

Advance Child Care, Inc.
Request for Proposals
GROUP MAJOR MEDICAL INSURANCE BENEFITS

The intent of this RFP is to enter into a contract with a health insurance provider to provide group major medical insurance benefits to agency's qualified employees and their families.

Copies of the full RFP may be obtained online at www.advcc.org or directly from Advance Child Care, Inc., located at 523 West First Ave; Corsicana, Texas 75110

Agents, agencies, or trust representatives must provide one original copy of their proposal that meets all requirements of the RFP.

All responses to the RFP must be delivered to Advance Child Care, Inc at the address listed below and sent to the attention of Max Taylor - CEO, no later than **5 p.m. CST, on December 20, 2017** in order to be considered.

All responses to the RFP must be in sealed envelopes reflecting on the outside thereof, the responder's name, address, phone number and "**GROUP MAJOR MEDICAL INSURANCE BENEFITS**" marked on the envelope.

Address Proposals to:

Advance Child Care
Attention: Max Taylor
523 West First Ave.
Corsicana, TX 75110

The RFP review committee will make a recommendation to the CEO for review and approval. No direct on site presentations are expected to be made by any of the proposers, but finalist phone interviews may be conducted on **December 22, 2017** and thus, bidders must make themselves available for this date. All RFP's submitted will be available to the other proposers for review after the recommendation is made

Advance Child Care, Inc.
Request for Proposals
GROUP MAJOR MEDICAL INSURANCE BENEFITS

The purpose of this RFP is to obtain qualifications to enter into a contract to provide for group major medical benefits (health insurance) to qualified agency employees.

Advance Child Care, Inc. provides group major medical benefits to its qualified full time employees and their families. This agency pays varying percentages for its employees' premiums, with the remaining premium (and any premiums for spouses/domestic partners and/or dependents up through the age of 18 years) paid by the employee. The agency employs 10 full time employees eligible for group benefits on the first day of January, 2018. Eligible employees who have opted out of this plan (due to insurance under their spouse) are not part of the census but may be eligible to re-enroll at the beginning of each year during open enrollment, or at any time should they lose health insurance coverage elsewhere.

Proposals are expected from financially sound insurers, authorized to do business in the State of Texas.

Advance Child Care, Inc. shall retain the right to select a broker/agent that is responsive to the needs of the agency, its employees and their dependents. Health Insurance proposals must be valid from a January 1, 2018 effective date and valid for a minimum of one year through December 31, 2018.

Advance Child Care, Inc. has provided in Addendum A, an employee census containing gender, birthdates, zip codes, and current enrollment status of all employees and dependents this group major medical plan will cover.

A. SCOPE OF SERVICES

The scope of services may include but is not limited to the following:

Insurance coverage proposed shall be provided for employees, spouses/domestic partners of employees, employees and their dependent children, and family coverage all based on employee selection/designation. A summary of plan requirements is attached to this RFP.

1. The responder to this RFP will provide a breakdown for both "In-Network" and "Out-of-Network" benefits,
2. The responder to this RFP must provide agency a choice of up to twelve (12) plans for consideration, based on the following parameters:
 - All proposed plans must be PPO plans
 - In-network deductibles should provide a range between \$ 250 to \$ 6,000 annually
 - Agency must be allowed to select a maximum of three plans (dual option program)

- Plans must provide the following benefits:

Benefit Description

- Deductibles - Single and Family
- Coinsurance - % paid by plan
- Maximum of out-of-pocket expenses per calendar year
- Lifetime maximum

Inpatient Services

- Unlimited days of care in semi-private room
- Physician services
- Intensive care
- Ancillary services, lab tests, x-rays, anesthesia, medications
- Maternity care
- Newborn care

