



Our Mission...
*...to be responsible stewards of the public trust,
to strive for excellence in public service
and to enhance the quality of life for all.*

To: Chris Holsted, City Manager
From: Lety Yanez, HR Director
CC: Brent Parker, Assistant City Manager and Renae Ollie, Assistant City Manager
Date: 09/07/2021
Re: 2021 Health and Welfare Benefits RFP Recommendation

This memo will describe the process used in the selection of our recommendation to the 2021 Health and Welfare Benefits RFP that provides benefits to the City of Wylie employees.

Description of Services

The City was seeking proposals from qualified vendors to provide group benefits administration and insurance for medical, pharmacy, dental, Vision, Basic Life/AD&D, Voluntary Life/AD&D, Voluntary STD, LTD, FSA, COBRA management, Employee Assistance Plan (EAP), and retiree health benefits. Proposed coverage plans had to meet or exceed the City's current plans.

Bidders are encouraged to include unique cost-saving strategies with recommended options that will meet or exceed City's objectives:

- Eliminate service disruption and provide a seamless transition for employees
- Provide prompt reimbursement of services to providers
- Ensure the confidentiality of the program participants
- Reduce administrative burden to HR
- System flexibility with plan offerings
- Achieve improved health outcomes and health care utilization
- Continuously track and improve program performance
- Provide efficient health plan reporting

Request for Proposal (RFP)/Original Respondents

The RFP for these services was issued on May 25, 2021. The RFP notice was available on the City's purchasing website. Interested parties were asked to contact HUB International for additional documents.

All completed bids were due to the Purchasing Department on June 23, 2021.

The received responses for one or multiple benefits offerings from the following firms/carriers:

AETNA	Met Life
AFLAC	Mutual of Omaha
Alliance Work Partners	Ochs, Inc.
Alliance/Reliance	Surency Life & Health
Assured Benefits Administrators Inc.	Symetra Life Insurance Company

Avesis
Blue Cross-blue Shield Of Texas
CIGNA
Delta Dental Insurance Company
Dental Select
Equitable
Flexible Benefit Services
Hartford Life & Accident Ins.
Lincoln Financial Group

The Standard
TML Health
Trustmark Insurance Company
United Concordia Dental
United Health Group
UNUM Insurance
VSP Vision Care
WEX Health, Inc.

Evaluation Process

A. Evaluation Team

The evaluation team for proposals associated with these services included the HR Director and Analyst. Non-voting technical advisors to the evaluation team consisted of members of the City's benefits consulting firm, HUB International.

B. Evaluation Criteria

The Purchasing Division worked with the Human Resources Department to develop a set of evaluation criteria as follows:

- Company Profile (15%): Including professional and financial stability, relevant experience in providing similar plans; professional strength of dedicated account team and ease of communications; available technology including the extent of electronic capabilities such as electronic billing, electronic enrollment, websites (for employee and employer). A demonstrated willingness to contractually establish performance criteria.
- Overall Plan(s) Solution (20%): Comprehensiveness of services provided including innovative concepts; plan network capability including network size, the option of limited networks with demonstrable cost savings; employee accessibility (multiple platforms); review programs; statistical accuracy, quality, ease and availability of reporting; options for Wellness Programs and/or Incentive/"Credit" programs.
- Claims Processing (25%): Administrative flexibility to accurately, effectively, and efficiently administer the City's plan(s); ability to resolve issues in a timely manner (turn-around times); methodologies to reduce claim expenses; Availability of a qualified dedicated customer service unit with dedicated toll-free telephone assistance. Assignment of a dedicated representative to assist the City with plan and claim issues.
- Client History (5%): Demonstrated effectiveness of services provided, including client references
- Fee Structure/Cost (35%): Competitiveness and transparency of pricing including the overall cost of the plan and claims processing; firm price duration for the plan(s) proposed. Pricing for additional or optional services.

Award Recommendation:

Based on this information, the Human Resources office, working in conjunction with HUB International, Inc. recommends the following providers:

- Medical/Pharmacy/Dental - CIGNA Health and Life Insurance Company

- Basic and Voluntary Life/Basic Accidental Death and Dismemberment (AD&D) - Life Insurance Company of North America (LINA; a wholly owned subsidiary of New York Life Insurance Company)
- Long-Term Disability - Life Insurance Company of North America (LINA; a wholly owned subsidiary of New York Life Insurance Company)
- Employee Assistance Program - Workers Assistance Program, Inc. dba Alliance Work Partners
- Flexible Spending Account (FSA) Administration - Surency Life and Health Insurance Company
- Consolidated Omnibus Budget Reconciliation Act (COBRA) Administration - Surency Life and Health Insurance Company
- Voluntary Vision - Avesis
- Voluntary Short-Term Disability, Critical Care and Cancer Coverage - Continental American Insurance/AFLAC

Program	Award Recommendation	Estimated Expense FY 2021-2022	Estimated Cost Savings
Medical/Pharmacy/Dental	Cigna	\$4,140,493.00	\$250,000
Basic and Voluntary Life; Basic Accidental Death & Dismemberment (AD&D)	New York Life Ins.	\$52,828.00	\$40,000
Long Term Disability	New York Life Ins.	\$48,096.00	\$35,000
Employee Assistance Program (EAP)	Alliance Work Partners	\$6,792.00	no savings (\$600 more in annual costs)
Flexible Spending Acct (FSA) Administration	Surency Life & Health Ins.	\$5,688.00	\$2,500
COBRA	Surency Life & Health Ins.	\$2,700.00	\$300
Voluntary Vision	Avesis	\$17,347.00	no change
Voluntary Short-Term Disability, Critical Care and Cancer Coverage	AFLAC	\$0.00	varies, benefits are 100% employee-paid
		\$4,273,944.00	\$327,200

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