

**City of St. Louis  
Request for Proposals**

**Employee Benefits Consulting Services**

**I. Overview**

The City of St. Louis (“City”), acting by and through the Healthcare Committee (“Committee”), comprised of representatives of the Mayor, Comptroller, Board of Aldermen, Department of Personnel and Union representation, currently from Firefighters Local 73 and IUOE Local 148, requests Proposals from interested parties (hereafter referred to as (“Respondents”)) to provide employee benefits consulting services. The length of the agreement would be for a minimum of two (2) years.

The City offers a comprehensive package of healthcare benefits to its employees and retirees, excluding civilian and uniformed employees of the St. Louis Police Department. (NOTE: The City and the St. Louis Police Department may merge benefits during the period of this engagement.) The benefits include: medical, dental, life insurance, Employee Assistance and cancer/intensive care and short term disability benefits. Current providers are listed in Attachment A.

The City currently extends benefits to approximately 4,800 participants, excluding dependents. Medical insurance is provided on a fully insured basis through Anthem. Medical care delivery options consist of a Preferred Provider Organization (PPO) with two levels of service delivery. The City has self-insured prescription drug coverage with ExpressScripts, Inc. (ESI) and extends this coverage to the same participants in medical coverage. Retiree and dependent coverage, as well as all ancillary benefit coverage, is voluntary with the associated costs being assumed by the participant. Enrollment distribution is listed in Attachment B.

**II. Timetable**

Following is the timetable for the selection process.

August 31, 2012	Specifications released
September 14, 2012	Deadline for questions to City of St. Louis
September 21, 2012	Deadline for proposals to City of St. Louis

### **III. Objectives**

- A. To retain a consultant to provide advice and recommendations on healthcare benefit plan design.
- B. To retain a consultant to provide ongoing consulting services in all areas of employee benefits.
- C. To allow all qualified firms interested in providing consulting services an equal opportunity to do so.

### **IV. Scope Of Services and Specifications**

- A. Review and make recommendations regarding current healthcare plan design.
- B. Review and make recommendations regarding current healthcare provider network & discounts.
- C. Review and make recommendations regarding current pharmacy plan design, discounts and rebates.
- D. Provide ongoing assistance, as needed, with plan analysis and cost projections, renewal strategies, compliance issues, marketplace trends and new developments and strategic information on the industry.
- E. Preparation and/or review of a health care Request for Proposal (RFP) (if necessary).
  - 1. Assist the Healthcare Committee in the identification and selection of a provider based on the responses to the RFP, including proposal analysis and attendance at committee meetings.
  - 2. Negotiate agreement(s) with selected provider.
  - 3. Assist with the transition between providers.
- F. Provide ongoing assistance as needed with other City benefits programs. i.e. analysis, renewal or bidding strategies, compliance issues, marketplace trends and new developments on the industry.
- G. Provide assistance, if necessary, with the integration of the Police Department into the City's benefit programs.

## **V. Proposal Contents and Evaluation Criteria**

For those proposals deemed responsive, which determination shall be within the sole discretion of the City, the City will evaluate such proposals on, but not limited to, the following criteria:

1. Responses to the Questionnaire for Employee Benefits Consulting which is included as Attachment C.
2. The organization's specialized experience, qualifications and technical competence in the administration of similar consulting projects.
3. The organization's proximity and experience in the St. Louis metropolitan area in the provision and administration of similar consulting projects.
4. The names, qualifications and experience of individuals to be assigned to the project.
5. The fee or fees structure for the designated services.
6. The ability to provide innovative solutions in assisting the City address its' needs.
7. The capacity and capability of the firm to perform the work within the time limitations.
8. The organization's approach to the project and any unusual problems anticipated.
9. The organization's past record and performance of the firm with respect to schedule compliance, cost control and quality of work.
10. The availability of financial and operating resources as required to complete the work.
11. The degree to which the proposal addresses the proposal requirements.
12. M/WBE and/or DBE participation .
13. The ability of the organization to meet statutory or ordinance requirements.
14. Other items that arise as the result of the proposal or interview.

The City reserves the right to accept any of the proposals submitted, to reject any and all proposals submitted, and/or to modify or amend any proposal prior to acceptance,

and/or to proceed to effect any agreement otherwise as it may deem in the best interests of the City and its employees.