Outpatient Services

- Any physician office visit, diagnosis and treatment
- Lab & X-ray – Diagnostic
- Lab & X-ray – Preventive
- Lab & X-ray – Routine (mammograms, Pap Smear, PSA including screening and lab test, Colonoscopy)
- Colonoscopies – Diagnostic
- Advanced Imaging Procedures (e.g. MRI, CT, and PET scans)
- Physical exams and well-child care
- Immunizations/flu shots
- Covered surgical procedures
- Maternity care
- Gynecological exam (routine)
- Physical, Speech, or Occupational Therapy
- Outpatient facility fees
- Ambulance (medically necessary)

Emergency Room Services

- Emergency/urgent/acute care
- Non-emergency care

Other Services

- Home health/hospice care
- Skilled nursing facility
- Human tissue & organ transplants (limited transportation and lodging benefits available)
- Durable medical equipment
- Oral surgery (limited benefits)
- Routine eye exams
- Chiropractic care

Prescription Drugs

- Up to 30-day supply co-pay (Tier 1-Select Generic/Tier 1-Standard/Tier 2/Tier 3/Tier 4)
- Up to 31-90 day supply co-pay (Tier 1-Select Generic/Tier 1-Standard/Tier 2/Tier 3/Tier 4)

Mental Health Services/Substance Abuse Services

- All eligible inpatient and outpatient services

3. The responder to this RFP must provide a responsive billing or accounting process.
4. The responder to this RFP must indicate whether or not a “Wellness Plan” is offered as part of the health insurance benefit, to include:
 - a. A Wellness Incentive Grant
 - b. Employee Assistance Program Grants
 - c. On-site classes by qualified educators
 - d. Assistance with wellness program development
 - e. Ongoing resources (including meetings and conferences) for wellness coordinators
 - f. Classes for employees
 - g. Wellness quarterly newsletter
5. The responder to this RFP must submit a proposal that includes COBRA administration, to include COBRA eligibility notifications and tracking, and acceptance of COBRA payments and monitoring of payments.
6. The responder to this RFP shall provide current rates of insurance proposals to that of any insurance proposal offered for consideration. The rates shall be listed for the following coverage: Family (including domestic partner) – to include two adults with or without children; Adult with child(ren); and Single adult.
7. The responder to this RFP shall also provide the following:
 - a. References from Texas businesses or public entities to with whom the agent/ insurer currently does business.
 - b. Provide the average length of time it takes to process a claim.
 - c. Indicate whether or not the insurer offers any performance guarantees.
 - d. Indicate in what state the program is serviced, and whether or not a “live person” handles calls from clients.

If the responder to the RFP offers any other options other than what is listed herein, then the responder shall indicate in their proposal and explain in detail the additional services proposed.

B. INFORMATION

Questions should be directed to Max Taylor, CEO at (903) 872-5231 ext 303. Any changes to the specifications shall be in writing in the form of an amendment and published on our web site at www.advcc.org.

C. PAYMENT

It is normal and customary for Advance Child Care, Inc. to pay all invoices within 30 days on receipt. In response to this RFP all responders must clearly state the costs of insurance premiums proposed both on a monthly basis as well as an annual basis. Premiums shall be paid on a monthly basis within 15 days after the last day of each month. Any start-up fees required with a third party administrator must be clearly stated, and upon agreement of a signed contract will be paid within 30 days of contract award. Any funds required for either HSA or HRA will be discussed with the agent/agency to determine the best payment options and to determine requirements of the agency.

D. ADDITIONAL COST

All usual and customary costs incurred as a result of providing services mentioned throughout this RFP, to include providing plan information, assisting employees with insurance questions, any required printing, mailing, data programming or reprogramming, postage and postage changes, and providing all other customer service and information to the CEO, will be borne by the agent/agency and not subject to reimbursement by Advance Child Care, Inc. or the insured and their dependents.

E. TERM

Any contracts that result from the award of the items listed in this RFP shall be for a period of one year, renewable annually for four consecutive one year periods by agreement of both parties. In addition, any extended agreement will have an economic cost adjustment tied to Producer Price Index (PPI).

