Cuyahoga Community College

Request for Proposal

Health Care Consultant

RFP Issued: 2/16/2015

Deadline for Submittal: 3/5/2015 by 3:00 p.m. EST
INTRODUCTION

MISSION, VISION, VALUES, AND HISTORY

Mission
The mission of the College is to provide high quality, accessible and affordable educational opportunities and services—including university transfer, technical and lifelong learning programs—that promote individual development and improve the overall quality of life in a multicultural community.

Vision
The vision of Cuyahoga Community College (Tri-C®) is that they will be recognized as an exemplary teaching and learning community that fosters service and student success. Cuyahoga Community College will be a valued resource and leader in academic quality, cultural enrichment, and economic development characterized by continuous improvement, innovation, and community responsiveness.

Values
To successfully fulfill the mission and vision, Cuyahoga Community College is consciously committed to diversity, integrity, academic excellence, and achievement of individual and institutional goals. We are dedicated to building trust, respect, and confidence among our colleagues, students, and the community.

History
Cuyahoga Community College was established in 1963, as Ohio’s first community college. It now serves more than 55,000 credit and non-credit students each year. Tri-C’s campuses in Parma, Highland Hills, Westlake, Brunswick and downtown Cleveland, and its Corporate College locations in Warrensville Heights and Westlake, provide state of the art facilities and equipment. The College also opened a Hospitality Management Center on Public Square in downtown Cleveland in 2010.

The College ranks 1st in Ohio and 45th in the nation in conferring associate degrees - all disciplines; a Workforce and Economic Development Division (WEDD) is located at the Unified Technologies Center adjacent to the Metro Campus; and the District Administration and Institutional Advancement Offices are located downtown.

Cuyahoga Community College, Ohio's largest community college, offers associate degrees, certificate programs and the first two years of a baccalaureate degree. Students can choose from nearly 1,000 credit courses in more than 70 career, certificate and university transfer programs. Approximately 80 off-campus credit courses are available at various locations near homes, work sites, on cable television, and via the Internet; and non-credit workforce and professional development courses are also offered.

Cuyahoga Community College offers a quality education and flexible learning options at the lowest tuition in Northeast Ohio. The College also generates spending of about $500 million annually in Northeast Ohio and sustains more than 25,000 jobs. In addition, more than 500,000 Northeast Ohio residents attend college-sponsored cultural, community and sports programs each year. The College is home to the Cuyahoga Community College JazzFest in Cleveland,
the nation’s premier educational jazz festival, and hosts popular cultural arts programs at Playhouse Square and at campus theaters.

More than 700,000 county residents have passed through Cuyahoga Community College’s doors, representing one in five county residents.

Specific information about Cuyahoga Community College can be obtained at www.tri-c.edu.

PROPOSAL INFORMATION
This Request for Proposal (RFP) is for consultative services and resources for Cuyahoga Community College’s health and welfare plans and for assistance in the continual development and refinement of our Total Rewards strategy.

The College’s current Total Rewards strategy is guided by our philosophy to attract, retain, and motivate a quality workforce in order to ensure that the overall mission of the College “to provide high quality, accessible and affordable educational opportunities and services — including university transfer, technical and lifelong learning programs — that promote individual development and improve the overall quality of life in a multicultural community” is achieved.

The goals of our program are to:
- Develop and maintain a program that ensures we are good stewards of the public’s resources
- Create an environment where employees feel that they are rewarded fairly for the scope of their responsibilities and tenure
- Complement an environment described as dynamic, progressive, diverse, established/secure, forward-looking and respectful
- Provide consistent and competitive but reasonable benefits to employees at all levels
- Develop and maintain consistent processes for determining benefits, including the establishment of Tri-C’s competitive marketplace and its desired positioning within that market
- Offer and maintain a financially sustainable, competitive program so that the College is able to attract, retain, and motivate high quality employees who will, in turn, help the College achieve its mission and vision

Our goal is to continue to apply the guiding principles of quality, choice, and cost to review the current healthcare plan design and to use those principles as the core values for future plans and revisions. In addition, the College has a strong employee wellness program that we would like to integrate into our overall health care benefits and health management strategy in order to reduce cost, increase employee health and increase the return on our investment for employee health.

The primary objective of the RFP is to attain a health management consultant who will commit to a 36 month partnership with the College in order to create an integrated health management strategy that is designed to manage health care costs and improve the overall health and productivity of employees. The College expects representatives from the consulting organization to participate fully in quarterly Healthcare Committee reviews, to provide useful
information which will assist the College in developing a health management strategy that meets the needs of its diverse workforce and to assist with legislative compliance including PPACA.

