

City of Delray Beach

RFP 2024-024 Employee Benefits and Healthcare Consultant Services

EXHIBIT A**SECTION 3****SCOPE OF SERVICES****3.1 GENERAL INFORMATION AND BACKGROUND**

The Consultant/Broker will be required to provide services related to specific tasks for annual on-going service and for as needed services based on whether the City opts to renew their existing health, dental and/or vision insurance contracts or to use the services of the consultant to assist in the development and review of new solicitations for proposals for group health and other benefit plans.

Proposers will be required to meet the timetables of the City, which may require expedited services to meet renewal dates and/or plan year effective date of October 1st. October 1st is typically the effective date of the City's group health plan year (ending September 30th) with open enrollment occurring during the month of August. Benefit plans must be renewed each year by October 1st.

3.2 EVALUATION OF CURRENT PLANS AND REVIEW AND EVALUATION OF RFPS

The city's group insurance plans are current and do have renewal options available. The goal of the City of Delray Beach is to improve the long-term health of employees and create cost containment on insurance programs while analyzing all options available.

At a minimum, the consultant is required to provide the tasks detailed below. Additional reporting or analysis the consultant deems necessary and will benefit the City in making a sound financial decision regarding their plan programs may also be proposed. Consultant/Broker is understood to mean a licensed Group Health, Medical, Dental, Life, and Vision Broker.

1. Consultant/Broker shall perform an evaluation of the City's current group health and welfare plans to become familiar with the history of the City and claim trends. This core benefit analysis includes group health, vision, dental, long-term disability, and life insurance.
2. Consultant/Broker shall review each existing insurance Summary Plan Description (SPD), binder, certificate or other insuring document and all endorsement effecting coverage and/or price to ensure they are complete, correct and in compliance with all applicable laws and regulations.
3. Consultant/Broker shall assist Human Resources in developing the benefits and cost factors analysis to evaluate a self-funded health insurance plan. Consultant/Broker shall assign team members that have the knowledge and ability to evaluate and recommend Third Party Administrative services.
4. Consultant/Broker shall assist the city in the development of the final agreement with the insurance carrier(s) or Third-Party Administrator(s) being recommended for award by the City and act as a liaison between the insurance carrier(s), Third Party Administrator(s), and City during the negotiations process.

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5. Consultant/Broker shall assist Human Resources with the implementation of such final agreements. The Consultant/Broker shall review each insurance policy, binder, certificate or other insuring document and all endorsement affecting coverage and/or price to ensure they are complete, correct and in compliance with all applicable laws and regulations.
6. Consultant/Broker shall make recommendations for the City's Wellness Program and shall assist with the marketing strategy and implementation planning.
7. Consultant/Broker shall provide extensive actuarial services including support with the City's annual GASB filing. Please expand on how pricing will be handled.

3.3 ONLINE EMPLOYEE ENROLLMENT SOFTWARE/SERVICES

Consultant to provide a web-based benefits open enrolment system and provide consulting and dedicated technical support team to assist with the implementation. The online benefit enrollment system should include paperless open enrollment, online employee benefit resource center, online benefits guide, user friendly, secure, accessible 24/7, HIPAA compliant and can interface with the City's group health carriers for electronic carrier eligibility updates. The implementation of the online enrollment system must be completed no later than thirty (30) days prior to the renewal date of October 1st.

The City desires, at a minimum, to utilize the online enrolment system during its open enrollment to facilitate the enrollment of all eligible employees, retirees, COBRA participants and eligible dependents. Open enrollment is annual planned for mid-August. The City will utilize the system throughout the year to process new hires, terminations, retirements, and individual benefit plan changes and its monthly benefit billing.