Should the agency desire not to renew the contract, a 30 day written notice to the agent/agency will be all that is required to terminate the agreement. A January 1, 2018 start date is likely, however, due to Texas Department of Agriculture approval requirements, the start date may be delayed.

F. RFP PROPOSAL REQUIREMENTS

Insurance agents at a minimum shall submit the following as a part of their proposal and in the order presented below:

1. **Letter of interest** stating the location and headquarters of the insurance agent's office to include a specific statement of the services the insurance company is proposed to provide.
2. **Business credentials** that provides a synopsis of the agent company's qualifications including capabilities of the agent; credentials of the insurance company's management team.
3. **List of previous or ongoing insurance contracts** that outline experience to perform services for a public sector employer required under the scope of services.

4. **Specific accomplishments** that will demonstrate the ability of the insurance company/insurance agent to provide services required under the scope of services.
5. **Response to the scope of services** that demonstrates and outlines how the insurance company/insurance agent would carry out the specific services required under the scope of services to include any enhancements that are not reflected in the scope of services. Services should include but not be limited to:
 - a. **Insurer qualifications**
 - 1) Proposals are expected from financially sound insurers, authorized to do business in the State of Texas. .
 - b. **Network**
 - 1) Provide descriptive materials of the plan(s) offered, listings of preferred providers (including hospitals, general practitioners and specialists).
 - 2) State when the last provider directory was published and how often it is revised.
 - 3) State how many primary care physicians are in the network and the percentage of primary physicians and the percentage of the other physicians who are not accepting new patients.
 - 4) Indicate what kinds of communications are provided by the network to the participating providers and how often they are informed of plan changes.
 - 5) State to what extent benefits are provided out of the local service area.
 - 6) State other plans/options network has for consideration.
 - c. **Cost containment**
 - 1) Describe the nature and special features of the plan offered.
 - 2) Indicate how benefits, deductible and co-payments are applied or recommended by the plan and any required or recommended penalties of non-use of preferred providers. Specifically address how laboratory work will be covered or not covered.
 - 3) Describe discounts and other pricing arrangements that the plan has negotiated with hospitals and physicians within the state of Texas.
 - d. **Stop-Loss/waiver of coinsurance**
 - 1) Managed care plans must indicate the maximum total out-of pocket costs per plan year per person and per family.
 - e. **COBRA and conversion benefits**
 - 1) In addition to providing mandated COBRA benefits, proposers shall make conversion benefits available to participants entitled to continue similar coverage, without evidence of insurability, as prescribed by law.
 - 2) Proposers must administer COBRA enrollments and assure compliance with COBRA law. State separately the cost, if any, for these services.
6. **Reference listing** of no fewer than four references of past experience that include at a minimum, a contact person, a company name, the services provided to that company and a phone number.

7. **Additional information and comments** by the insurance agent, at their discretion, that provides additional information deemed relevant to the evaluation of the proposal.
8. **Sample insurance benefits booklet and last provider directory** demonstrating the same level of quality and content being proposed for this RFP.
9. **Pricing** that includes all pricing for all services unless otherwise stated.
10. **Insurance agent / company statement of confidentiality of data** that states a commitment to keeping data and employee information confidential and specifically addresses what procedures will be used to ensure that data / information is kept confidential and secure.
11. **Expectations of finance resources** necessary to carry out the terms of the vendor's proposal.

G. NON-CONTACT

No communication seeking to in any way influence the outcome of the proposal evaluation is allowed between submitting vendors and agency employees and board members during the evaluation process. Failure to comply with this requirement will result in disqualification. All communication regarding the RFP shall be directed to Max Taylor, CEO, via e-mail: maxt@advcc.org.

H. SUBMISSION OF PROPOSALS

Interested vendors shall submit an original copy of their proposals to:

**Advance Child Care, Inc.
Attention Max Taylor - CEO
523 West First Ave
Corsicana, TX 75110**

Proposals must be received no later than **5 p.m. CST, December 20, 2017** in order to be considered. Proposals received after this deadline will not be accepted. Advance Child Care, Inc. will not take responsibility for mail service delivery failure.