## **VI. Instructions**

*All companies submitting a proposal must provide the information requested. **Please respond in the same format as used in this request so that the review process may be streamlined.***

Sealed proposals shall be clearly identified as "**PROPOSAL FOR BENEFITS CONSULTING SERVICES**" and mailed or delivered to:

Mr. Richard R. Frank, Director  
Department of Personnel  
Suite 900  
1114 Market Street  
St. Louis, MO 63101

**Proposals will be accepted until 4:00 p.m. CST, Friday, September 21, 2012 at the address listed above.**

All inquiries must be submitted via e-mail and shall be directed to:

Karen Toal  
Benefits Manager  
Department of Personnel  
E-mail: [toalk@stlouis-mo.gov](mailto:toalk@stlouis-mo.gov)

no later than 3:00 p.m. CST, Friday, September 14, 2012. The City shall maintain a list of all entities requesting copies of the Request for Proposals and responses to any inquires or contacts will be made available via e-mail to all such entities.. No contact with any of the committee members is permitted.

- Interested parties are asked to be as complete as possible in their responses. Incomplete answers may necessitate inquires which will cause delays or may result in less than full consideration of a proposal or which may result in the rejection of a proposal.
- All who respond shall submit an original proposal plus ten (10) copies on standard 8-1/2" x 11" paper.
- All previously received proposals for this service shall be considered to have been rejected by the City. Anyone interested in providing the services requested must submit a new proposal in response to this RFP.

- The City of St. Louis may, at its option, conduct interviews with any or all entities after receipt of proposals.
- Your proposal must be signed by an officer of your company and indicate that such officer is authorized to commit on behalf of your firm.
- The City will not be responsible for any expenses incurred in the preparation of any proposal or presentation, including travel.
- The entity selected must obtain and maintain a valid City business license and be current in City earnings tax.
- All materials submitted in accordance with this RFP will become and shall remain the property of the City and will not be returned. All Proposals shall be considered public records, but may be deemed and treated as “closed” or “exempt” by the City, at the sole discretion of the City, pursuant to the City’s understanding and interpretation of the laws of the State of Missouri and of the ordinances of the City. All Proposal material may become open records. The City cannot guarantee confidentiality of any materials during the evaluation process or at any other time. Thus, Proposals and communications exchanged in response to this RFP should be assumed to be subject to public disclosure.
- Respondents will be notified if they have been selected for further consideration. The City reserves the right to interview, or call for a presentation from, any firm submitting a response. The City also reserves the right to discuss the Proposals with any or all respondents. Nothing in this RFP is intended to be, nor should anything herein be construed as, an offer of engagement. A selection or designation of a successful Respondent shall not be construed as an offer of engagement until and unless a contract is fully negotiated.
- Respondent(s) shall be required to comply with all ordinances of the City of St. Louis including Ordinance No. 65597, the St. Louis Living Wage Ordinance. This Ordinance can be found on the City’s website at <http://www.stlouis-mo.gov> – Government - - Policy Making - - Laws of the City. The Mayor of the City of St. Louis has issued Executive Order #28 regarding Minority and Women Business Enterprise. A copy may be obtained from the Office of the Register, Room 18 City Hall, St. Louis, MO. Proposals should discuss how you will comply with the provisions of said order.

# ATTACHMENT A

**CURRENT HEALTH, LIFE AND ANCILLIARY PROVIDERS**  
**FOR**  
**THE CITY OF ST. LOUIS**

AFLAC	Cancer/Intensive Care/Short Term Dis.
Anthem Blue Cross	Medical Insurance- Active & Retiree
Conseco	Cancer/Intensive Care/Short Term Dis.
Crown Optical	Vision – Discount Program
Dental Source	Dental HMO
Express Scripts, Inc.	Pharmacy Benefit Manager
Hyatt Legal	Legal Insurance
Minnesota Life	Basic and Optional Life Insurance
Minnesota Life	Accidental Death and Dismemberment
United Concordia	Dental PPO
United HealthCare(Med Comp)	Medicare Advantage Plan

# ATTACHMENT B

## CURRENT ENROLLMENT

AFLAC	1,784
Anthem	4,426 (Active employees) 26 (Retirees)
Conseco	468
Crown Optical	No enrollment – all employees can utilize
Dental Source	2,133
Express Scripts, Inc.	4,426
Hyatt Legal	627
Minnesota Life	4,718 (Basic Life) 1,344 (Optional Life) 2,294 (AD&D)
United Concordia	1,812
United HealthCare(Med Comp)	195 (Retirees)

# ATTACHMENT C

## CITY OF ST. LOUIS QUESTIONNAIRE FOR EMPLOYEE BENEFITS CONSULTING

To expedite the selection committee's review, please restate each question and furnish your response immediately following.

