**STATE OF MAINE**

**Department of Administration and Financial Services**

**Division of Employee Health & Benefits**



**RFP# 202001003**

**Health & Welfare Benefits Consulting**

|  |  |
| --- | --- |
| **RFP Coordinator** | *All communication regarding this RFP must be made through the RFP Coordinator identified below*.  **Name:** Kurt Caswell **Title:** Executive Director, Employee Health & Benefits  **Contact Information:** [kurt.caswell@maine.gov](mailto:kurt.caswell@maine.gov) |
| **Submitted Questions Due** | *All questions must be received by the RFP Coordinator identified above by:*  **Date:** Friday, February 21, 2020 no later than 4:00 p.m., local time |
| **Proposal Submission** | *Proposals must be received by the Division of Procurement Services by:*  **Submission Deadline:** Wednesday, March 11, 2020 no later than 11:59 p.m., local time.  *Proposals must be submitted electronically to the following address:*  **Electronic (email) Submission Address:** [Proposals@maine.gov](mailto:Proposals@maine.gov) |

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# **PUBLIC NOTICE**

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**State of Maine**

**Department of Administrative and Financial Services**

**RFP# 202001003**

**Health & Welfare Benefits Consulting**

The State of Maine is seeking proposals for Health & Welfare Benefits Program consulting service.

A copy of the RFP, as well as the Question & Answer Summary and all amendments related to this RFP, can be obtained at the following website: <https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps>

Proposals must be submitted to the State of Maine Division of Procurement Services, via e-mail, to the following email address: [Proposals@maine.gov](mailto:Proposals@maine.gov). Proposal submissions must be received no later than 11:59 pm, local time, on Wednesday, March 11, 2020. Proposals will be opened at the Burton M. Cross Office Building, 111 Sewall Street - 4th Floor, Augusta, Maine the following business day. Proposals not submitted to the Division of Procurement Services’ aforementioned email address by the aforementioned deadline will not be considered for contract award.

**\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\***

**RFP DEFINITIONS/ACRONYMS**

The following terms and acronyms shall have the meaning indicated below as referenced in this RFP:

|  |  |
| --- | --- |
| **Term/Acronym** | **Definition** |
| **ACO** | Accountable Care Organization |
| **Academies** | Town Academies participating the State health insurance program |
| **Ancillary** | Quasi-governmental Agency participating in a State benefit program |
| **Department** | Department of Administrative and Financial Services |
| **DCFSA** | Dependent Care Flexible Spending Account |
| **DC** | Deferred Compensation |
| **FSA** | Flexible Spending Account |
| **HCFSA** | Health Care Flexible Spending Account |
| **MA** | Medicare Advantage |
| **NEDD** | Northeast Delta Dental |
| **OEHB** | Office of Employee Health & Benefits |
| **PPO** | Preferred Provider Organization |
| **RFP** | Request for Proposal |
| **SEHC** | State Employee Health Commission |
| **State** | State of Maine |

**State of Maine**

**Department of Administrative and Financial Services**

**Office of Employee Health & Benefits**

**RFP# 202001003**

**Health & Welfare Benefits Consulting**

# **PART I INTRODUCTION**

## A. Purpose and Background

The Department of Administrative & Financial Services (Department) is seeking proposals to provide health and welfare benefits consulting services as defined in this Request for Proposals (RFP) document. This document provides instructions for submitting proposals, the procedure and criteria by which the Provider(s) will be selected and the contractual terms which will govern the relationship between the State of Maine (State) and the awarded Bidder(s).

