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# REQUEST FOR PROPOSAL

For

## Health and Full Benefits Consulting Services

**City of Grand Haven and  
Ottawa County Central Dispatch Authority**  
519 Washington Ave  
Grand Haven, MI 49417

Unless otherwise noted, public openings will be on the date and time specified. Proposals will be open to public inspection after award(s).

Revisions to this proposal may be made by an official written amendment issued by Human Resources.

**ISSUE DATE: 2/22/2022**

**DUE DATE: 3/18/2022**

All proposals **must be received by the City of Grand Haven** at:

City of Grand Haven  
ATTN: Human Resources  
519 Washington Ave  
Grand Haven, MI 49417  
Or HR@grandhaven.org

Proposal prices and terms shall be firm for ninety days from the date of proposal opening.

In signing this proposal, we also certify that we have not, either directly or indirectly, entered into any agreement or participated in any collusion or otherwise taken any action in restraint of free competition; that no attempt has been made to induce any other person or firm to submit or not to submit a proposal; that this proposal has been independently arrived at without collusion with any other proposer competitor or potential competitor; that this proposal has not been knowingly disclosed prior to the opening of proposals to any other proposer or competitor; that the above statement is accurate under penalty of perjury.

The undersigned, submitting this proposal, hereby agrees with all the terms, conditions, and specifications required by the City of Grand Haven and Ottawa County Central Dispatch Authority in this Request for Proposal, and declares that the attached proposal and pricing are in conformity therewith.

SIGNATURE: \_\_\_\_\_ DATE \_\_\_\_\_

TYPE OR PRINT NAME: \_\_\_\_\_

TITLE: \_\_\_\_\_ TELEPHONE NUMBER: (\_\_\_\_\_) \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

## GENERAL INFORMATION

### 1.1 Introduction and Background

The purpose of this document is to provide interested parties with information to enable them to prepare and submit a proposal for regular health and full benefits consulting services. As this is a proposal and NOT a bid, the only information available at the opening will be the name of the vendors responding.

The Grand Haven area and Northern Ottawa County is one of the most historically significant areas in the state of Michigan, with its history dating back over 300 years. This lakeshore town has a 1.5 mile boardwalk that spans from downtown Grand Haven to Lake Michigan. The City has a population of 11,000, giving the city a small town feeling while still giving residents and visitors plenty to explore and experience.

Each year this area welcomes hundreds of thousands of visitors to its vacation playground. Grand Haven boasts the name “Coast Guard City, USA” as it hosts an annual Coast Guard Festival that attracts 580,000 people each year. The convenient location and never-too-warm summer climate have made it a mecca for sportsmen and vacationers. Even though the area comes alive in the summer, there is plenty to do in the fall, winter, and spring through the thousands of acres of parks, including downhill skiing at Mulligan’s Hollow. Grand Haven is truly a pleasant place in which to live and visit.

The City has eight departments, which are City Council, City Manager’s Office, Finance, Department of Public Works, Department of Public Safety, Community Development, Airport, and City Clerk. There are also several affiliates, such as the Sewer Authority, Main Street, Northwest Ottawa Water System, and others. We have around 200 employees that are resident and visitor-orientated and provide the best service possible. The city has an operating budget of \$47 million.

The City provides contracted human resources and financial services to Ottawa County Central Dispatch Authority (OCCDA). This RFP is combined for the City and OCCDA for administrative ease, but the selected vendor will contract with each individually.

OCCDA is committed to providing one point of contact for all emergency situations in Ottawa County. OCCDA is staffed 24 hours a day with Communication Specialists and Supervisors to ensure that calls are handled with urgency, and ensure the proper agency responds as quickly as possible. The staff is comprised of employees committed to serving the public during times of crisis, with courtesy and professionalism. Employees are trained and certified to provide pre-arrival first aid instructions over the phone as needed until help arrives on the scene. OCCDA provides emergency communication for all Police, Fire, and EMS agencies in Ottawa County.

The City is currently self-insured for medical and prescription. Dental insurance was self-insured until 2022, when the City moved to a fully-insured plan. Other fully-insured benefits include disability (STD/LTD), group life & AD&D insurance, and voluntary life insurance. The current

TPA is BCBSM for medical/RX and The Standard for dental insurance. New York Life provides life and disability insurance.

