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City Clerk's Office
Hiawatha City Hall
101 Emmons Street
Hiawatha, Iowa 52233

Memo

To: Mayor and City Council

From: Kelly Kornegor, City Clerk

Date: June 7, 2017

Re: Employee Benefits Broker RFP

When the Compensation Committee met in January to discuss employee wages and benefits, Bob Rampulla and Dick Olson requested staff send out Requests for Proposals (RFP's) for employee benefits brokerage and consulting services. The City currently uses True North for our benefits broker and this company has been our broker for more than 11 years. We have been highly satisfied with the services True North provides and have built a strong working relationship with our account representatives.

In 2013, staff did go through a less formal RFP process for employee benefits brokers. At the request of a Compensation Committee member, staff contacted a firm called Acumen. We went through the process of meeting the Acumen team where we discussed their services and experience, and also reviewed insurance rates submitted by Acumen and True North. At the end of the process, staff made the decision to stay with True North, as the final decision ultimately came down to service because there was no contrast in the insurance rates the two companies received from the insurance carriers.

Upon City Council approval, I will send out the attached RFP to benefits brokerage and consulting services firms including our current broker True North. We will include the Compensation Committee members in our final selection process and bring a recommendation back to City Council for award of contract at a future meeting.

Thank you for your consideration of this matter.

Request for Proposal (RFP)
Employee Benefits Brokerage and Consulting Services
City of Hiawatha

Invitation

The City of Hiawatha is seeking a benefits brokerage/consulting firm licensed in the State of Iowa, to perform the full range of services related to the design, implementation, maintenance, and improvement of the City of Hiawatha's employee benefits insurance program. The benefits program includes group medical, dental, vision, life/accidental death and dismemberment (AD&D) insurance including additional voluntary life insurance coverage, flexible spending account (FSA), and employee assistance program (EAP).

Interested and qualified brokers/consultants are invited to submit proposals which will be accepted until 5:00 p.m. on INSERT DATE, following the instructions found in this RFP under the Submission of Proposals section.

RFP Schedule

Activity	Date
RFP Distribution	
RFP Responses Due	
Proposal Review	
Final Candidates Notified	
Conduct Interviews with Selected Finalists	
Selection of Broker	

City of Hiawatha Information

The City of Hiawatha is a government entity comprised of eight departments including Parks and Recreation, Community Development, Water, Public Works, Library, Police, Fire and Policy and Administration. There are approximately 62 permanent employees including 52 full-time benefits eligible employees and 10 part-time non-benefits eligible employees. The City of Hiawatha Fire Department also staffs approximately 53 volunteer fire members, and some of these individuals are paid monthly stipend through payroll.

The City of Hiawatha offers benefits to all full-time employees working at least 30 hours per week. Part-time employees working less than 30 hours per week, seasonal employees, and volunteer fire members are not eligible for benefits. The City of Hiawatha provides supplemental hospitalization and major medical coverage to Medicare for individuals who retire on or after age 65 and have been a full-time employee for a continuous period of 15 years upon retirement. There are currently five individuals enrolled in the retiree medical plan.

The City of Hiawatha funds employee benefits through property tax dollars paid by the residents of our community, and therefore, it is a high priority to select a benefits brokerage and consulting

services firm possessing superior customer service abilities, and the knowledge and experience to work with the insurance carriers on the City's behalf, to find a cost-effective benefits package that best serves the needs of our employees.

Current Insurance Programs

The following is provided as Broker information only. This is a general overview of the City of Hiawatha's current employee benefits package. This information is to be used ONLY in the preparation of your proposal.

Insurance Coverage	Funding Type	Carrier	Plan Type	Employees Enrolled
Medical	Fully Insured	Wellmark Blue Cross/Blue Shield	PPO	50
Dental	Fully Insured	Delta Dental	PPO	51
Vision	Fully Insured	Avesis	PPO	16
Life/AD&D/STD/ LTD	Fully Insured	Lincoln Financial Group	-	51
Voluntary Life	Fully Insured	Lincoln Financial Group	-	25
EAP Program	Fully Insured	Lincoln Financial Group	-	62
Flexible Spending	Fully Insured	Wellmark / WageWorks	-	3

Scope of Services Required

The City of Hiawatha is searching for a benefits partner that can provide professional, highly qualified benefits guidance and services. This includes, but is not limited to:

A. Analysis and Reporting

1. Analyze existing coverage and identify or develop cost-saving alternative benefit strategies and plans.

2. Assist in the development of long-range goals and strategies, including making projections of potential savings.

3. Provide analysis and recommendations based on utilization and performance reports, statistical and/or financial reports, and plan specific data.