3.4 ANNUAL ON-GOING SERVICES

Ongoing services will occur each year. The Consultant will provide the following tasks. At the start of each contract term the city will provide a schedule for those tasks that have known deadlines. Tasks are as follows:

1. Consultant/Broker shall assist Human Resources in reviewing its group health and welfare program and costs to include the preparation of routine group health and welfare program management reporting detailing the performance of the plans, identify and prepare a critical factors analysis to identify cost drivers; monitor the sufficiency of rates; review of group health and welfare plan design to determine the propriety of plan wording and areas whereby the plan design might be adjusted to enhance the economy and efficiency of the program, and determine future strategies to control costs and maintain plan effectiveness and market competitiveness.
2. Consultant/Broker shall prepare a medical and pharmacy plan design analysis that identifies the potential cost savings of increased deductibles, co-payments, co-insurance, out of pocket maximums and other structural changes.
3. Consultant/Broker must present an executive summary of program expenses, comparison of current cost shall with the third-party administrator to obtain and

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present an annual financial reconciliation report on the results of the completed plan year. This task will be completed within sixty (60) days from the end of the plan year. Consultant/Broker must present an executive summary of the program expenses, comparison of current costs to renewal costs, future cost projections and dollars saved by contract negotiation. Consultant/Broker must also provide percent of benefit dollars paid by the employees and retirees.

4. Consultant/Broker shall inform the city of current issues in the area of benefits law and administration including advice regarding HIPAA, COBRA, Medicare, the Affordable Care Act and other similar state and federal laws that govern group health insurance programs. The successful proposer shall have access to qualified staff or outside employee benefits legal counsel at no cost to the City. The Consultant/Broker must have a licensed actuary on staff with at least experience in governmental plans. Consultant/Broker must also be a licensed broker in the State of Florida.
5. **Consultant/broker shall assist the Human Resources Department with calculating, preparing, and /or filing the annual 1094/1095's, PCORI fee on form 720, CAA Gag Clause Prohibition, and any other forms required by law for self-funded health insurance plans.**
6. Consultant/Broker shall keep the City abreast of changes in statutory and regulatory changes affecting their health insurance and other benefits. The Consultant/Broker shall review pending legislation and trends in health insurance and other benefits and report to the City an impact to the existing or future benefits plans to include bearing the cost and expense for the reproduction of any copyrighted materials necessary for such performance.
7. Consultant/Broker shall inform the City of any future legislation in health insurance and other benefits and assist the city in required procedures to achieve compliance with any future legislation. Consultant/Broker must have experience in the field of group insurance, namely health, life, disability, dental, vision, Employee Assistance Programs, flexible spending Medicare Supplemental programs and all other types of plans that may become available for governmental benefit programs.
8. Consultant/Broker shall act as a liaison between the City and benefit providers. Consultant/Broker must have a vast knowledge of the industry and have access to many carriers, especially the major carriers.
9. Consultant/Broker shall provide responsive customer service in answering questions about coverage, assisting with securing coverage and completion of paperwork required by the City's Human Resources Department and the employees, retirees, COBRA participants and their insured dependents. It is expected that when contacted by the City the Consultant/Broker makes the contact via email or telephone the same day or as soon as possible within twenty-four (24) hours of the call or email. to acknowledge receipt and schedule time to discuss or handle the question/issue at hand. Consultant/Broker shall achieve resolution of the issue/question within five (5) business days from the time of the City's first contact. The expectation is that this would be on an as needed basis.
10. Consultant/Broker shall assist the City's Human Resources Department with the dispute, change and/or reconciliation of insurance vendor billing invoices.

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3.5 SERVICES FOR RENEWAL OF ANNUAL POLICY (GROUP HEALTH PLANS)

At a minimum, the consultant is required to provide the tasks detailed below. Additional reporting or analysis that the consultant deems necessary and will benefit the City in making a sound financial decision regarding the plan programs may also be proposed.