OCCDA is a small-group employer and have fully-insured medical, dental, vision, life, and disability plans. BCBSM provides medical, Rx, dental, and vision insurance. There are two plans: a Simply Blue HSA Plan and a HMO Plan. Life and disability insurance is provided by New York Life/CIGNA.

The City and OCCDA is currently working under a broker relationship and desires to transition to a consulting relationship. The current vendor provided benefit administration and claims assistance for the City's offerings.

The benefit programs currently operates on a January 1 renewal cycle. Open enrollment for employee health plans begins each year in the month of November. The selected consultant will work closely with us on all plan offerings, for both the City and OCCDA. Only one vendor will be selected. The City's fiscal year starts July 1, different than the benefit year. OCCDA's fiscal year and benefit year are the same on a calendar year basis.

City of Grand Haven- large group employer

Benefitted employees: 110

Active employee lives covered: 282

Retiree plan lives covered: 67

OCCDA- small group employer

Benefitted employees: 42

Lives covered: 93

Retiree plan lives covered: no retiree health insurance

## 1.2 Scope of the Project

The City of Grand Haven and OCCDA is looking to partner with a consulting firm to assist City/OCCDA staff with strategic planning, plan management, vendor renewals and procurement, financial management and budgeting, compliance, and benefit delivery provided to active and retired employees.

The selected firm shall assist the City/OCCDA in the overall administration and maintenance of the health, Rx, dental, vision, life/AD&D, FSA, COBRA, and disability programs. The firm must have the relevant professional qualifications and resources available to assist in evaluating current practices and plans, to develop recommendations to enhance the benefit programs and to improve access to benefits while containing costs.

The selected consulting firm will provide consistent, accurate, and timely client services. Key services over the next 12 months include:

1. Strategic Planning
2. Utilization Reporting
3. Vendor Management
4. Communications Support
5. Compliance

Specific projects that fit within each of these areas that the City of Grand Haven/OCCDA has a desire to address over the next 12 – 36 months include:

1. Plan Design – work with the staff to develop a long term vision for the benefits we provide to our employees. Suggest plan modifications, design changes, or new programs to lower the overall plan costs. Working with staff to provide analysis of proposals submitted to the City of Grand Haven/OCCDA to recommend the appropriate courses of action long term.
2. Affordable Care Act – work with the City/OCCDA to maintain continued compliance with health care reform and other requirements we must be aware of.
3. Renewal Process – guide the City/OCCDA staff in a collaborative manner to create a seamless renewal process annually.
4. Bid Process – help to develop and manage any bid process that we would collectively decide to move forward with.
5. Education – put together annual plans for improving education of staff about our benefit plans and how to better utilize them.
6. Wellness – guide staff on the development of a wellness plan to create an effective and measurable wellness program for all staff.
7. Illustrative Rate and Budgeting – working with City staff to develop an illustrative rate and recommend premium increases on an annual basis.

This list is not intended to be all inclusive and the City of Grand Haven/OCCDA also understands that the delivery of all of these items might not be possible within the time outlined.

### 1.3 Request for Proposal Process

This document is a Request for Proposal. It differs from a Request for Bid in that the City of Grand Haven & OCCDA is seeking a solution as described herein, **not a bid** meeting firm specifications for the lowest price. As defined in the American Bar Association Model Procurement Code, Competitive Sealed Proposals will be evaluated based upon criteria formulated around the most important features of a product or service, of which quality, testing, references, and availability or capability, may be overriding factors, and price may not be determinative in the issuance of a contract or award. The proposal evaluation criteria should be viewed as standards, which measure how well a vendor's approach, meets the desired requirements and needs of the City of Grand Haven & OCCDA.

1.4 This Request for Proposal is issued by City of Grand Haven, Human Resources, which is the sole point of contact for the City of Grand Haven & OCCDA during the selection process. The person responsible for managing the procurement process is Zac VanOsdol, Human Resources Manager.

The contract resulting from this RFP will be administered by City of Grand Haven and OCCDA separately.

1.5 The following definitions are used throughout the RFP:

**City means** The City of Grand Haven;

**OCCDA means** Ottawa County Central Dispatch Authority

**Proposer / Vendor means** a firm submitting a proposal in response to this RFP;

**Contractor means** proposer/vendor awarded the contract;

**RFP means** Request for Proposal;

### 1.6 Clarification and/or Revisions to the Specifications and Requirements

Any questions concerning this RFP must be submitted in writing by mail or e-mail (preferred) on or before the due date to:

City of Grand Haven  
Attn: Human Resources  
519 Washington Avenue  
Grand Haven, MI 494117

E-MAIL: [HR@grandhaven.org](mailto:HR@grandhaven.org)  
PHONE: 616-847-4887

Vendors are expected to raise any questions, exceptions, or additions they have concerning the RFP document by the deadline provided in section 1.8. If a vendor discovers any significant

ambiguity, error, conflict, discrepancy, omission, or other deficiency in this RFP, the vendor should immediately notify the above named individual of such error and request modification or clarification of the RFP document.