4. Assist the City in monitoring and analyzing experience trends and providing timely alerts on changing patterns and appropriate recommendations.

5. Provide, maintain, and update comparison reports of other public and private companies' benefit plan offerings and costs to determine their competitiveness with the City's programs.

6. Provide a cost benefit analysis to the City for outsourcing COBRA administration.

7. Provide financial and/or performance reviews of self-funded and fully insured plans and programs.

8. Be available to provide various types of reports as needed, such as cost analysis for benefit changes, and other statistical, financial, forecasting, trend, labor negotiations, or experience reports.

9. Prepare and present reports on trends, new products, and audits, as requested.

10. Regularly monitor and evaluate performance measures and guarantees for providers.

11. Maintain full and accurate records with respect to all matters and services provided on behalf of the City's benefit plans and programs. Provide City staff or officials all spreadsheets, assumptions, and calculations upon completion of any project performed on behalf of the City's benefit plans and programs.

B. Liaison and Problem Intervention

1. Act as liaison between the City and insurance providers.

2. Provide day-to-day consultation on plan interpretation and problem resolution, including, but not limited to, explanation of plans, assisting employees/retirees with selecting plans that meet their needs and geographic location, and transitioning retirees from early retiree plans to Medicare-coordinated plans.

3. Provide timely customer service and assistance to staff, employees, and retirees with issues involving provider billing, claims, vendor service issues/problems, advocacy for services, disputes, interpretation of contracts and services, changes and general troubleshooting.

4. Attendance as needed at meetings with City staff, employees, and/or retirees to facilitate and assist in the management of the City's employee benefits plans.

5. Act as an advocate or ombudsman in appeal, arbitration, or court process between the City and the providers on unresolved issues if needed; provide advice when needed to enforce City, employee, retiree, or their dependents' rights.

6. Assist the City in proactive mitigation of negative impacts or disruption of services to employees and retirees from benefit and/or provider network changes.

C. Compliance

1. Assist with ongoing plan administration and ensure that programs are in compliance with State and Federal legislation.

2. Provide training to City staff, as needed, regarding regulatory updates and/or Best Practice seminars for the effective administration of benefits plan.

3. Review and disseminate information to staff on new or revised State and Federal legislation that impacts benefits programs.

4. Assist City staff with annual audit to ensure compliance with all mandated reporting and posting/notice requirements for benefit plans.

5. Develop and/or assist in developing communication materials and tools for conducting dependent verification audits.

D. Annual Renewal Process and Evaluation

1. Establish a strategy for benefits, both annually and three to five years in the future. Consider trends, union negotiations, prospective legislations, new delivery systems, and geographic health-care practices to make long-term projections.

2. Review and make cost-saving recommendations regarding the modification of plan design, benefit levels, premiums, communications, and quality of current employee and retiree benefit plans.

3. Recommend appropriate premium rates and reserves to maintain the viability of the plans to ensure that quality and cost-effective benefits are provided by the plans.

4. Annual estimates of renewal rates and cost trends and assist City staff in preparation of budget figures.

5. Conduct thorough and applicable market research in preparation for contract renewals.

6. Representation in all negotiations with providers on various topics, including, but not limited to, premiums, benefit levels and plan design, performance measures and guarantees, contractual terms and conditions, and quality assurance standards.

7. Make recommendations for items of negotiation with providers, including, but not limited to, benefit levels and plan design, premiums, quality of service, performance measures and guarantees, and return on investment, where applicable.

8. Prepare specifications and compile data, obtain quotes and proposals, negotiate rates and analyze and compare proposals.

9. Review rate proposals to ensure underlying assumptions are appropriate and accurate to the City.

10. Provide communication development and support for the annual open enrollment period, new benefit offerings and/or changes to the existing benefits offerings.

