



HUMAN RESOURCES

To: Mayor and Town Council

From: Tony Luton, Director of Human Resources

Through: Mario Canizares, Town Manager
Bob Scott, Deputy Town Manager

Re: RFP for ASO Medical, Pharmacy Benefits Manager, Life, Voluntary Life, AD&D, Short-Term Disability and Long-Term Disability

Town Council Meeting – September 16, 2025

Strategic Visioning Priority: 4. Provide Excellent Municipal Services

Agenda Item:

Consider and act upon awarding RFP No. 2025-16-A for ASO Medical, Pharmacy Benefits Manager, and Insurance Benefits to Lincoln for Life/AD&D coverage, Symetra Life for Short-Term & Long-Term Disability, UMR/OptumRx for Medical/Pharmacy and authorizing the Town Manager to execute all documents for the same.

Description of Agenda Item:

The Town requested proposals (RFP 2025-16-A) from qualified providers for ASO Medical, Pharmacy Benefits Manager, Life, Voluntary Life, AD&D, Short Term Disability and Long-Term Disability Benefits. The Town received five responses by the due date and time. Respondents were required to submit information, in order to facilitate evaluation based on the following criteria:

1. Scope of Services, Coverage, and Professional Competence;
2. Cost of Services, Network Discounts, and Rate Guarantees;
3. Reporting Capabilities and Financial Resources; and
4. Reference and Experience with Similar Clients, and Qualifications.

The evaluation committee was comprised of three staff members and representatives from the Town's benefits consultant, Holmes Murphy. The evaluation committee scored each submittal in accordance with the evaluation criteria as stated above. The RFP responses and the evaluation committee's recommendations were reviewed by the Council Finance Subcommittee on August 20, 2025. Based on the directions from the Council Subcommittee, Best and Final requests were sent to BlueCross Blue Shield of Texas, Atena, Cigna, and UMR. Based on these evaluations and the Best and Final Offers received, it is the recommendation of the Council Subcommittee to award the contract to Lincoln for Life/AD&D coverage, Symetra Life for Short-term & Long-term Disability, and UMR/OptumRx for Medical/Pharmacy, for an initial contract term of three years. Also attached is the analysis presented to the Subcommittee on August 20, 2025.

Budget Impact:

The Town's FY 2025-2026 Projected costs for medical claims and administrative services is included in the FY26 budget.

Legal Obligations and Review:

Terrence Welch of Brown & Hofmeister, L.L.P., has approved the standard Contract for Services as to form and legality.

Attached Documents:

1. Finance sub-Committee RFP Analysis Report

Town Staff Recommendation:

Town Staff recommends awarding RFP No. 2025-16-A to Lincoln for Life/AD&D coverage, Symetra Life for Short-Term & Long-Term Disability, UMR/OptumRx for Medical/Pharmacy and authorizing the Town Manager to execute all documents for the same.

Proposed Motion:

I move to award RFP No. 2025-16-A to Lincoln for Life/AD&D coverage, Symetra Life for Short-Term & Long-Term Disability, UMR/OptumRx for Medical/Pharmacy and authorize the Town Manager to execute all documents for the same.