Late RFP’s will not be considered. In addition, you must complete the questionnaire(s) included in the last section of the RFP. **Please note any items that affect the financial consequences of your proposal in this section.**

In submitting a proposal or in its performance under an award by Tri-C, the successful Vendor / Firm warrants and represents that it is not suspended or debarred by the Federal Government or the State of Ohio.

- Vendors must notify Tri-C promptly of any ambiguity, inconsistency, or errors.
- Tri-C will not provide compensation for any expenses incurred by the Vendor for preparation of the proposal or for product or service demonstrations.
- Alterations, deviations, or modifications must be noted in the submittal package.
- Tri-C will not assume responsibility for errors or misinterpretations resulting from the use of incomplete documents.
- Tri-C may not consider proposals that require or request changes to the terms of this RFP.
- Proposals and any other information submitted in response to this proposal are the property of the Tri-C, and will not be returned.
- No conflicts of interest exist between the vendor/firm and Tri-C except as have been disclosed.

Tri-C is committed to diversity and to supporting Greater Cleveland’s economy. All vendors are encouraged to do business with Tri-C.

Tri-C reserves the right to reject any or all proposals received as a result of this RFP, waive any formalities or technicalities, or negotiate separately with any source and in any manner whatsoever.

Tri-C, an equal opportunity, affirmative action employer, is committed to attaining excellence through the recruitment and retention of a diverse workforce regardless of age, ancestry, color, disability, gender identity and expression, genetic information, military/veteran status, national origin, race, religion, gender, or sexual orientation.

Please take the following information into consideration as you formulate your proposal:
Questions and Proposal Submission

Proposals will be uploaded to the Tri-C eRFP link / site. Invitations will be sent via email for you to register as a supplier and then access the RFP and download the documents. When you are ready to submit your answers and documents you can then upload the documents back into the site. For questions or problems with the link/site call Donald Gasler at (216) 987-4715 or Cynthia Leitson at (216) 987-3510.

For technical questions on the RFP content, please contact Lillian Welch – Lillian.welch@tri-c.edu or (216) 987-4840.

Proposal must be submitted no later than Thursday, March 5th, 2015 at 3:00 pm. Late proposals will not be considered.

Confidentiality
This RFP is considered confidential information. This request should not be shared, in any way, with any party who is not directly involved in the underwriting, sales or service process. If it is determined that a breach of confidentiality has occurred, the party responsible will be automatically eliminated from the proposal process.

Compliance with the RFP
All responses are to be prepared according to the RFP. Any item(s) your company cannot accommodate are to be disclosed in writing. Alterations, deviations, or modifications must also be noted in the submittal package.

Effective Date
The effective date of the contract will be April 1, 2015.

General Information

Current Plans: 3 medical plans: 2 self-insured, 1 fully insured
Carve out prescription drug plan
Fully insured voluntary dental plan
Health Care and Dependent Care FSA
Life insurance-Minimum Premium Arrangement
Fully insured dependent life insurance
Self Insured Short Term Disability
Fully insured Long Term Disability
Critical Illness plan
Accident plan
Employee Assistance Program

Number of Benefit Eligible Full-Time Employees: 1,395

Fee Guarantee Period: Fee must be guaranteed for a minimum of 12 months. Favorable consideration will be given
to multi-year guarantees.

Commissions: All proposals should be net of commissions.

PROPOSAL SPECIFICATIONS

Scope

The College seeks up to a 36 month engagement where the consulting organization performs certain quarterly activities and partners with the College on tactical efforts. The College desires assistance with the following efforts from its consulting partner:

Initial Assessment

Analyze the College’s current healthcare program and provide a detailed assessment of plan design, utilization, plan costs, historical trends, competitive position, and future opportunities using the College’s philosophy as a reference point. The College’s goal is to apply the guiding principles of quality, choice, and cost in reviewing and recommending opportunities.

Quarterly Expectations

- Vendor Scorecard
  - Prepare a performance scorecard for each of CCC’s healthcare plan vendors and other health management vendors as applicable to an integrated health management strategy. The scorecard requires vendor input. It will be presented by the consultant to the health care committee. The report is used by the health care committee to evaluate costs, trends and utilization and to help highlight recommended plan changes.

- PPACA Reports
  - Utilizing data provided by the College, calculate the average hours worked for part time employees for use in projecting which employees may average more than 30 hours per week during the College’s measurement period.