11. Attendance at, and assistance with, coordination of the annual Benefits Fair and Open Enrollment meetings.

E. Other Service Requirements

1. Assist in the development and implementation of a free or low cost employee wellness program to improve employee health and reduce employee and retiree health-care costs, both in the short-term and in the long-term.

2. Assist in the development and/or purchasing of web site technologies to support on-line enrollments, changes, and employee education to assist employees/retirees in self-management of benefits, and to reduce the related administrative demands on City staff.

3. Recommend and help develop enhancements and improvements for communications specific to the needs of the City's employees and retirees, including, but not limited to, brochures, pamphlets, matrices, comparison charts, summaries, electronic communications, forms, employee handbooks, and employee orientation.

4. Provide timely research and responses to technical questions posed by City staff.

5. Provide regular and timely communications needed for the effective administration of benefit plans.

6. Provide guidance and recommendations on items such as, but not limited to, trends in benefits plans, methods for improving cost containment, financial arrangements and administration.

7. Assist with the presentation content for labor and management benefits meetings and/or City Council meetings.

8. Provide access to published benefit-related survey information.

9. Develop additional benefits communications specific to the needs of the City's employees and retirees.

10. Attendance at, and assistance with, meetings with the City Council, City staff and labor groups as needed.

11. Recommend that City staff attend particular broker-sponsored seminars, benefit events, and educational forums that would be beneficial to the City.

12. Develop and/or assist in developing and evaluating employee/retiree needs and satisfaction surveys.

13. Work collaboratively with other consultants and City staff. 14. Manage plan transitions as necessary.

14. Review and evaluate current administrative processes related to enrollment and billing. Recommend and assist with implementation of administrative process enhancements.

15. Provide free or low cost availability to broker resources including Human Resources portals to access training and information if available.

Instructions to Proposers

A. Examination of Proposal Documents

By submitting a proposal, the proposer represents that it has thoroughly examined and become familiar with the work required under this RFP and that it is capable of performing quality work to achieve the City's objectives.

B. Questions and Addenda

Questions or comments regarding this RFP must be received electronically by the City of Hiawatha no later than 5:00 p.m. on _____, 2017. **Questions are to be emailed to Kelly Kornegor, City Clerk at cityclerk@hiawatha-iowa.com with email subject reading *Request for Proposal for Employee Benefits Brokerage Services.***

The City of Hiawatha shall not be obligated to answer any questions received after the above specified deadline or any questions submitted in a manner other than as instructed above.

To the extent that a question or comment submitted by a broker causes a change to any part of this RFP, an addendum shall be issued addressing such.

C. Submission of Proposals

Insurance brokers licensed in the State of Iowa have the opportunity to submit proposals outlining their qualifications, competence, and capability to provide access to group health insurance products and related services for the City. The purpose of this process is to choose a Broker of Record to represent the City in matters concerning medical (including prescription coverage), dental, vision, life, accidental death and dismemberment, short- and long-term disability, and employee assistance program (EAP), subject to the subsequent mutual agreement to the City and the selected consultant.

Proposals must be delivered no later than 5:00 p.m. on INSERT DAY, INSERT DATE. Late proposals will not be accepted or considered. There will be no public opening of proposals.

The names of proposers will not be released until the announcement of award is made at the City Council meeting following the submittal deadline.

Do not include any unnecessary promotional materials with the proposal. Proposals must be submitted electronically or by mail to:

Kelly Kornegor
City Clerk
City of Hiawatha
101 Emmons Street
Hiawatha, Iowa 52233
cityclerk@hiawatha-iowa.com

Note: if mailing proposal, the proposer shall submit five (5) copies of its proposal in a sealed envelope, addressed as noted above, bearing the proposer's name and address and clearly marked as follows:

With regard to any proposals sent by mail to the City, the proposer shall be solely responsible for its delivery to the City no later than 5:00 p.m., _____. Any proposals received subsequent to the date and hour set herein because of delayed mail delivery or for any other reason will not be considered by the City.

The Request for Proposal is not an authorization to approach the insurance marketplace on the City's behalf. The City specifically requests that no contract, survey, or solicitation of insurance markets be made on behalf of the City and that no insurance market reservation be made by or for any proposer with respect to insurance or related services to be provided by the City. Failure to comply with this request will be grounds for disqualification.

