

City of Winston-Salem

# Medicare Advantage Plan Request for Proposal

Prepared by: Mercer Health & Benefits



## REQUEST for PROPOSALS

# Medicare Advantage Plan

## ADVERTISEMENT FOR PROPOSALS

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Proposals endorsed **Medicare Advantage Plan** for the City of Winston-Salem will be received by Mercer Health & Benefits LLC, Attn: Laura Diamond-Williams, 100 N. Tryon Street, Suite 3600, Charlotte, NC 28202 - **until 12:00 Noon, September 25, 2019**. Instructions for submitting proposals and/or receiving the complete RFP document specifications may be obtained during regular office hours at the same location, or by contacting Laura Diamond-Williams via email [laura.diamond.willia@mercer.com](mailto:laura.diamond.willia@mercer.com) or phone 704-805-7403. The City reserves the right to reject any or all proposals.

This document IS NOT the complete proposal. To obtain the completed proposal specifications contact Laura Diamond-Williams at [laura.diamond.willia@mercer.com](mailto:laura.diamond.willia@mercer.com), by phone 704-805-7403, or visit 100 N. Tryon Street, Suite 3600, Charlotte, NC 28202 during regular office hours.

## INSTRUCTIONS TO PROPOSERS

Mercer is conducting this Request for Proposal on the City of Winston-Salem's behalf.

This entire set of documents constitutes the RFP. The proposer must return the RFP with all information necessary to properly analyze the proposer's response in full, in the same numerical order in which it was issued. Proposer's notes, exceptions, and comments may be rendered on an attachment, provided the same format of this RFP text is followed

### **PROPOSER QUESTIONS AND INQUIRES**

Proposer Questions and Inquiries relative to this RFP must be submitted **in writing only via email by 12:00 Noon, September 17, 2019**, to Laura Diamond-Williams at [laura.diamond.willia@mercer.com](mailto:laura.diamond.willia@mercer.com). Mercer will provide written responses to all inquiries received by this date, and responses will be made available to all known recipients of this RFP. Any oral responses made by any representative of the City may not be relied upon. Any supplements or amendments to this RFP will be in writing and furnished to potential bidders.

### **RFP RESPONSE SUBMISSION**

Proposals will be received by Mercer, Att: Laura D Diamond-Williams, 100 N. Tryon Street, Suite 3600, Charlotte, NC 28202, **until 12:00 Noon, September 25, 2019**. Proposals should be submitted in a **sealed container/envelope** containing **one original proposal (please mark document as original)** showing original signatures and seals **and one (1) copy** of the complete proposal **marked Medicare Advantage Plan**. In addition to the two (2) paper copies, **please include one (1) electronic copy of your proposal in PDF format** on flash drive, CD, or other electronic media containing only the information included in the hard copy version of the proposal, clearly labeled with the Company and RFP name. **Please also submit electronically to [laura.diamond.willia@mercer.com](mailto:laura.diamond.willia@mercer.com). Late proposals will not be considered.**

The City and Mercer will not be obligated for the expenses of any provider arising out of preparation and/or submittal of responses to this RFP. Any and all proposals to this RFP are to be prepared at the cost and expense of the respondents, with the express understanding that there may be no claims whatsoever for the reimbursement of any costs, damages, or expenses relating to this procurement from the City or any other party for any reason (including the cancellation of this RFP).

Proposals must be made in the official name of the individual, firm, or corporation under which the business is conducted (showing official business address) and must be signed in ink by a person duly authorized to legally bind the business entity submitting the proposal.

All proposals should be complete and carefully worded and must convey all of the information requested by Mercer. If errors or exceptions are found in the proposal, or if the proposal fails to conform to the requirements of the RFP, the City will be the sole judge as to whether that variance is significant enough to reject the proposal.

Proposals should be prepared simply and economically. All data, materials, and documentation shall be available in a clear, concise form. The City and Mercer reserve the right to reproduce proposals for internal use in the evaluation process.

## **SELECTION PROCESS AND EVALUATION CRITERIA**

### **A. SELECTION PROCESS**

The City reserves the right to act as sole judge of the content of the proposals submitted for the City's evaluation/selection.

### **B. EVALUATION PROCESS**

Proposals will be evaluated for quality, completeness, and price value to the City of Winston-Salem by Mercer and an Evaluation Panel comprised of members of the City of Winston-Salem's Human Resources Department, Employee Medical Services, and Finance Department staffs. Selection shall be made from all offers deemed to be fully qualified and best suited among those submitting proposals based on the evaluation of factors included in the RFP, including price. Price shall be considered, but need not be the sole determining factor. The Evaluation Panel may cancel this RFP or reject proposals at any time prior to an award and is not required to furnish a statement of the reason why a particular proposal was not deemed the most advantageous.

The City reserves the right, as part of the selection process, to request on-site (or virtual) demonstrations and/or presentations. In the event that such demonstrations or presentations take place, proposers will be selected for this process based on scores derived from the scoring matrix, which includes M/WBE participation, local availability, and all other applicable criteria. The scoring of the demonstration or presentation must be based upon the criteria from one or more of the original evaluation factors. After the demonstrations or presentations, each proposer will then be re-graded on the same criteria. The number of proposers chosen to take place in the demonstration/presentation process is subject to administrative discretion. The recommendation for award will be submitted to the City Council for contract approval.

