

**Columbus Consolidated Government
Council Meeting Agenda Item**

TO:	Mayor and Councilors
AGENDA SUBJECT:	Third-Party Administration Services for the Community Care Program Serving Medically Underserved Persons in Muscogee County – RFP No. 26-0023
INITIATED BY:	Finance Department

It is requested that Council authorize the execution of an annual contract with Benefit Source, Inc., d/b/a BSi Companies (Greenville, SC) for Third-Party Administration Services for the Community Care Program Serving Medically Underserved Persons in Muscogee County.

The selected TPA provider will be responsible for processing healthcare claims submitted by contracted providers delivering medical, pharmaceutical, and mental health services through the program.

Administrative responsibilities may include, but are not limited to:

- Receipt and processing of provider claims
- Verification of participant eligibility
- Maintenance of documentation related to claims activity
- Support for provider inquiries and reporting

Medically underserved persons are defined as residents of Muscogee County who are not covered under a private or governmental insurance plan and meet the income requirements of the Community Care Program. The income requirements are defined as having a total yearly income below 125% of the poverty income guidelines for family units in the United States, as set by the U.S. Department of Health and Human Services.

The funding for these services is provided by property taxes levied for this specific purpose to ensure that all residents of Columbus, GA have access to quality health care. Providing quality health care improves the quality of life for all residents.

Annual Contract History:

This is a new annual contract.

RFP Advertisement and Receipt of Proposals:

RFP Specifications were posted on the web pages of the Purchasing Division, the Georgia Procurement Registry, and DemandStar on January 20, 2026. This RFP has been advertised, opened and evaluated. Three (3) proposals were received on February 27, 2026.

The responding vendors were:

Benefit Source, Inc., d/b/a BSi Companies (Greenville, SC)
Crowned Allegiance, Inc. (Atlanta, GA)
K2 Lynx (Atlanta, GA)

The following events took place after receipt of the proposals:

RFP MEETINGS/EVENTS		
Description	Date	Agenda/Action
Pre-Evaluation	03/12/26	The Purchasing Manager advised evaluation committee members of the RFP rules and process. The proposals were distributed to the committee.
1 st Evaluation	04/06/26	The Evaluation Committee discussed each proposal and determined no clarifications were required.
Evaluation Forms Sent	04/06/26	Evaluation forms forwarded to voting committee members.
Evaluation Forms Returned	04/24/26	Completed set of evaluation forms were received from voting committee members.
Evaluation Results	05/05/26	Evaluation results were forwarded to the Committee for review. The Committee unanimously voted to request a presentation from the highest-scoring vendor, BSi Companies.
Presentation Requested	05/07/26	BSi Companies were requested to provide a presentation of their proposal and demonstration of the software they use for providing services.
Vendor Presentation	05/13/26	The Evaluation Committee met with BSi Companies via Teams to view the vendor's presentation and ask questions.
Ballots Sent	05/14/26	A ballot was forwarded to the voting Committee members to vote for award recommendation of the contract.
Ballots Received	05/18/26	The final ballot was received. The Voting Committee members unanimously voted to recommend award the contract to BSi Companies.

Evaluation Committee:

The proposals were reviewed by the Evaluation Committee, which consisted of one (1) voting member from the City Manager's Office, one (1) voting member from the Human Resources Department, one (1) voting member from the Community Reinvestment Department, one (1) voting member from the Finance Department and one (1) voting member from Valley Healthcare. One (1) representative from the City Manager's Office, one (1) representative from the City Attorney's Office and one (1) representative from Finance Department served as non-voting advisors.

Award Recommendation:

The Evaluation Committee unanimously recommends award of the contract to BSi Companies (Greenville, SC), the highest scoring vendor, as reflected by their comments provided below:

- BSi Companies demonstrated the strongest overall qualifications, with:
 - Extensive experience in TPA services
 - Proven claims administration systems
 - Structured and phased implementation plan
 - Strong compliance and audit controls
 - Low-risk, highly capable vendor ready for immediate deployment

- BSi was chosen based on their extensive experience and strong knowledge of claims management. Their expertise aligns closely with the goals and operational needs of the program, making them well positioned to provide effective administrative support. Additionally, the

vendor demonstrated they have the necessary resources, systems and tools to successfully support the Community Care Program through management of key administrative functions, timely and accurate claims processing, and on-going compliance with program requirements and regulations.