D. Withdrawal of Proposals

A proposer may withdraw its proposal at any time before the expiration of the time for submission of proposals as provided in this RFP by delivering a written request for withdrawal signed by, or on behalf of, the proposer by mail or e-mail to the City Clerk.

E. Rights of the City

This RFP is not in any way to be construed as an agreement, obligation, or other contract between the City and any person or firm submitting a proposal, nor does it obligate the City to pay for any costs incurred in preparation and submission of proposals or in anticipation of a contract. Proposals submitted in response to this request become the property of the City and are subject to the provisions of the Iowa Public Records Act after the announcement of award is made.

The City may investigate the qualifications of any proposer under consideration, require confirmation of information furnished by the proposer, and require additional evidence or qualifications to perform the services described in this RFP. Contract award will be made, at the sole discretion of the City, based on the evaluation of all responses, applying all criteria and oral interviews is determined to be the best qualified to perform the scope of services. The City's decision to select a Broker of Record is final. No right of review or appeal of the decision to appoint a Broker of Record will be considered.

The City reserves the right to:

1. Obtain clarification of any point in a proposer's response or to obtain additional information necessary to properly evaluate a particular response.

2. Reject any or all proposals.

3. Cancel the Request for Proposal in part or in its entirety without explanation to the proposers.

4. Issue subsequent Requests for Proposal.

5. Remedy technical errors in the Request for Proposal process.

6. Approve or disapprove the use of particular subcontractors.

7. Negotiate with any, all, or none of the proposers.

8. Solicit best and final offers from all or some of the proposers.

9. Award a contract to one (1) or more proposers.

10. Accept other than the lowest offer.

11. Waive informalities and irregularities in proposals.

F. Contract Type

It is anticipated that the agreement resulting from this solicitation, if awarded, will be a firm, fixed contract.

Proposers shall be prepared to accept the terms and conditions of the Agreement, including Insurance and Indemnification language. If a proposer desires to take exception to the Agreement, proposer shall provide the following information as a section of the proposal identified as Exceptions to the Agreement:

1. Proposer shall clearly identify each proposed change to the Agreement, including all relevant attachments.

2. Proposer shall furnish the reasons for exception, as well as specific recommendations for alternative language.

The above factors will be taken into account in evaluating proposals. Proposals that take substantial exceptions to the Agreement or proposed compensation terms may be determined by the City, at its sole discretion, to be unacceptable and no longer considered for award.

G. Collusion

By submitting a proposal, each proposer represents and warrants that its proposal is genuine and not a sham or collusive, or made in the interest of, or on behalf of, any person not named therein; that the proposer has not directly or indirectly induced or solicited any other person to submit a sham proposal or any other person to refrain from submitting a proposal; and that the proposer has not in any manner sought collusion to secure any improper advantage over any other person submitting a proposal.

Proposer's Minimum Qualifications

A. Qualifications of the Firm

1. The proposer shall have at least ten (10) consecutive years of experience in Iowa providing brokerage and benefits consulting services to public or private entities. The firm shall have provided such services to jurisdictions whose service populations are similar in size and complexity to the City's.

2. The proposer must be legally authorized to do business in the State of Iowa and shall meet all licensing and other requirements imposed by State and Federal laws and regulations.

3. The proposer shall have experienced management staff, possessing comprehensive knowledge of benefit administration pertaining to public employers.

4. The proposer shall have experience working with labor unions and advisory committees.

5. The proposer shall possess knowledge of applicable laws, regulations, and codes and shall be familiar with local conditions and trends relating to group insurance in Iowa.

6. The proposer's office must be located in the Cedar Rapids metro area and provide assurance of reasonable staffing continuity over the contract period.

B. Qualifications of the Staff

1. The primary staff member assigned to the City's account shall have:

    a. At least ten (10) years of benefit administration and client management experience and provide credentials documenting professional experience, employment history, and education.

    b. Experience in maintaining a high level of quality communication with clients, client employees/retirees, and vendors.

Proposer's Consultant Fee for Services

A. Description of Firm's Pay for Services

1. The proposer shall disclose to the City of Hiawatha the consultant fee charged for services provided. Proposer shall include a description of how they will get paid (example: proposer charges a flat dollar fee of $____ per month per employee).