Maine State government provides a comprehensive set of benefits programs for active and retired State, quasi-governmental agency (Ancillary) and town academies (Academies) based on the following schedule:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Participating Group** | **Medical** | **Dental** | **Vision** | **FSA** | **EAP** |
| State Employees | Yes | Yes | Yes | Yes | Yes |
| State Retirees | Yes |  | Yes |  |  |
| Ancillary Employees | Yes | Yes |  |  |  |
| Ancillary Retirees | Yes |  |  |  |  |
| Academy Employees | Yes |  |  |  |  |

As of February 1, 2019, the subscriber contract census of the eligible groups is:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Participating Group** | **Medical** | **Dental** | **Vision** | **FSA** | **EAP** |
| Active Employees | 12,728 | 13,315 | 7,050 | 998 | 12,357 |
| Non-Medicare Retirees | 2,211 |  | 1,811 |  |  |
| Medicare Advantage Retirees | 9,330 |  |  |  |  |

The following entities comprise eligible Ancillary groups:

* Maine Educational Center for the Deaf & Hard of Hearing
* Maine Military Authority
* Maine Community College System
* Maine State Employee Association
* Maine Turnpike Authority
* Maine Maritime Academy
* Maine Public Employees Retirement System
* Foster Parents
* Northern New England Passenger Rail
* Maine Port Authority
* Maine Developmental Disability
* Maine School of Science & Math
* City of Portland Retired Firefighters & Law Enforcement Officers
* Maine National Guard (limited)
* Council74 of the American Federation of State, Court and Municipal Employees
* Child Development Service
* Several Small Boards and Commissions

Maine State Government group medical insurance plans are provided under two group insurance contracts:

* A third-party administration agreement with Anthem Maine for its self-insured PPO medical plan offered to actively employees and pre-65 retirees
* A fully insured Medicare Advantage program offered to its post-64 retirees.

Prescription Benefit Management service for the PPO plan is provided by Express Scripts on a carved-out basis.

Two Medicare Advantage plans are offered to those retirees age 65 or older:

* A plan covering those participants enrolled in Medicare Parts A and B
* Another for those enrolled in only Medicare Part B.

In addition to medical plan offerings, the State also extends one hybrid (‘retention’) dental PPO plan to all eligible employees through Northeast Delta Dental and a Vision Insurance plan through Anthem.

A description of the benefits available under these plans may be viewed at the following URL:

<http://www.maine.gov/deh/>

Medical, Wellness, Dental and Employee Assistance Plans are administered under the auspices of the State Employee Health Commission (SEHC). The SEHC is a twenty-four-member labor/management organization serving as trustees for the group health and dental plans. The SEHC’s membership is comprised of individuals representing employees of the State of Maine Executive Branch, State of Maine Judicial Branch, Maine Community College System, and Maine Turnpike Authority, Maine Public Employees Retirement System and the Maine Maritime Academy. Additionally, two members are appointed by the Maine State Employees Association and the Maine Association of Retirees to represent retirees eligible to participate in the group health plan. While dependent premium contributions are a subject of collective bargaining, the benefit design of the medical and dental plans is the purview of the SEHC.

The State employee health & welfare benefit plans and other related benefit programs are administered by the Office of Employee Health & Benefits (OHEB), a division of the Bureau of Human Resources, Department of Administrative & Financial Services. Principal coordination for plan implementation and ongoing administration between the State and the selected bidder will be managed by the OEHB.

Consulting services associated with this RFP are generally limited to medical, dental and vision programs, although ad hoc advice may be requested on a very limited basis regarding FSA, EAP and Wellness program administration and design.

## B. General Provisions

1. From the time this RFP is issued until award notification is made, all contact with the State regarding this RFP must be made through the aforementioned RFP Coordinator. No other person/ State employee is empowered to make binding statements regarding this RFP. Violation of this provision may lead to disqualification from the bidding process, at the State’s discretion.
2. Issuance of this RFP does not commit the Department to issue an award or to pay expenses incurred by a Bidder in the preparation of a response to this RFP. This includes attendance at personal interviews or other meetings and software or system demonstrations, where applicable.
3. All proposals should adhere to the instructions and format requirements outlined in this RFP and all written supplements and amendments (such as the Summary of Questions and Answers), issued by the Department. Proposals are to follow the format and respond to all questions and instructions specified below in the “Proposal Submission Requirements” section of this RFP.
4. Bidders shall take careful note that in evaluating a proposal submitted in response to this RFP, the Department will consider materials provided in the proposal, information obtained through interviews/presentations (if any), and internal Departmental information of previous contract history with the Bidder (if any). The Department also reserves the right to consider other reliable references and publicly available information in evaluating a Bidder’s experience and capabilities.
5. The proposal shall be signed by a person authorized to legally bind the Bidder and shall contain a statement that the proposal and the pricing contained therein will remain valid and binding for a period of 180 days from the date and time of the bid opening.
6. The RFP and the selected Bidder’s proposal, including all appendices or attachments, shall be the basis for the final contract, as determined by the Department.
7. Following announcement of an award decision, all submissions in response to this RFP will be considered public records available for public inspection pursuant to the State of Maine Freedom of Access Act (FOAA) (1 M.R.S. §§ 401 et seq.).