- Deep experience administering healthcare benefits for medically underserved populations, including programs serving disabled adults with complex access and care coordination needs. Understanding of the structural barriers common in underserved populations. Real time eligibility verification, rules-based processing with experienced claims examiner oversight for complex cases. In-house database for tracking eligibility and enrollment that prioritizes data security, integrity, controlled access, and reliable availability

Vendor Experience/Qualifications:

- BSi Companies is a proud veteran-owned, family-owned business founded in 1973 and now led by second-generation ownership.
- The vendor brings deep experience administering healthcare benefits nationwide for medically underserved populations, including programs serving disabled adults with complex access and care coordination needs. Their organization is comprised of thirty-four members whose average industry experience exceeds thirty years.
- BSi Companies is registered and authorized as a Third-Party Administrator in the State of Georgia and has maintained this status for five years.

Client Work History:

- Chimes District of Columbia, Inc. January 2024 – December 2027
4815 Seton Drive, Baltimore, MD 21215
TPA Agreement – BSi administers and adjudicates claims across more than 70 distinct medical plan designs serving disabled adults. Management of medical, dental, vision, pharmacy, disability and mental health claims.
- United Government Security Officers of America (UGSOA) April 2018 – December 2026
710 North 20th Street, 2nd Floor, Birmingham, AL 35203
TPA & Trust Agreement – TPA services for four core medical plan platforms encompassing more than 25 employer groups. Management of medical, dental, vision, pharmacy, disability and ancillary benefits. Full claims adjudication and payment in accordance with plan documents. Administration of Plan Associated Irrevocable Trust funds.
- Power Works Industries, Inc. January 2025 – December 2026
2601 Cross Country Drive, Bldg A, Columbus, GA 31906
TPA & Trust Agreement – BSi administers and adjudicates claims across multiple plan designs serving disabled adults employed under federal contracts. Health reimbursement account (HRA) administration. Management of medical, dental, vision, pharmacy, disability and mental health claims.

The City's Procurement Ordinance Article 3-110, Competitive Sealed Proposals for the procurement of Equipment, Supplies and Professional Services, governs the RFP Process. During the RFP process, there is no formal opening due to the possibility of negotiated components of the proposal. In the event City Council does not approve the recommended offeror, no proposal responses or any negotiated components are made public until after the award of the contract. Therefore, the evaluation results and cost information has been submitted to the Mayor in a separate memo for informational purposes.

The recommended firm's cost proposal is within the Department's budget. Funds are budgeted each fiscal year for this on-going expense: Community Care Fund – Miscellaneous – Non-Categorical – Contractual Services ; 0204-590-3000-NCAT-6319.

A RESOLUTION

NO. _____

A RESOLUTION AUTHORIZING THE EXECUTION OF AN ANNUAL CONTRACT WITH BENEFIT SOURCE, INC., D/B/A BSI COMPANIES (GREENVILLE, SC) FOR THIRD-PARTY ADMINISTRATION SERVICES FOR THE COMMUNITY CARE PROGRAM SERVING MEDICALLY UNDERSERVED PERSONS IN MUSCOGEE COUNTY.

WHEREAS, an RFP was administered (RFP No. 26-0023) and three (3) proposals were received; and,

WHEREAS, the proposal submitted by Benefit Source, Inc., d/b/a BSi Companies met all proposal requirements and was evaluated most responsive to the RFP.

NOW, THEREFORE, THE COUNCIL OF COLUMBUS, GEORGIA, HEREBY RESOLVES AS FOLLOWS:

That the Mayor and/or his designee is hereby authorized to execute an annual contract with Benefit Source, Inc., d/b/a BSi Companies (Greenville, SC) for Third-Party Administration Services for the Community Care Program Serving Medically Underserved Persons in Muscogee County. The recommended firm’s cost proposal is within the Department’s budget. Funds are budgeted each fiscal year for this on-going expense: Community Care Fund – Miscellaneous – Non-Categorical – Contractual Services; 0204 – 590 – 3000 – NCAT - 6319.

Introduced at a regular meeting of the Council of Columbus, Georgia, held the ____ day of _____, 2026 and adopted at said meeting by the affirmative vote of _____ members of said Council.

- Councilor Allen voting _____
- Councilor Anker voting _____
- Councilor Chambers voting _____
- Councilor Cogle voting _____
- Councilor Crabb voting _____
- Councilor Davis voting _____
- Councilor Garrett voting _____
- Councilor Hickey voting _____
- Councilor Huff voting _____
- Councilor Tucker voting _____

Lindsey G. McLemore, Clerk of Council

B.H. “Skip” Henderson III, Mayor