Proposal Format and Content

A. Format

Proposals shall be made in the official name of the firm or individual under which the vendor's business is conducted (including the official business address). Proposals shall be prepared simply and economically, providing a straightforward, concise description of proposers' ability and expertise as an employee benefits insurance broker and consultant. Proposals shall be typed and be as brief as possible and not include any unnecessary promotional materials. Five (5) copies of the proposal are required.

B. Content

1. General Information: Complete the attached General Information Form (Attachment A) and place the form in the front of all proposal submission. This form should be signed by a person duly authorized to bind the firm and proposed account team to submit a response to this RFP solicitation. In addition, complete Consultant Questionnaire (Attachment D) and include with proposal submission.

2. Profile of Firm: This section shall include the firm name, date established, and the address of the office that would be assigned the City of Hiawatha account. Include a brief description of the firm's history, size, growth, philosophy and culture, number of employees and number of years in business under the same name, including specific experience with the public sector. Include a discussion on the firm's financial stability, capacity, and resources. Additionally, this section shall include a listing of any lawsuit or litigation and the result of that action resulting from: (a) any project undertaken by the proposer or by its subcontractors or affiliates where litigation is still pending or has occurred within the last ten (10) years; or (b) any type of project where claims or settlements were paid by the proposer or its insurers within the last ten (10) years.

3. Qualifications of the Firm: This section shall include a brief description of the proposer's and any subconsultant's qualifications and summary of previous experience on similar or related projects. Provide a firm and an account team client list from the past five (5) years, including any and all public entity client accounts, and a description of pertinent insurance programs negotiated for those entities; the number of covered employees/retirees for each client; the time period services have been provided to each account; the total project cost; and a brief statement of the firm's adherence to the schedule and budget for each project. Include as account contacts individuals who may be contacted by the City for references (use Attachment D format). Be sure to list contact name, organization, title, e-mail address and telephone number for each account.

4. Project Staffing: The proposer is required to list the key individuals who will be assigned to the account, their qualifications, and disciplines, including their resumés in the proposal. The proposer's staff member who will be handling the City's account will be an important factor considered by the Review Board. This section shall discuss how the proposer would propose to staff this project. The proposer shall include the following:

a. Identify the names and office locations of the Account Manager and key personnel who will be assigned to the City's account. Describe their areas of responsibility and their education, experience, and professional qualifications in those areas (use Attachment B format) with emphasis on public sector organizations and unionized work forces.

b. List the experience and education requirements and standards for Account Manager.

c. Provide a complete description of the organizational structure of the company and the method by which work is accomplished. Include an organizational work flow chart with description of duties of the proposed account team members, as well as the size or total number of accounts or clients each individual handles.

d. Describe the staff retention program to assure continuity of service to the City.

5. Services: Describe the following:

a. A complete description of services to be provided. Include both services outlined in this written request, as well as additional recommended services, including a description of any and all unique brokerage or consulting services the firm will offer the City, please specify if these services are to be provided by the firm's staff or through an affiliate of the firm.

b. A description of the group medical, dental, vision, life, accidental death and dismemberment, short- and long-term disability, and EAP premium volume handled by the firm and by the specific office to which the City's account would be assigned.

c. A list of the principal insurance markets utilized by the firm in the order of premium volume placed with each market. This listing should be categorized by line of coverage: medical, dental, vision, life, accidental death and dismemberment, short- and long-term disability, and EAP.

d. A description of technical or professional support available at no extra cost through the firm, such as legal counsel, communications, technology support or others.

e. A sample work plan for insurance renewal and negotiations.

6. Client Communication: Describe the following:

a. Proposal to maintain open and prompt communication with employees, retirees and City staff seeking assistance from the selected broker.

b. Proposal to maintain open and prompt communication with all City staff involved in benefit issues.

7. File Retention: Provide:

    a. A recommendation for the administration of records related to services to be provided.

    b. A cost estimate for the storage of said records and the recommendation for a record retention schedule.

8. Other: Proposals shall also include:

    a. Descriptions of any affiliations or business relationships with any employee, officer, contractor, or official of the City.

    b. The selected broker's office hours (all locations) and availability of all staff members assigned to the City's account, including a list of dates the office is closed and/or staff is unavailable due to holidays, vacations and other reasons.

    c. Details of any changes in ownership that have occurred in the last three (3) years. Details of any anticipated mergers, transfers of organization or ownership, management or departure of key staff members within the next twelve (12) months.

    d. Identify and describe any parent or affiliated companies and/or joint ventures. Please discuss any potential conflict of interest with consulting/management that may occur as a result of your firm's relationship with such affiliates and/or joint ventures.