In the event that it becomes necessary to provide additional clarifying data or information, or to revise any part of this RFP, revisions/amendments and/or supplements will be provided to all recipients of this initial RFP.

Each proposal shall stipulate that it is predicated upon the terms and conditions of this RFP only and any supplements or revisions thereof.

1.7 Reasonable Accommodations

The City of Grand Haven & OCCDA will provide reasonable accommodations, including the provision of informational material in an alternative format, for qualified individuals with disabilities upon request. If you need accommodations at a proposal opening, contact Human Resources at 616-847-4887.

1.8 Calendar of Events

Listed below are specific and estimated dates and times of actions related to this Request for Proposal (RFP). The actions with specific dates must be completed as indicated unless otherwise changed by the City of Grand Haven & OCCDA. In the event that the City of Grand Haven & OCCDA finds it necessary to change any of the specific dates and times in the calendar of events listed below, it will do so at our discretion. There may or may not be a formal notification issued for changes in the estimated dates and times.

<b>DATE</b>	<b>EVENT</b>
March 11, 2022	Deadline for Questions to be submitted
March 18, 2022	Due date for proposals
March 28, 2022	Interviews held this week
April 15, 2022	Official selection of consulting firm

1.9 Contract Term and Funding

The contracts shall be effective on the date of the contract execution date and shall run for a period of 3 years with the option of an extension.

2.0 Proprietary Information

All restrictions on the use of data contained within a proposal and all confidential information must be clearly stated on the attached “Designation of Confidential and Proprietary Information”

form. Proprietary information submitted in a proposal, or in response to the RFP, will be handled in accordance with the applicable Michigan State Statute(s).

To the extent permitted by law, it is the intention of the City of Grand Haven & OCCDA to withhold the contents of the proposal from public view until such times as competitive or bargaining reasons no longer require non-disclosure, in the opinion of the City of Grand Haven & OCCDA. At that time, all proposals will be available for review in accordance with the Michigan Freedom of Information Act.

## 2.1 Incurring Costs

The City of Grand Haven & OCCDA is not liable for any cost incurred by proposers in replying to this RFP.

## 2.2 Submitting the Proposal

Proposers must submit their proposal by 5:00PM on March 18, 2022

## 3.1 Right to Reject Proposals and Negotiate Contract Terms

The City of Grand Haven & OCCDA reserves the right to reject any or all proposals. The City of Grand Haven & OCCDA further reserves the right to negotiate the terms of the contract, including the award amount and routes, with the selected proposer(s) prior to entering into a contract. If contract negotiations cannot be concluded successfully with the highest scoring proposer, the City of Grand Haven & OCCDA may negotiate a contract with the next highest scoring proposer.

## 3.2 Award and Final Offers

Firms must be prepared to have the City of Grand Haven & OCCDA accept in whole or in part the proposal outlined. A final award notification to the selected firm after the official selection date.

## 3.3 Notification of Intent to Award

As a courtesy, the City of Grand Haven & OCCDA may send a notification of award memo to firms not being selected at the time of the award.

The firm agrees that the staff of City of Grand Haven & OCCDA are the most important resource we have. To that end, they agree to provide information in a manner that is understandable and in the best interest of the employees of the City of Grand Haven & OCCDA.

#### 4.1 Pricing of Proposals

The pricing proposal for the work outlined in Section 1.2 is at the discretion of the firm responding. The City & OCCDA would like to see proposals that at a minimum provide flexibility moving forward. Options are:

Per Employee Per Month (PEPM)

Fixed Fee Per Month

The City & OCCDA are not interested in a fully commission-based broker or consultant. Please include any proposed fee schedules.

#### 4.2 Fixed Price Period

All prices, costs, and conditions outlined in the proposal shall remain fixed and valid for acceptance for 90 days starting on the due date for proposals.