[State of Maine Freedom of Access Act](http://www.mainelegislature.org/legis/statutes/1/title1sec401.html)

1. The Department, at its sole discretion, reserves the right to recognize and waive minor informalities and irregularities found in proposals received in response to this RFP.
2. All applicable laws, whether or not herein contained, shall be included by this reference. It shall be the Bidder’s responsibility to determine the applicability and requirements of any such laws and to abide by them.

## C. Eligibility to Submit Bids

All interested parties agreeing to the Statements of Affirmation in Appendix F are invited to submit bids in response to this Request for Proposals.

## D. Contract Term

The Department is seeking a cost-efficient proposal(s) to provide services, as defined in this RFP, for the anticipated contract period defined in the table below. Please note that the dates below are estimated and may be adjusted, as necessary, in order to comply with all procedural requirements associated with this RFP and the contracting process. The actual contract start date will be established by a completed and approved contract.

Contract Renewal: Following the initial term of the contract, the Department may opt to renew the contract for two renewal periods, as shown in the table below, and subject to continued availability of funding and satisfactory performance.

The term of the anticipated contract, resulting from this RFP, is defined as follows:

|  |  |  |
| --- | --- | --- |
| **Period** | **Start Date** | **End Date** |
| Initial Period of Performance | 06/01/2020 | 03/31/2023 |
| Renewal Period #1 | 04/01/2023 | 03/31/2024 |
| Renewal Period #2 | 04/01/2024 | 03/31/2025 |

## E. Number of Awards

The Department anticipates making one (1) award as a result of this RFP process.

# **PART II SCOPE OF SERVICES TO BE PROVIDED**

The Department is seeking an advisor to provide qualified, licensed employee benefit consulting services for medical, dental, vision and wellness programs. This advisor shall perform a full range of consulting services related to the design, maintenance, communication, and improvement of the aforementioned benefit programs. In particular, the advisor must be able to demonstrate experience in the strategic development, oversight, and direct contracting negotiations with health provider organizations. It is also expected that the advisor has experience with risk sharing arrangements within Accountable Care Organization contracting. The consultant must be able to provide or have access to, as part of their services, actuarial, underwriting and data analytic service resources.

It is expected that the advisor take a proactive, strategic approach in working with the State of Maine to identify trends, both industry-wide and within our individual programs, and provide us with the tools to successfully effect positive, value-based change in the States’ health programs as well as be a leader in driving change with the Maine health care market.

1. **General Requirements**

The successful Bidder must provide support and high-level results in the following areas:

1. Providing attendance at regular meetings and negotiations throughout Maine;
2. Maintaining established relationships with Maine-based healthcare networks and associated health data management organizations;
3. Complying with state and federal laws/legislation;
4. Providing expertise, advice and support for development and support of health and wellness initiatives, including Value Based Insurance Design (VBID);
5. Advising and participating in the design of cutting-edge contracting solutions with Maine primary and acute care healthcare systems. This will involve participation in on-site and telephonic meetings with the Department, health systems, and their consultants to redesign;
6. Advising on and providing assistance with negotiations on ACO/Risk Sharing agreements and other creative contracting solutions;
7. Assisting the Department and SEHC in matters pertaining to competitive bidding and/or negotiations with vendors including health and dental insurances, managed care and prescription drug vendors;
8. Benchmarking of health & welfare plan with other state government and industry standards;
9. Advising in the negotiation of third-party administration contracts and associated performance guarantees;
10. Underwriting analysis for self/fully insured health, dental and vision plans (employee and retiree group plans) including premium/COBRA rate development;
11. Providing plan design and evaluation/modeling;
12. Assisting in the development of the Request for Proposals associated with employee benefits administration and in the analysis and scorings of bidders’ RFP responses;
13. Reporting on cost, utilization and other key plan drivers for the health, dental and vision programs;
14. Consulting on other ongoing vendor management issues such as eligibility administration, claims processing, appeals with insurers and TPAs;
15. Assisting with the content and development of communication/education materials;
16. Reviewing plan documentation including SPDs, Plan documents, and benefit administrator contracts; and
17. Performing other benefit consulting duties as initiated by the Department or SEHC.
18. **Specific Responsibilities**

Specific responsibilities may include, but are not limited to:

1. Attending any Accountable Care Organization operational meetings and contract negotiations;
2. Assisting the Department in compliance with laws and regulations related to employee benefits;
3. Researching, alerting and advising of any new developments in state and federal law and employee benefit programs on an ongoing basis;
4. Working with the Department on strategic planning with regard to all health and welfare coverage;
5. Advise and assist in controlling and reducing plan costs and developing strategic initiatives based on subscriber outcomes;
6. Supporting the Department’s health care vendors in developing unique contracting solutions with Maine healthcare system;
7. Assisting in the development of RFPs used in competitive bidding for health and dental plans in accordance with State procurement practices. Support for competitive bidding may include drafting specification and scope of work, as well as assisting with the evaluation process in varying capacities.
8. Assisting the Department with provider negotiations on all contractual issues including premiums rates, benefit levels, and plan design.
9. Providing expertise and advice in support of the WellStar ME wellness program.
10. Assisting with benefits communications strategy including the drafting and review of documents and recommendation of non-traditional communication methods;
11. Providing useful data, data analysis and reporting for use in subsequent benefit solution strategies, and the use of eligibility and claims data warehouse in generating these reports:
    1. Utilization and cost trends
    2. Claims experience, and claim administration metrics
    3. Performance measurement and service guarantees
12. Attending periodic vendor, SEHC and Department meetings
13. **Core Services**

Core services are activities that expand upon the aforementioned General Requirements and Specific responsibilities and are consistently and routinely performed over the course of a contract period.

1. Maintenance of a single claims, administrative fee and other expense database capturing all related benefit program (medical, pharmacy and dental) expenses for monthly reporting;
2. Maintenance of a claims database specific to incurred and paid claims and tracked by individual procedures for medical, pharmacy and dental claims;
3. Production of an annual Incurred But Not Paid actuarial report by October 7th each year as required by the State for claim reserve and reporting requirements;
4. In-person attendance at all monthly State Employee Health Commission meetings in Augusta, Maine;
5. In-person presentation of four (4) claims and expense summary reports per year, on a quarterly (every 3 months) basis to the SEHC each Plan year;
6. A semi-annual analysis and presentation to the SEHC specific to federal legislative events which may impact benefits program design and/or administration;
7. Generation of preliminary and final underwriting reports which estimate the subsequent plan year’s claim and expense levels for medical and pharmacy programs;
8. In-person attendance at three (3) 3-hour SEHC Plan Design Committee to examine plan design alternatives to the medical and pharmacy benefit programs;
9. In-person attendance at three (3) 2-hour SEHC Plan Design Committee to examine plan design alternatives to the dental benefit program;
10. Performing the primary liaison role between Employee Health & Benefits and the medical ASO provider, pharmacy benefit manager and dental plan insurer for annual contract renewal negotiations;
11. Renegotiation of annual stop loss renewal over 20021 and 2022 plan years;
12. Assisting EHB in development of Stop Loss RFP in third year of contract;
13. Make available to the State a pharmacy benefit manager audit program to ensure PBM contract terms are conformed to and provide audit outcome reporting to Employee Health & Benefits; audit program results must be delivered to OEHB semi-annually;
14. Have biweekly (every other week) ½ hour “issue review” conference calls with OEHB.
15. **Ad Hoc Services**