I. EVALUATION AND SELECTION OF PROPOSALS

It is the intent of Advance Child Care, Inc. to select the bidder most qualified to provide the best value to this agency. Best value is based not only on cost, but also includes the ability to provide quality desired services and support.

The RFP review committee will evaluate all proposals received and:

1. Prepare an alphabetical listing of those vendors determined to be able to provide the services requested. Evaluate the proposals meeting minimum submission criteria based on:
 - a. Responsiveness of the proposal in clearly stating an understanding of the services to be provided to Advance Child Care, Inc., including demonstrating the requirements of the **A. Scope of Services** and **F. Proposal Requirements**.
 - b. Ability to design an insurance package to meet or exceed the requirements required by this agency.
 - c. Fixed pricing and costs, deductibles, out of pockets, coverage, limitation of coverage, and costs for all parties (insured and dependents) Although cost will be a major consideration in evaluating proposals, it will not be the only consideration.
 - d. Insurance agent / insurance company demonstrated ability to complete all requirements outlined in **A. Scope of Services** and **F. Proposal Requirements**.

- e. Ability to meet a January 1, 2018 effective date, or date thereafter, depending on successful Texas Department of Agriculture approval, good for a minimum of one year (through December 30, 2018).
 - f. Coverage: the amount and breadth of coverage and the extent of benefits, such as living death benefits, waiver of premium, deductibles, co-payments, co-insurance, restrictions, or exclusions.
 - g. Services: the capabilities and experience of proposers, the hospitals and the number of physicians under contract and the number that will accept new patients, and the proposer's claims processing standards.
 - h. Stability: financial stability of the insurer, self-insurance fund, or other provider coverage.
 - i. References.
2. Review of all proposals timely received will proceed as follows:
 - a. The RFP review committee will make a recommendation to the CEO for review and approval. No direct on site presentations are expected to be made by any of the proposers, but finalist phone interviews may be conducted on December 22, 2017 and thus, bidders must make themselves available for this date. All RFP's submitted will be available to the other proposers for review after the recommendation is made.
 3. Discussions with the apparent successful bidder will begin upon award of the bid by Advance Child Care.
 - a. Discussions will be held with the bidder deemed to offer the best all around proposal for health insurance benefits for agency employees.
 - b. If no tentative agreement can be reached with the apparent successful bidder, then negotiations will commence with the bidder whose proposal was the second most favorite, and continue in similar fashion until such time as a successful bidder can be established.
 4. Upon approval of the components of any contract that may result from the successful bid, execution shall be a formal written contract prior to enrolling employees into any new program.

J. CONFIDENTIALITY AND INDEMNIFICATION

1. The **SUCCESSFUL BIDDER** agrees to exercise caution and discretion in safeguarding customer information and data which is confidential in nature.
2. The **SUCCESSFUL BIDDER** will be liable for any willful and material disclosure of such information or data in addition to being subject to criminal prosecution for violation of any applicable state or federal laws.
3. To the fullest extent permitted by law, the **SUCCESSFUL BIDDER AND/OR ITS AGENTS** shall indemnify and hold harmless Advance Child Care, Inc, its officers and employees from liabilities, damages, losses, and costs including but not limited to reasonable attorney fees, to the extent caused by the negligence, recklessness, or intentional wrongful conduct of the **SUCCESSFUL BIDDER AND/OR ITS AGENTS** and other persons employed or utilized by the **SUCCESSFUL BIDDER AND/OR ITS AGENTS** in the performance of this agreement.

K. CONFLICT OF INTEREST

All respondents must disclose with their proposal the name of any agency board member or employee who is also a relative, or who might have a pecuniary interest in the proposals offered for consideration.