1. Consultant/Broker shall meet with the City and insurance company to discuss renewal.
2. Consultant/Broker shall provide an analysis of the renewal of the current plan, reviewing past performance.
3. Consultant/Broker shall provide an analysis of all renewal alternative proposals from the current carrier.
4. Consultant/Broker shall review additional available cost savings plan alternative and creative funding options.
5. Consultant/Broker shall make a presentation of renewal alternative to the City representatives along with a recommendation and rationale.
6. Consultant/Broker shall assist with budget preparation, budget projections on the future costs of benefit programs including the determination of contribution structures for the City for active employee, retirees, and COBRA participants. Assist with plan and claim projections, forecast all health and wellness related costs and plan, and develop or create cost savings measures or recommendations necessary for future plan performance.
7. Consultant/Broker shall assist with the planning and implementation of selected changes for the renewal proposal.
8. Consultant/Broker shall proactively suggest products and services that would better serve the needs of the City and its employees, retirees, and COBRA participants, including the development and assistance in any decision to implement new insurance plans and employee benefit programs.

3.6 OPEN ENROLLMENT PROGRAM SERVICES

Consultant/Broker shall coordinate with the City's annual open enrollment following finalization of negotiations (new agreements and/or renewals) to include assisting the Human Resources Department with employee education, communicating benefit changes and the electronic open enrollment processes. Consultant/Broker will be responsible for drafting and publishing the Annual Employee Open Enrollment Benefit highlight booklet with review and comment by Human Resources. Consultant/Broker will provide Human Resources an electronic copy of the Annual Employee Open Enrollment benefit highlight booklet for publishing on the City's intranet and 1,000 color paper copies for distribution, as necessary. Additionally, the Annual Employee Open Enrollment benefit highlight booklet will be edited and both electronic and paper copies provided for Commissioners, Retiree, and the City's Special Dependent District.

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3.7 RFP FOR BENEFITS AND IMPLEMENTATION

At a minimum, the consultant is required to provide the tasks detailed below. Additional reporting or analysis the consultant deems necessary, and which will benefit the City in developing their RFP may also be proposed.

1. Consultant/Broker shall assist the Human Resources Department by providing technical expertise in the RFP preparation and data collection used to publish the RFP. The Consultant/Broker will be responsible for the RFP and will incorporate data and information felt necessary. The Consultant/Broker is to recommend the key elements for the proposal evaluation and the language used to describe the plan options for the proposers (carriers) to respond to.
2. Consultant/Broker shall review proposers' responses and make a recommendation to the City regarding the cost saving plan alternatives and creative funding options submitted.
3. Consultant/Broker shall provide a minimum of three (3) staff, committee, or City Commission meetings during the RFP and negotiation process. Additional meetings may be necessary.
4. Consultant/Broker shall assist the City in the development of the final agreement with the insurance carrier(s) being recommended for award and act as a liaison between the insurance carrier(s) and the City during the negotiation process.
5. Consultant/Broker to review each existing insurance policy binder, certificate or other insuring document and all endorsement affecting coverage and/or pricing to ensure they are complete, correct and in compliance with all applicable laws and regulations. Consultant/Broker will assist with planning and implementation of the selected proposal.

3.8 OPTIONAL SERVICES

The City maintains an onsite clinic for those employees, retirees, COBRA participants enrolled in one of the City's medical plans. Enrolled dependents are also provided access to the onsite clinic. The onsite clinic operates as a primary care office and also provides the City some occupational health care, i.e., drug testing, employment physicals and annual first responder physicals. At a minimum, the consultant is required to provide the tasks detailed below. Additional reporting or analysis that the consultant deems necessary and will benefit the City in making a sound financial decision regarding the onsite clinic may also be proposed. The goal of the City is to improve the long-term health of its employees, retirees, and dependents and create cost containment on insurance programs.

1. Consultant/Broker to evaluate the onsite clinic and assist with the RFP process as needed including review of the proposer's responses and make a recommendation to the City regarding the cost saving and creative funding options submitted.
2. Consultant/Broker to evaluate and participate in the quarterly and annual review with the onsite management firm making recommendations in the programs, as necessary.

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3. Consultant/Broker to provide additional reporting or analysis as the Consultant/Broker and/or City deem necessary and beneficial to the City in making a sound and financial decision regarding the onsite clinic and its function.

END OF SECTION 3