Annual Expectations

- RFP
  - Develop, summarize and analyze RFP’s for medical, dental, stop loss, and life insurance as needed. Usually every three to five years the College performs a formal review of its vendors through an RFP process. The health care committee may be included in the RFP review process.

- Renewal Negotiations
  - Request and analyze renewal information for medical, dental, prescription drug plans and stop loss insurance. Negotiate rates and performance guarantees with vendors. Negotiate renewals and performance guarantees as needed for the life insurance and disability plans.

- Rate Development
Prepare actuarial cost projections for self-insured medical plans. Use projections to establish rates. Develop College and employee biweekly contributions along with COBRA rates.

- Compliance Testing
  - Perform required compliance testing of the following College plans
    - IRC Section 79 – group term life insurance (eligibility and benefits)
    - IRC Section 105(h) – self-funded plans (eligibility and benefits)
    - IRC Section 125 – all pre-tax contributions (eligibility, benefits and concentration)
    - IRC Section 127 – education assistance (eligibility and benefits)
    - IRC Section 117(d) – tuition reimbursement (eligibility and benefits)

- IBNR
  - Prepare actuarial estimate of IBNR reserve liability for self insured plans for yearly audit.

- Benchmarks
  - Provide higher education, regional and/or national benchmark comparison data regarding health care costs, projections, trends and plan designs.

- Communications
  - Assist in the preparation of communication pieces including open enrollment and new hire benefit guides.

- PPACA Reports
  - Utilizing data provided by the College, calculate the average hours worked for part time employees for use in determining those employees who averaged more than 30 hours per week during the College’s measurement period.

Ongoing Expectations

- Plan Compliance
  - Assist the College with plan compliance issues including legislative updates, PPACA, Plan Document and SPD updates.
Award of Contract
Tri-C, at its sole discretion, shall decide if an award will result from this RFP. Proposals must be fully responsive to all requirements stated in the RFP to obtain consideration. Tri-C may not consider any proposal not prepared and submitted in accordance with the provisions outlined herein.

In the event a contract is awarded, this RFP and the proposal of the successful Vendor/Firm will be included as an addendum to the contractual obligations. Therefore, no information should be submitted which cannot be incorporated into that agreement.

Price alone will not be the sole determining factor in the selection process.

- Tri-C reserves the right to award based on various selection criteria.
- Tri-C is not bound to accept the lowest cost proposal, if in its judgment the lowest cost proposal does not provide the best overall value.
- Portions of the RFP may be awarded separately.
- Tri-C reserves the right to negotiate the final details of the Contract with the successful Vendor/Firm

Billing
Invoices prepared in accordance with any statement of work and contract should be submitted to Accounts Payable at:

Cuyahoga Community College, Attn: Accounts Payable
For mail – P. O. Box 91119 Raleigh, NC 27675-1119 or
Fax is: 855-271-9674; and Email is: Tri-C@edmamericas.com

Contract and License Agreements
Respondents must comply with all State of Ohio and Federal regulations concerning wages, liability insurance, worker's compensation, discrimination, intimidation, and all other applicable regulations.

Terms and Conditions
Tri-C’s Terms and Conditions are accessible on their web site at:
http://www.tri-c.edu/administrative/sms/Documents/Terms.pdf

Any issues or exceptions to Tri-C's terms and conditions should be listed at the time the proposal is submitted with new wording and included as part of the proposal.

 Entire Agreement
The RFP and any resulting Contract shall be the complete and exclusive statement of the agreement between Tri-C and the Vendor/Firm and supersedes all prior oral or written agreements.
The terms and conditions of any purchase order, agreements, amendments, modifications, or other documents submitted by either party which conflict with or in any way purport to amend or add to any of the terms and conditions of the Contract are specifically objected to by the other party and shall be of no force or effect; nor shall govern in any way the subject matter hereof, unless set forth in writing and signed by both parties.

**Time of Performance**
Vendor agrees to perform all obligations and render services set forth in the Contract, in accordance with the schedules herein and as mutually agreed upon between Tri-C and the Vendor/Firm during the term of the Contract.

**Insurance/Services**
Vendor/Firm shall deliver to Tri-C:
Certificates evidencing the existence of all such insurance/services promptly after the execution and delivery of contract and prior to the continued or additional performance of any services to be performed by the Vendor/Firm.