L. RIGHT TO REJECT

Any exceptions to the specifications of this request for proposal must be clearly stated in writing in the proposal. Advance Child Care, Inc. reserves the right to reject any or all bids, or to accept the bid that in the opinion of the CEO is in the best interest of the agency.

1. There is no obligation on the part of Advance Child Care, Inc. to award the proposal to the lowest vendor, and the agency reserves the right to award the proposal to the vendor submitting a responsive proposal with a resulting negotiated agreement which is most advantageous and in the best interest of the agency, and to reject any and all proposals, or to waive any irregularity or technicality in proposals received. The agency shall be the sole judge of the proposal and the resulting negotiated agreement that is in its best interest and its decision shall be final.
2. The agency reserves the right to waive any informality or reject any and all proposals, in whole or part, to this proposal and to accept the proposal that in its judgment will best serve the interest of Advance Child Care, Inc. and its employees.
3. Advance Child Care, Inc. specifically reserves the right to reject any conditional proposal and will normally reject those that made it impossible to determine the true amount of the proposal. Each item must be proposed separately and no attempt is to be made to tie any item or items to any other item or items.

M. DISQUALIFICATION OF VENDORS

Any of the following reasons may be considered as sufficient for the disqualification of a vendor and the rejection of his/her proposal or proposals:

1. Evidence that the vendor has a financial interest in the firm of another vendor for the same proposal.
2. Evidence of collusion among vendors. Participants in such collusion will receive no recognition as vendors for any future work of Advance Child Care, Inc. until such participant shall have been reinstated as a qualified vendor.
3. Default under previous contract.

CONFLICT OF INTEREST DISCLOSURE FORM

For purposes of determining any possible conflict of interest, all bidders/vendors/agents/agencies, must disclose if Advance Child Care, Inc., or its employee(s), are owners, corporate officers, employees, etc. of their business.

Indicate either "Yes" (if an agency employee is also associated with your business), or "No". If "Yes", give person(s) name(s) and position(s) with your business.

YES NO

NAME(S)	POSITION(S)

Bidder's Company Name

Authorized Signature

Physical Address of Company

Printed Name of Authorized Signature

Mailing Address of Company

Title of Authorized Signature

E-mail Address

Date

Phone Number

Fax Number

IDEMNIFICATION AND HOLD HARMLESS

To the fullest extent permitted by law, the Agent/Agency shall indemnify and hold harmless Advance Child Care, Inc, its officers and employees from liabilities, damages, losses, and costs including but not limited to reasonable attorney fees, to the extend caused by the negligence, recklessness, or intentional wrongful conduct of the Agent/Agency and other persons employed or utilized by the Agent/Agency in the performance of this Agreement.

Bidder's Company Name

Authorized Signature

Physical Address of Company

Printed Name of Authorized Signature

Mailing Address of Company

Title of Authorized Signature

E-mail Address

Date

Phone Number

Fax Number

ADDENDUM A
Employee Census

EMPLOYEE	GENDER	BIRTH DATE	ZIP CODE	ENROLLMENT STATUS
Employee 01	Male	12/02/1975	77379	Active Full Time - Eligible
Employee 02	Female	07/20/1979	77379	Active Full Time - Eligible
Child 01(employee)	Male	01/11/1999		Active Full Time - Eligible
Child 02	Female	10/02/2002		
Child 03	Female	08/10/2010		
Employee 03	Male	07/07/1955	75110	Active Full Time - Eligible
Employee 04	Female	07/19/1955	75110	Active Full Time - Eligible
Employee 05	Male	06/22/1979	75110	Active Full Time - Eligible
Employee 06	Female	10/05/1981	75110	Active Full Time - Eligible
Child 01	Female	12/07/2005	75110	
Child 02	Female	03/17/2010	75110	
Employee 07	Male	06/25/1967	75110	Active Full Time - Eligible
Employee 08	Female	07/17/1979	75110	Active Full Time - Eligible
Employee 09	Female	01/30/1963	78130	Active Full Time - Eligible