#### 4.3 Insurance

The City of Grand Haven & OCCDA reserves the right to require a certificate of insurance for the required coverage. The City of Grand Haven & OCCDA also maintains the right to require the firm to list the City of Grand Haven & OCCDA as an additionally insured if that is deemed necessary.

#### 5.1 Hold Harmless

In submitting a proposal, firm understands that the City of Grand Haven & OCCDA and its representatives will determine which proposals are accepted. Firm waives any right to claim damages of any nature, whatsoever, based on the selection process, and any communications associated with the selection of the successful firm. All completed proposals and supporting documentation submitted shall be the property of City of Grand Haven & OCCDA.

#### 5.2 Default

In the event the firm fails to comply with any or all the terms of the contract or related issues in the sole opinion of the City of Grand Haven & OCCDA shall notify the same, in writing, of such breach, and the firm shall remedy such breach within ten (10) business days of receipt of such notice to the satisfaction of the City of Grand Haven & OCCDA. The City of Grand Haven & OCCDA may terminate the contract in whole or in part where the carrier fails to remedy a breach of contract, in addition to any other remedy including other legal or equitable remedies for the breach of contract. The firm agrees to reimburse the City of Grand Haven & OCCDA for any and all costs that result from breach of the contract by the carrier.

### 5.3 Financial Information

Award winning firm(s) may be asked to provide financial information which will demonstrate to the City of Grand Haven & OCCDA's satisfaction that the firm(s) will be able to provide the services proposed (audited financial statements). Inquiries will be made and any vendor having an outstanding judgment or any attachment or execution against any of its property for an amount in excess of \$25,000 may be disqualified if it is determined that because of such judgment or attachment, etc. that the firm will be incapable of providing the services required by the RFP.

### 5.4 Invoices

All invoices shall be sent electronically to the City of Grand Haven's Finance Department. Invoicing will be accepted at the completion of each month. Successful vendors will receive e-mail addresses as where to send their invoices.

### 5.5 Conflict of Interest

By responding to this RFP, a potential firm is certifying that no relationship exists between the potential firm and the City of Grand Haven & OCCDA that interferes with fair competition or is a conflict of interest, and no relationship exists between the firm and another person or organization that constitutes a conflict of interest with respect to a City of Grand Haven & OCCDA contract.

Firms shall agree as part of the contract for services that during performance of the contract, the firm will neither provide contractual services nor enter into any agreement to provide services to a person or organization that is regulated or funded by the City of Grand Haven & OCCDA or has interests that are adverse to the City of Grand Haven & OCCDA.

Firms shall agree in whole that while engaged and under contract with the City of Grand Haven & OCCDA, the firm will at no time receive compensation from any party other than the City of Grand Haven & OCCDA for work being performed in relation to the City of Grand Haven & OCCDA.

### 5.6 Independent Capacity of Firm

The parties agree hereto that the firm, its officers, agents, and employees, in the performance of this agreement shall act in the capacity of an independent firm and not as an officer, employee, or agent of the City of Grand Haven & OCCDA. The firm agrees to take such steps as necessary to ensure that each subcontractor will be deemed to be an independent contractor and will not be considered or permitted to be an agent, servant, joint venturer, or partner of the City of Grand Haven & OCCDA.

## 5.7 Termination of Contract

5.7.1 In the event the City of Grand Haven & OCCDA breaches any of its material obligations in this Contract and fails to remedy such breach within ten (10) business days after receiving written notice of such breach, then at its option and not as its sole remedy, firm may terminate this Contract and the City of Grand Haven & OCCDA shall pay to Firm any earned portion of this compensation that is due and owing pursuant to the terms of this Contract.

5.7.2 Notwithstanding the other provisions of this Contract, if any federal, state or local law, rule, regulation or order or City of Grand Haven or OCCDA policy which prohibits, restricts, or in any other manner materially interferes with the provision of services as contemplated hereunder is enacted at any time during the term of this Contract, then at its option and as its sole remedy, Firm may terminate this Contract and the City of Grand Haven & OCCDA shall pay to Firm any earned portion of the compensation that is due and owing under the terms of this Contract.

5.7.3 If for any reason the City & OCCDA deems the services being provided to no longer be necessary or intends to move into a different relationship, the City & OCCDA may terminate with 30 days written notice.