Evaluation and Selection

A. **Evaluation Criteria:** In addition to the degree to which the proposer responds to the specifications of this Request for Proposal, the following criteria will be used to, but may not be limited to, evaluate proposals:

    1. Qualification of the Firm: Technical experience in performing work of a closely similar nature; experience working with cities or other public agencies; experience with creative cost containment methods; experience, customer service plan and advice, reputation and ability to reach a wide array of insurance markets and provide innovative services; record of completing work on schedule; strength and stability of the firm; technical experience and strength and stability of proposed subcontractors; and assessment by client references.

    2. Staffing and Project Organization: Qualifications of project staff, particularly key personnel, especially the project manager; key personnel's level of involvement in performing related work; logic of project organization; evidence of the ability to provide service in a prompt, thorough, innovative and professional manner; and adequacy of labor commitment.

4. Project Requirements: Demonstrated understanding of the project requirements and potential problem areas; project approach; work plan; and quality assurance program.

5. Contract Fees: Consultant fee charged for services provided / commission rate.

B. Evaluation Procedure

A Review Board, generally made up of City staff, will review the proposals submitted and establish a list of finalists based on pre-established review criteria. The names of the Review Board members will not be revealed prior to the interviews. The individual or composite rating and evaluation forms prepared by the board members will not be revealed.

As a part of the finalist evaluation, the City Review Board may require proposers to make an oral presentation. The presentation shall serve to confirm proposal representations, provide supplemental information, and provide the City the opportunity to meet and assess the proposed account team members. If an oral presentation is required, the City Clerk will make contact with the finalists to provide a date and time for the presentation. No other finalist evaluation dates will be conducted outside of the date and time assigned by the City Clerk.

Additionally, the City Review Board may visit the firm's office to meet with key proposed staff members and tour the facility.

The City reserves the right to select the firm which, in the City's opinion, will provide the most responsive and responsible services. The City is not bound to award the contract based solely on the lowest bid submitted.

The City additionally reserves the right to reject any or all proposals, to waive any irregularities or informalities in the offers received and to change the evaluation process described herein if circumstances dictate this or it is otherwise in the best interest of the City of Hiawatha to do so. In the event a proposal(s) is rejected or otherwise does not result in a contract award, the City of Hiawatha shall not be liable for any costs incurred by the Broker in connection with the preparation and submittal of the proposal.

It is anticipated evaluations and interviews will be completed and the successful firm recommended to the City Council by approximately INSERT DATE.

C. **Award**

When the Review Board has completed its work, negotiations will be conducted for the extent of services to be rendered and for the method of compensation. Because the City may award without conducting negotiations, the proposal submitted shall contain the proposer's most favorable terms and conditions.

Award will be contingent upon completion of a satisfactory contractual arrangement between the selected firm and the City. If satisfactory contract terms cannot be agreed upon, another firm will be contacted. Unsuccessful candidates will be notified following successful completion of contract negotiations and approval of contract by the City Council.

In the performance of the terms of any agreement resulting from this proposal, contractor or vendor agrees that he/she will not engage in, nor permit, such subcontractors, where applicable, as he/she may employ, from engaging in discrimination in employment or persons because of race, color, religion, national origin or ancestry, age, sex, familial status, sexual orientation or disability of such persons.

No assignment by a selected broker of a resultant agreement, or any part thereof, or of funds to be received therefrom, will be recognized by the City unless such assignment has had prior written approval and consent of the City. The City will specifically be contracting for the services of the individuals in the firm making the proposal and the qualifications of those individuals will be a material inducement for the award of contract.

ATTACHMENT A

GENERAL INFORMATION FORM

(To be completed by the proposer and placed at the front of your proposal)

Legal Name of Firm	Firm's Telephone Number
Street Address	Firm's Fax Number
City/State/Zip	Firm's Web Site Address

Type of Organization (Corporation, Sole Proprietorship, Partnership, etc.)

