervene in and resolve claim issues related to all of the Town's Health and Welfare Benefit plans.
- Intervene and resolve with providers, problems that may arise regarding claims, proper coverage, routine administration and day-to-day account service.
- Assist in preparing employee communications as new programs are implemented.

B. Renewal, Forecasting, Budget, and Financial Reporting Support

- Monitor and report all financial aspects of the Town's Health & Welfare and benefits program.
- Review current plans experience, claims, and market trends, and negotiate all Health and Welfare benefit renewals on an annual basis.
- For fully insured products, negotiate multi-year rate guarantees to the extent such guarantees benefit the Town and are allowed by law. Prepare actual costs to premium based costs on a quarterly basis.

- For self-insured products, prepare annual actual to budget comparisons and renewal forecasts assuming no benefit changes, and prepare additional renewal illustrations.
- Provide ongoing analysis of plan designs, cost containment strategies, and cost sharing alternatives available to the Town while maintaining integrity of the collective bargaining agreements.
- Periodically, but no less frequently than bi-annually, review the health insurance plans' claims and fees and provide a benchmark analysis in comparison with industry norms.
- Monitor the ongoing performance of the pharmacy plan to protect the Town's interests, including an annual benchmarking of discounts, fees, rebates, and plan design.

C. Labor Relations Support

- Provide consulting advice that supports the Town's labor negotiations.
- Serve in an advisory role for the Town during negotiations with collective bargaining units. This includes analyzing benefit proposals, providing counsel to negotiators, and testifying at negotiation, mediation, and arbitration sessions as needed.
- Provide expert advice and/or testimony in disputes that may arise between the Town and their labor unions, as they pertain to benefit plans.
- Develop strategies for presentation and implementation of any new benefit program to employee unions and other interested parties.

D. Compliance Support

- Provide consulting services to assure the Town's awareness of State and Federal regulations, statutes, and mandates related to Health and Welfare benefits.
- Annually review all contracts and employee manuals for compliance with applicable regulations.
- Inform the Town of changing legislation and legal decisions affecting employee benefits. Recommend and discuss methods to comply with these changes.

E. Cost Control Initiatives

- Provide support in the design, monitoring, and evaluation of wellness programs.
- Assist The Town in measuring the effectiveness of disease management programs.
- Recommend changes to the disease management programs based on measured results supported by the Town's data.
- Evaluate disease management and wellness consultants to determine if carving these services out will better serve the Town.

- Evaluate the utilization of key health plan services and make plan design recommendations to address any services that fall outside of normative levels.

F. RFP Support

- Prepare complete RFPs, evaluate the responses, and make appropriate recommendations.
- Should the Town elect to change carriers following the marketing process, Consultant would manage and review the SPD development ensuring that the selected consultant provides benefits that are equivalent to or better than those currently in effect.
- Ensure accurate follow-through on all negotiated contractual arrangements made between The Town and its health insurance carrier(s) and other benefit consultants.
- For a health insurance or PBM RFPs, provide a disruption analysis relative to the physician, pharmacy, and hospital providers in networks.
- For a health insurance or PBM RFPs, evaluate the discounts offered by competing networks and project the financial impact.
- Negotiate and enforce performance guarantees in all consultant contracts.

G. Additional Services That May Be Requested

- Provide data warehousing services. Such services should include capabilities for reporting on utilization, benchmarks, demographic composition and changes, cost and medical trend by type of service, health risk measurement, and clinical reporting used to support and monitor disease management and wellness initiatives.
- Provide predictive modeling and related services. Such services should include projected changes in the overall health risk of the Town's population and the identification of potential and emerging largeclaims.
- Provide audit services (statistically valid audits, focused audits, electronic audits).
- Support Risk Management Plan.
- Provide comparisons of like size municipal systems.
- Assist the Town in the migration back to a self-insured program if necessary.

2.2 Other Requirements: Proposals must also include the following. Please provide responses to each of the following on a separate document. Clearly label each response using the letters below. Begin each response by repeating the question.

- a) A statement as to the consultant's particular abilities and qualifications related to this project.

- b) A list of municipalities and school districts in Connecticut and other states for which the consultant has provided similar services in the last three years. Connecticut public schools or municipal references of comparable size are preferred. Please include the name and contact information including e-mail addresses. A minimum of three (3) references are required. One reference must be a former client.
- c) Resumes of key personnel who would be assigned to this account. Furthermore, the Town shall have direct access to all key personnel, including specialists such as attorneys and actuaries, with no additional fees provided such access is related to services covered under subsections A through F in the Scope of Services set out Section 2.1.
- d) Additional information or documentation that may be useful and applicable to this project.
- e) Rates for any additional work 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.
- f) A current Insurance Certificate indicating Consultant's workers' compensation insurance, employer's liability insurance, commercial general liability insurance, and automobile liability insurance for owned, hired or borrowed autos. Insurance requirements are outlined in Section V.
- g) Information concerning any suits filed, judgments entered or claims made against the consultant during the last five years with respect to Health and Welfare Benefit Consulting by the consultant or any declaration of default or termination for cause against the consultant with respect to such services. In addition, state whether during the past five years the consultant has been suspended from bidding or entering into any government contract. Provide all necessary details on any felony convictions of any officer or director of the consultant. If information related to the above is discovered by the Town and not disclosed during the RFP process, consultant may be discharged immediately even after a contract has been awarded with no penalty to the Town.
- h) Consultant must provide their confidentiality policy.
- i) Consultant must complete the following checklist, placing a check mark in front of each item that has been enclosed.

Required Submissions under Section 2.2

- References provided, including multiple public sector references
- Consultant annual rates provided for core services
- Bidder agrees to provide requested information regarding insurance if selected
- Information on suits or judgments provided
- Confidentiality policy submitted
- Bidder is able to provide all legal and actuarial resources in-house.