**VENDOR INFORMATION**

**1. Proposing Company Name** \_\_\_\_\_

Telephone \_\_\_\_\_ Toll Free Telephone \_\_\_\_\_ Fax \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Federal Employee Identification Number (FEIN): \_\_\_\_\_

**2. Contact Person in the event there are questions about your proposal**

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Telephone: \_\_\_\_\_ Toll Free Telephone: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

# Health and Full Benefits Consulting Services Request for Proposal Questionnaire

## GENERAL INFORMATION

- 1) Provide the history of your firm, particularly your employee benefits division.
- 2) How many employees are there in your company?
- 3) Who would be working directly with the City of Grand Haven/OCCDA on administrative issues, questions or problem solving? Please provide the roles and qualifications of each person.
- 4) Provide a count of your existing public sector clients categorized by large, medium or small groups.
- 5) How many of your clients do you currently work with on a **broker** basis? How many of your clients do you currently work with on a **consultant** basis?
- 6) Describe the form of professional liability or errors and omissions insurance carried by your company and the amount of coverage.

## ACCOUNT SERVICES

- 1) What is your process for ensuring customer satisfaction?
- 2) Do you provide employee communication services for your clients' employees? If so, please provide a general description of your capabilities. Please provide a sample of employee communication materials that you have distributed to other clients.
- 3) How can you assist in facilitating employee meetings?
- 4) Do you help facilitate annual open enrollments?
- 5) Does your company provide claims advocacy services or other direct employee support?

## DATA ANALYSIS

- 1) What resources do you use to analyze medical and pharmacy claims?
- 2) Do clients have access to the data for ad hoc queries?
- 3) Will your organization complete a provider analysis of physicians, clinics and hospitals that treat our plan participants?
- 4) Will your organization provide a wellness and preventive health analysis of our employees and claims experience?

- 5) For any of the above questions that you answered yes, please provide us a sample report that you have prepared for another client.
- 6) What is the cost of customization for ad hoc reports?

#### **STRATEGIC PLANNING/VENDOR SELECTION**

- 1) What resources do you have available to help us manage our benefits and outline a benefits strategy consistent with current and future business plans?
- 2) How will you help us with the competitive marketing and placement of our plans, including development of marketing specifications, identification of market conditions, evaluation of proposals, negotiations and placement of insurance contracts for annual renewals?
- 3) How is the “re-bidding” process handled?
- 4) How are plan design changes handled?
- 5) Furnish a list of insurance companies, third party administrators, and other providers for which the consultant is an authorized agent or broker.
- 6) What sort of benchmarking data can you provide?
- 7) Please attach a sample renewal presentation or an actual presentation with identifying/protected information removed.

#### **COST PROJECTIONS/ONGOING REVIEW**

- 1) How can you help us develop cost projections tied to our fiscal goals?
- 2) How would you help us set an illustrative premium rate, being self-funded?
- 3) How will you help with the management of insurance, including: monthly (or quarterly) supervision and/or preparation of claims activity reports from carriers; executive summary reports; underwriting analysis for annual renewals; annual financial projections for budgeting purposes; and alternative funding analyses?

#### **PLAN ADMINISTRATION AND LEGISLATIVE COMPLIANCE**

- 1) Do you have an in-house benefits attorney? If yes, please provide his or her credentials and the number of years he or she has provided counsel on benefits issues. If no, do you use an external benefits attorney? Which firm do you use?
- 2) Will your firm notify us of changes in federal and/or local laws that would affect us?

## WELLNESS PROGRAMS

- 1) What tools can you provide City of Grand Haven & OCCDA to help implement/continue our wellness program?
- 2) Can you provide examples of low-cost wellness tools?
- 3) How can you help evaluate and refine our wellness program over time?
- 4) What is your process for measuring the success or failure of a wellness program?

## FEES

- 1) Describe your proposed form of compensation (e.g., flat fee, PMPM, fee-for-service). If you are proposing a fee, please include your fee schedule/hourly rates. If the fee schedule is different for the City of Grand Haven and OCCDA, please provide both.
- 2) If you charge fees for consulting and employee communication, please indicate the basis of your charges (hourly, by project, etc.) and what typical charges might be. If the fee schedule is different for the City of Grand Haven and OCCDA, please provide both.

## REFERENCES/OTHER

- 1) Please provide references that include name, address, phone number and length of time associated with your organization. Indicate whether your firm's role was as a **broker, consultant** or **both**. Please provide a minimum of four references, including at least one that is a previous client. If available, please provide a reference for a local government that is self-funded.
- 2) Describe any other facets of your organization and your firm's experience that are relevant to this proposal which have not been previously described and that you feel warrant consideration.