Ad Hoc Activities are activities that expand upon the aforementioned General Requirements and Specific responsibilities, and are generally projects that are performed inconsistently or as the result of an unexpected event in a benefit programs life cycle

1. Provide lead consulting role in medical plan ASO RFP development and review committee analysis for FY22 plan year;
2. Provide lead consulting role in the potential conversion of ‘retention’ dental plan to a self-insured dental plan for FY22 plan year including the development of an associated RFP to potential ASO vendors;
3. Prove strategic consulting services for medical plan quality and pricing initiatives including the analysis of data related to the potential development high-quality primary care and specialist networks;
4. Provide fiscal estimates for 3 legislatively proposed bills which impact the cost structure of the medical, pharmacy or dental plan;
5. Provide consulting services for wellness program design updates on an annual basis;
6. In-person attendance at meetings in Augusta Maine related to Ad Hoc services.

1. **Affirmation Statement**

The bidder must certify to be able to provide specific services described in **Appendix F**. Responses received from bidders who do not agree and certify to their compliance to these basic qualifications will be eliminated from the bid review process.

# **PART III KEY RFP EVENTS**

## Questions

**1. General Instructions**

a. It is the responsibility of all Bidders and other interested parties to examine the entire RFP and to seek clarification, in writing, if they do not understand any information or instructions.

b. Bidders and other interested parties should use **Appendix E** – Submitted Questions Form – for submission of questions.

c. The Submitted Questions Form must be submitted by e-mail and received by the RFP Coordinator, identified on the cover page of this RFP, as soon as possible but no later than the date and time specified on the RFP cover page.

d. Submitted Questions must include the RFP Number and Title in the subject line of the e-mail. The Department assumes no liability for assuring accurate/complete/on time e-mail transmission and receipt.

**2. Question & Answer Summary:** Responses to all questions will be compiled in writing and posted on the following website no later than seven (7) calendar days prior to the proposal due date: [Division of Procurement Services RFP Page](https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps). It is the responsibility of all interested parties to go to this website to obtain a copy of the Question & Answer Summary. Only those answers issued in writing on this website will be considered binding.

## Amendments

All amendments released in regard to this RFP will also be posted on the following website: [Division of Procurement Services RFP Page](https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps). It is the responsibility of all interested parties to go to this website to obtain amendments. Only those amendments posted on this website are considered binding.

## Submitting the Proposal

1. **Proposals Due:** Proposals must be received no later than 11:59 p.m. local time, on the date listed on the cover page of this RFP, at which point they will be opened. Proposals received **after** the 11:59 p.m. deadline will be **rejected** without exception.
2. **Delivery Instructions:** Email proposal submissions are to be submitted to the State of Maine Division of Procurement Services, via email, to the email address provided on the RFP Cover Page ([Proposals@maine.gov](mailto:Proposals@maine.gov)).
3. Only proposals received by email will be considered. The Department assumes no liability for assuring accurate/complete e-mail transmission and receipt.
4. Bidders are to insert the following into the subject line of their email submission:

“**RFP# 202001003 Proposal Submission**”

1. Bidder’s proposals are to be broken down into multiple files, with each file named as it is titled in bold below, and include:

- **File #1**: *PDF format preferred*

Completed - Proposal Cover Page (**Appendix A**)

Debarment, Performance and Non-Collusion Certification (**Appendix B**)

Affirmation Statement (**Appendix F**)

- **File #2**: *PDF format preferred*

Organization Qualifications and Experience (**Appendix C** and all related/required attachments stated in PART IV, B., Section I.)

- **File #3**: *PDF format preferred*

Proposed Services (and all related/required attachments stated in PART IV, B., Section II.)