### I. Your Organization

- A. Please provide company's name and the address of the home office as well as the location of regional or local office responsible for the services proposed.
- B. Please provide a brief history of your organization including:
1. Date founded
  2. Current ownership
  3. Business partners & affiliates
  4. Changes of ownership or structure of your organization within the past five years
  5. Any pending agreements to merge or sell your organization.
- C. Outline the following regarding your organization:
- Guiding philosophies and core values
  - Specialties and areas of greatest expertise
  - Facilitation of ongoing training of your staff
  - Experience and history of working with public sector clients.
- D. Please disclose any real or perceived potential conflict of interest and certify that, if selected, your organization's retention shall not result in a conflict of interest with any party which may be affected under this agreement.
- E. Please certify that your organization agrees that if selected it would be prohibited from receiving any brokerage fees or any form of commission from those providers who might respond to a prospective health care RFP on behalf of the City or who might respond to any RFP on which you have provided consulting services to the City.

- F. If your company or any company(s) affiliated with your company has or recently (within the last 24 months) had a financial arrangement, including but not limited to a brokerage relationship with any health care benefit providers please disclose all such associations.
- G. Please provide proof of “errors and omissions” coverage.
- H. Please describe the individual(s) who would be assigned to the City of St. Louis account. At a minimum include, account manager, lead actuary, and any other individuals with whom the City would regularly be interacting. No changes in these personnel will be permitted without the approval of the City.
- Name, location, telephone number, email address and fax number.
- Background of each individual including titles, academic credentials, professional affiliates/certifications, relevant work experience and years of health care consulting experience.
  - The number and size of the clients who are assigned to these individuals.
- I. Please indicate the extent to which your firm anticipates that it would retain any third-party entities, including consulting firms, sub-contractors or other experts, to provide services to the City, and list such entities presently retained or under consideration, with a description of the qualifications, experience, and the role(s) in providing the services under this RFP. Please provide the name, address, and telephone number of any representatives who may be contacted by the City for each such third-party entity. Provide a brief description of minority and women representation in your firm and of your firm’s business experience with minority and women owned service subcontractors. This information should include both the entire firm and the local or regional office that will service this account.
- J. Have any of your Consulting Service contracts been terminated for cause? If so, by whom, when and under what circumstances?
- K. How do you distinguish your organization from your competitors in the area of health and employee benefit consulting? Why should the City of St. Louis choose you over your competitors?

### **III. Ongoing Support and Advice**

- A. Please describe in detail your firm's willingness and ability to provide each element of the scope of services sought in Section IV., Scope of Services and Specifications in the Request for Proposals, keeping Item G in mind
- B. Provide a brief description of how your firm would propose to provide any related services that you believe are an integral part of the overall scope of services that were not otherwise identified or addressed in Section IV or in your response to item A above.
- C. Please describe the work you have performed for a client for whom you advise on plan strategy matters, including cost projections and renewal strategies.
- D. Please describe the work you have performed for a client for whom you provide advice regarding compliance issues, marketplace trends and new developments and strategic information on the industry.
- E. Please describe any tools you have to assess vendor performance.
- F. Please describe tools and resources you have available to assess the cost/performance efficiency of health plans.
- G. Please describe any tools you have to compare the market competitiveness of health plans.
- H. Please describe any tools you have to model predicted future health care needs of a population and assist in proactively addressing the forecasted needs.
- I. Please describe any analysis you have performed on health and wellness activities as a health care cost containment strategy.
- J. Please provide a copy of the standard premium analysis you would perform for your health care clients.
- K. Please provide a copy of the standard actuarial funding analysis you would perform for your health care clients.
- L. Please provide an affirmative statement indicating your agreement to attend quarterly or as needed committee meetings.

#### **IV. Client References**

Please provide five references of organizations comparable to the City of St. Louis for whom you provide health care consultative services. It would be preferable to provide three government agencies. Confirm that the City of St. Louis may contact these clients for reference purposes. Please include:

- Company name
- Contact name, title and phone number
- Number of employees in the company
- Length of consulting relationship.

#### **V. Pricing**

- A. Please provide the cost for items A through G listed under Section IV., Scope of Services and Specifications in the Request for Proposals.
- B. Please provide hourly rates for anyone working on this account.
- C. Please provide both project and retainer fees for all items listed under Section IV, Scope of Services and Specifications in the Request for Proposals addressing the rationale for both, if different than A above.
- C. Please provide hourly rates for ongoing support and advice if cost is determined in a different manner than indicated in Item A above.
- D. For how many years would you guarantee the rates?
- E. Please identify the prices of any tools or resources identified in the above responses.
- F. Please describe any other pricing proposals you may have.

#### **VI. Additional Information**

- A. If you feel that the manner in which this RFP has been structured is faulty in any way or does not elicit a proposal which is in the best interests of the City, please explain what you feel are the deficiencies and how your proposal sought to convey the necessary information to correct said deficiencies.

B. Please provide any other information, concepts or ideas you feel the selection committee should consider in making its decision.

Having familiarized myself with the requirements for the City of St. Louis, I fully understand the amount and quality of service required and propose to furnish services as specified herein.

I certify that I am an officer of the entity and authorized to act on its behalf.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date