Business License (documented)	Taxpayer ID Number (Federal)

Name and Title of Project Manager

Name, Title and Phone Number of Person Project Correspondence Should be Directed to

E-mail Address

Name and Title of Person Signing Completion of General Information Form

ATTACHMENT B

STAFFING PROPOSAL

Attach a list of proposed staff and job duties to be dedicated to the City's account and their ability to meet the City's needs based on their experience and the scope of work.

ATTACHMENT C

CLIENT REFERENCES

Instructions: Provide at least three current and two past Iowa clients. At least two of these clients should be cities or public entities. Copy this form as appropriate.

Name of Client:	
Client Address	
Client Contact Name(s) and Title(s)	
Client Contact Phone Number(s)	
Brief description of work performed for this client (use additional sheets if necessary)	

ATTACHMENT D

CONSULTANT QUESTIONNAIRE

Please submit answers to ALL questions. Use additional sheets if necessary.

Question	**Response**
Has your firm established any limitation on the number of clients you intend to accept? What is your client to consultant ratio?	
Describe your plans for managing the future growth of your firm.	
Does your firm have any conflict of interest policy? If so, please provide a copy. Also, please describe any conflicts that have arisen within the firm and how they were resolved.	
What are three to four key things we should look for when hiring a consultant?	
What is your firm's policy/standard for returning: • Phone calls? • E-mails or written questions?	
Provide two examples of when you have provided services that have gone beyond the "spirit of the contract" (pro bono work).	
Give two examples that demonstrate your firm's ability to be proactive in finding opportunities to enhance services to the client.	
If you are the successful new consultant, outline your transition plan with dates, tasks, and responsible parties.	

ATTACHMENT D

CONSULTANT QUESTIONNAIRE

Describe in detail how your firm assists clients in strategic benefit plan development.	
What subject matter experts do you have and what type of services do they provide?	
Describe your current method or process to measure client satisfaction.	
Describe what makes your firm uniquely qualified to work on our account?	
Provide an example of how your firm is taking a leadership role in the community.	
What is the long term strategy for your firm?	
Describe your approach to supporting City programs throughout the plan year.	
Describe your firm's experience handling employee claims escalation.	

ATTACHMENT D

CONSULTANT QUESTIONNAIRE

How many days of advance notice would your company require in order to attend ad-hoc (subcommittee) meetings?	
How do you track and communicate legislative updates to your clients? Provide a sample of legislative updates.	
Describe how your firm would handle ad-hoc projects that arise due to changes in legislation or other events which create additional service needs for the City.	
How do you track and communicate industry trends to your clients? Provide a sample of industry trend updates.	
Provide an example that demonstrates your firm's ability to be proactive in finding opportunities to enhance benefits and services	
Provide examples that demonstrate your firm's negotiation skills to bring down costs.	
Should your firm engage the service of a subconsultant for the City's account, provide the firm's name/names, relevant experience, and contact information for the persons who would be the primary and secondary contacts for this engagement, and copies of their biographies/resumes.	
For the above subconsultant(s), list the current and past professional affiliations, including boards and committees. Include positions held and years of membership.	
Would the subconsultant's primary and secondary contacts for this engagement make decisions on behalf of your firm?	

ATTACHMENT D

CONSULTANT QUESTIONNAIRE

Tell us how you monitor and report on provider performance. Provide a sample of provider performance reports your firm has completed for current clients.	
Please provide a description of the services you can provide for COBRA administration, if any, and/or assistance with determining if outsourcing is the best option and the corresponding cost for these services.	
Please provide a description of the services you can provide for selecting web-based enrollment system technology and the corresponding cost for these services.	
Do you have access to a benefits attorney who could render opinions to the City? If so, please provide the cost for this service.	
For benefits plans (such as Life, Short-/Long-Term Disability and Accidental Death and Dismemberment Insurance) that require completion of claim forms to obtain benefits, what services does your firm provide for assisting eligible participants in filing for and obtaining plan benefits? Please provide the cost for this service.	
What services does your firm provide for developing Open Enrollment and New Employee Orientation materials? Please provide a separate cost for each program (open enrollment and new employee orientations).	
What service does your firm provide for developing a low cost or free Wellness Program? Please provide the cost for this service if there is one.	
Are there any other relevant consulting services that are not listed that you will provide as part of your consulting services to the City? Please provide the cost for these services.	