III. SELECTION PROCESS

- 3.1** Finalist proposals will be reviewed by key members of the Town's management team. After a review of written proposals, selected consultants may also be asked to make an in-person presentation. The Town will choose the proposal(s) that best fits its needs. The Town is not obligated to award the contract based on cost alone nor is the Town obligated to award only one agent of record. The Town reserves the right to waive non-material deficiencies in any proposal. Proposals will be evaluated based on what is deemed in the best interest of the Town, including such factors as the consultant's experience and expertise in providing Insurance Advisory and Brokerage services for municipalities and school districts, clarity and creativity of the proposal, recommendations from other similar entities for which the consultant has previously provided services, evidence of prior success in evaluating and implementing plan design and financing alternatives for clients in a collective bargaining environment, the lead persons to be assigned to the account and total cost. Cost will not be the sole factor in evaluating bids. Selection of the preferred proposal does not provide any contract rights to that consultant. Any such rights shall accrue only if and when the Town and selected consultant execute a binding contract. The proposal submitted may, at the leisure of The Town, become an addendum to any contract entered into. The Town shall have full rights to negotiate with the successful consultant in any manner necessary to best serve the interests of the Town. If the Town fails to reach an agreement with the successful consultant, the Town may commence negotiations with an alternative consultant or reject all bids and reinstitute the RFP process.

IV. EVALUATION CRITERIA

All qualification submissions shall be evaluated with emphasis placed on Consultant's ability to meet the Town's requirements, the responsiveness of the submission and the criteria specified below. Submissions will be evaluated through a weighted point system that will include, but will not be limited to, the areas outlined:

- Professional Qualifications of Submitter (up to 33%)
- Experience with similar projects of size and scope/ability to execute the Town's requirements (up to 33%)
- Cost proposal (up to 34%)

The Town shall have the right to perform an on-site visit to consultant's office.

IV. INSURANCE REQUIREMENTS

The consultant shall secure, pay for and maintain such insurance as will protect it from claims under Workers' Compensation Acts, claims for damages because of bodily injury, including but not limited to claims for personal injury, sickness or disease or death of any person as a result of the nature of its work under the terms of the Agreement between the parties, and from all claims for damages because of injury to or of destruction of property, including but not limited to loss of use resulting there from which may arise out of any of the services provided pursuant to the Agreement between the parties.

A. The consultant shall provide a certificate of insurance evidencing the following required minimum coverages:

General Liability per occurrence	\$1,000,000
Personal Injury	\$1,000,000
Aggregate	\$2,000,000
Professional liability	\$1,000,000
Fire Damage (Any One Fire)	\$ 50,000
Medical Expense (Any One Person)	\$ 5,000

An error and omissions protection provision shall be provided.

The insurer shall waive all rights of subrogation on all applicable policies against the Town of New Milford, the New Milford BOE, its officers, employees and volunteers arising from all contracts, agreements and work performed by the Contractor for the Town of New Milford.

B. Automotive Liability, including owned, hired and non-owned vehicles. Limits of insurance shall be combined single limit bodily injury and property damage: \$1,000,000

C. Statutory Worker's Compensation and Employer's Liability.

Each Accident	\$ 100,000
Disease – each employee	\$ 100,000
Disease policy limit	\$ 500,000

Or in accordance with the requirements of the State, whichever is greater.

D. Umbrella /Excess \$ 2,000,000

E. The Town of New Milford, CT its officers, agents, employees, and volunteers MUST be named as "Additional Insured" with reference to this project on a primary and non-contributory basis on applicable policies.

F. The selected consultant shall indemnify and hold the Town of New Milford harmless from and against all claims to the fullest extent permitted by law.

G. Consultant is an independent contractor. No employment relationship exists between the parties.

- H. The insurer shall waive all rights of subrogation against the Town of New Milford, its officers, employees and volunteers arising from work performed by the Consultant for the Town of New Milford.

- I. If any insurance required herein is to be issued or renewed on a “claims made” form as opposed to an “occurrence” form, the retroactive date for coverage shall be no later than the commencement date of the Agreement between the parties and shall provide that in the event of cancellation or non-renewal, the discovery period for insurance claims (“Tail Coverage”) shall be available for at least sixty (60) months. The insurance requirements of this Agreement are an integral element of the Agreement. Any defect in the insurance required in the Agreement may result in termination of this Agreement, at the sole option of the Town.

**TOWN OF NEW MILFORD & THE TOWN PUBLIC SCHOOLS
REQUEST FOR PROPOSALS
HEALTH AND WELFARE BENEFITS CONSULTANT**

FEE SCHEDULE

Cost/year one (July 2020-June 2021): _____

Cost/year two (July 2021-June 2022): _____

Cost/year three (July 2022 – June 2023): _____

The Town may elect to start the contract later than July, and in that case, the contract dates would run one year from the start of services.

THE TOWN RESERVES THE RIGHT, AT ITS SOLE DISCRETION, TO AWARD THE CONTRACT FOR YEAR ONE ONLY, AND EXTEND THE CONTRACT FOR ONE OR BOTH OF THE TWO OPTION YEARS

The undersigned has read, understands, and agrees to meet or exceed the Scope of Work for a capped fee listed within and agrees to meet the requirements contained in this Request for Proposals. By signing below, all responses will be binding in any agreement entered in the future and the response may be considered an addendum to any future agreement. The undersigned submits this proposal in good faith and without collusion with any other person, individual or consultant.

Name _____ and _____ Address _____ of _____ Consultant: _____

Name and Title of Authorized Representative: _____

Telephone: _____ Email: _____

Signature of Authorized Representative: _____

Date: _____

(Attach supplementary sheets as necessary to show additional services and pricing)