### **C. EVALUATION CRITERIA**

Below is a description of the evaluation criteria that will be used to evaluate the proposals. To be deemed responsive, each firm's proposal should contain appropriate detail to demonstrate satisfaction of each criterion and compliance with the performance provisions outlined in this RFP. The proposal will be the primary source of information used in the evaluation process. Proposals must contain information specifically related to the proposed services requested in this RFP. Failure to submit information requested may result in the elimination of the proposal from further evaluation.

- **M/WBE Commitment:** Proposer's efforts to comply with all the terms and conditions of the City of Winston-Salem's Minority and Women Business Enterprise (M/WBE) Program through award of subcontracts to minority and women-owned business enterprises and utilization of minority and women owned business enterprise suppliers to the fullest extent consistent with the efficient performance of this contract. **Please refer to pages 12 through 25**
- **Location of Business:** "Location of Business: (A) Presence in Winston-Salem: Proposer must have a physical office within the corporate limits Winston-Salem (PO Box does not qualify). For proposals submitted to a City/County joint department, a physical office within Forsyth County is acceptable. (B) Presence in North Carolina: In order to determine a proposer's presence or presence/location within the State of North Carolina, the proposer or at least one of the proposer's employees must have a physical office location in North Carolina and the proposer must submit under confidential cover with his/her proposal, evidence that as the employer, the proposer has paid payroll taxes in North Carolina for at least one employee, (i.e. North Carolina Income Tax Withholding Form). Said employee(s) must work in an office, which may be an office physically located within the employee's home in North Carolina. If it is a home office in North Carolina, then the proposer must also submit with his/her proposal, evidence of a valid home occupation permit for said office, or evidence that said home office is not in violation of any zoning requirements in the event the applicable city does not require a home occupation permit."
- **Price Value:** Reasonableness/competitiveness of proposed fee and/or benefits to the City of Winston-Salem, although the Evaluation Panel is not bound to select the respondent who proposes

the lowest fees or most benefits for services. The Evaluation Panel reserves the right to negotiate fees and/or benefits to the City of Winston-Salem with the selected respondent.

- **Qualifications and Experience:** Service Providers will be evaluated on the background and experience information provided in this RFP. In addition, Service Providers will be evaluated based upon their understanding and qualifications in performing the same or substantially similar Services, as reflected by their experience in performing such Services.
- **Reference List of Governmental Clients:** The number of governmental clients, as well as the consideration of clients similar to the City of Winston-Salem in terms of size and operations. The evaluation will include references regarding work for organizations with needs similar to the City's, and the feasibility of the Service Provider's approach for the provision of the Services. Proposers should submit at least three (3) references, for similar services performed within the past five (5) years, preferably with governmental entities.
- **Quality of Proposal:** The respondent's responsiveness and compliance with the RFP requirements, terms, and conditions. The ability, capacity, and skill to fully and satisfactorily provide the service required in this RFP.

The following weighted scale will be utilized by the Evaluation Panel to evaluate and score each proposal:

<b>Evaluation Criteria</b>	<b>Weight</b>
MWBE Commitment	20.00
Business Location	20.00
Price Value	20.00
Qualifications and Experience	20.00
Reference List Of Governmental Clients	10.00
Quality of Proposal	10.00

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# **City of Winston-Salem Request for Proposals**

## **Medicare Advantage Plan**

### **INTRODUCTION**

The City of Winston-Salem is seeking proposals for a Medicare Advantage Plans from a qualified vendor. The purpose of this Request for Proposal is to gather information from your organization relative to the City's required scope of service and key selection criteria. Organizations selected as finalists may be expected to address more detailed issues regarding financial and other specifics of their organizations and operations. These same finalists may be interviewed and asked to make a presentation to the City.

### **ACCOUNT SERVICES**

1. Please provide a full organizational chart, including name, title and location of the management and service team that will be assigned to handle the City of Winston-Salem account. Include recent bios for each individual.
2. Describe your implementation plan. Provide an action plan including employee communications campaign prior to implementation to ensure a smooth transition.

### **REPORTING**

1. Please provide sample reports and the frequency of availability.
2. Reports need to be delivered within 45 days after the end of a period. Will you agree to a performance guarantee on reporting timeliness? If so, please state your terms.
3. Please provide the member satisfaction data for your book of business for 2017 & 2018. Please indicate your survey response participation rate.
4. Has your organization ever been formally recognized for its service delivery or quality assurance accomplishments? If yes, explain.

### **PRICING**

1. Proposals should include standard commissions.
2. Are the fees quoted in this proposal firm and guaranteed for the term of the contract? Any contract resulting from this proposal shall have an initial term of January 1, 2020 through December 31, 2020. The City has the option to terminate at the end of each calendar year without cause.
3. Include pricing and information for any services listed in this RFP that are not included in the PEPM as well as services you offer that may not have been mentioned.
4. Provide a sample contract and invoice.

### **REQUESTED EXHIBITS**

1. Excel version of the RFP.
2. Organizational chart including City of Winston-Salem specific team.
3. Implementation Action Plan including employee communications.
4. Communication samples for promotion, education, and follow-up.
5. Reporting package.
6. Pricing.

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