**Indemnification**
The Vendor/Firm agrees to indemnify Tri-C, its officers, agents, employees, and/or subcontractors and hold them harmless from any and all liability (statutory or otherwise), claim, suit, demand, damage, judgment, cost, interest, and expense including but not limited to reasonable attorneys’ fees and charges, which the Vendor may incur or pay out, by reason of or resulting from the performance of Vendor; or by any negligent act or omission by Vendor/Firm, its officers, agents, employees, and/or subcontractors in connection with any resulting Agreement, other than as may result from the gross negligence or willful misconduct of Tri-C. Furthermore, the indemnification contained herein may not be assigned or subrogated to any third party, whether by operation of law or otherwise.

The indemnities herein shall survive the termination of any agreement or purchase order for any reason whatsoever.

**Other Benefits**
It is understood and agreed that no benefits, payments or considerations received by Vendor/Firm for the performance of services associated with and pertinent to a resulting Contract shall accrue directly or indirectly to any employees, elected or appointed officers or representatives, persons identified as agents of, or who are by definition an employee of Tri-C.

**Non-Disclosure**
The Vendor/Firm and Tri-C acknowledge that in the performance of a resultant Contract employees of either parties may come into the possession of proprietary or confidential information owned by or in the possession of the other. Neither party shall use any such information for its own benefit or make such information available to any person, firm, corporation, or other organization regardless of whether directly or indirectly affiliated with the Vendor/Firm or Tri-C, unless: (1) required by law; (2) by order of any court or tribunal; (3) such disclosure is necessary for the assertion of a right or defense of an assertion of a right; by one party against the other party hereto; or (4) such information has been acquired from other sources.

**Publicity**
The Vendor/Firm agrees that it shall not publicize the Contract or disclose, confirm, or deny any details thereof to third parties; use any photographs or video recordings of Tri-C employees; or use Tri-C’s name in connection with any sales promotion or publicity event without the prior express written approval of Tri-C.

**Severability**
In case any provision hereof, or of any resulting agreement or purchase order, shall, for any reason be held invalid or unenforceable in any respect, such invalidity or unenforceability shall not affect any other provision thereof, and this Contract shall be construed as if such invalid or unenforceable provision had not been included herein.

**Assignment**
This agreement is with the Vendor/Firm, and Vendor/Firm’s interest in such agreement, duties hereunder, and/or fees due hereunder may not be assigned or delegated to a third party.

**Observance of College Rules and Regulations**
The Vendor/Firm agrees that at all times its employees will observe and comply with all regulations of Tri-C, including but not limited to smoking, parking, and security regulations.

**OVERALL PLAN GUARANTEES**

**Premium/Fee Guarantees**
Please indicate your willingness to guarantee the rates for multiple years.

**Rejection or Acceptance of Pricing Proposal**
Cuyahoga Community College reserves the right to reject any or all proposal and any part or parts of any proposal and the right to waive any informalities of any kind.

**SUBMITTALS**
The following items shall be submitted at Proposal Time:
2. (3) Three Customer References with contact information (see additional details in questionnaire section).
3. DAS Contractor/Subcontractor Affirmation & Disclosure Form (attached).
QUESTIONNAIRE

1. Describe how you would initially assess and evaluate our program.

2. How will you model the financial impact of the program/plan design changes and other health management initiatives?

3. Describe your database of actuarial factors used to determine the probable financial impact of program/plan design changes.

4. How will you project future health care costs in order to determine potential rate increases?

5. Describe your experience developing vendor scorecards. Provide examples.

6. Describe your experience with health care committees.

7. Give an example of how you have accomplished an integrated health management approach at other organizations.

8. What creative solutions have you recommended to other organizations?

9. In light of health care reform, how are you assisting clients with implementation and strategies? How do you foresee employer sponsored health care plans changing in the next three to five years?

10. Describe how your organization has adopted strategies to integrate health and wellness.

11. What tools or resources do you have to benchmark other health management strategies with other employers? Please describe.

12. Describe how you determine relevant performance standards for health care providers and other health management vendors.

13. How will you work with the College to develop and integrate its internal health management strategies?

14. How many professional staff members on the consulting team assigned to work with the College have worked in the past three years with a union/management health care committee to design or redesign new health plans and solicit and evaluate proposals from health care providers? Please describe your recent recommendations and implementations.

15. Provide a brief resume of key staff members assigned to work with the College.

16. To what extent will participation be required from individuals whose primary work location is outside of Cuyahoga County?
17. Describe the team of consultants or resources available to the College (i.e. legal, compliance, actuaries, etc.)

18. Provide an annual fee estimate for the type of service that will be provided.