- **File #4**: *PDF format preferred*

Cost Proposal (**Appendix D** and all related/required attachments stated in PART IV, B., Section III.)

# **PART IV PROPOSAL SUBMISSION REQUIREMENTS**

This section contains instructions for Bidders to use in preparing their proposals. The Bidder’s proposal must follow the outline used below, including the numbering and section and sub-section headings as they appear here. Failure to use the outline specified in this section, or to respond to all questions and instructions throughout this document, may result in the proposal being disqualified as non-responsive or receiving a reduced score. The Department, and its evaluation team for this RFP, has sole discretion to determine whether a variance from the RFP specifications should result in either disqualification or reduction in scoring of a proposal. Rephrasing of the content provided in this RFP will, at best, be considered minimally responsive. The Department seeks detailed yet succinct responses that demonstrate the Bidder’s experience and ability to perform the requirements specified throughout this document.

## Proposal Format

* 1. All pages of a Bidder’s proposal should be numbered consecutively beginning with number 1 on the first page of the narrative (this does not include the cover page or table of contents pages) through to the end, including all forms and attachments. For clarity, the Bidder’s name should appear on every page, including Attachments. Each Attachment must reference the section or subsection number to which it corresponds.
  2. The Bidder is asked to be brief and concise in responding to the RFP questions and instructions.
  3. All electronic documents should be formatted for printing as formatting will not be adjusted prior to printing and reviewing these documents.
  4. The Bidder may not provide additional attachments beyond those specified in the RFP for the purpose of extending their response. Additional materials not requested will not be considered part of the proposal and will not be evaluated.
  5. Include any forms provided in the submission package or reproduce those forms as closely as possible. All information should be presented in the same order and format as described in the RFP.
  6. It is the responsibility of the Bidder to provide all information requested in the RFP package at the time of submission. Failure to provide information requested in this RFP may, at the discretion of the Department’s evaluation review team, result in a lower rating for the incomplete sections and may result in the proposal being disqualified for consideration.
  7. The Bidder should complete and submit the “Proposal Cover Page” provided in **Appendix A** of this RFP and provide it with the Bidder’s proposal. It is important that the cover page show the specific information requested, including Bidder address(es) and other details listed. The proposal cover page shall be dated and signed by a person authorized to enter into contracts on behalf of the Bidder.
  8. The Bidder should complete and submit the “Debarment, Performance and Non-Collusion Certification Form” provided in **Appendix B** of this RFP. Failure to provide this certification may result in the disqualification of the Bidder’s proposal, at the discretion of the Department.

## 

## Proposal Contents

**Section I   Organization Qualifications and Experience**

1. **Base Qualifications**
2. The Bidder is to complete **Appendix C** (Qualifications and Experience Form) describing their qualifications and skills to provide the requested services in this RFP. Within **Appendix C**, the Bidder is also to include three examples of projects which demonstrate their experience and expertise in performing these services as well as highlighting the Bidder’s stated qualifications and skills.
3. Provide a description and a brief history of your organization.
   1. Include in your description the organizational structure of your company and its ownership.
   2. What resources are available on a national and local level?
4. Organization Location and Licensure
   * 1. Location of the office from which the primary consulting partnership will originate.
     2. Do you have a Maine based office?
     3. Also, please indicate the current or proposed location from which the contract will be managed.
5. Attach documentation of any applicable Maine licensure requirements (or any specific credentials required) to conduct this engagement
6. Attach a certificate of insurance on a standard Acord form (or the equivalent) evidencing the Bidder’s general liability, professional liability and any other relevant liability insurance policies that might be associated with this contract.
7. During the term of this agreement, the Contractor shall maintain the following insurance:
8. Commercial General Liability $1,000,000 per occurrence or more
9. Vehicle Liability $1,000,000 per occurrence or more
10. Workers Compensation Required for all personnel
    * + - 1. (In Compliance with Applicable State Law)
11. The State of Maine System shall be named as Additional Insured on the Commercial General Liability insurance.
12. Provide the following information for each of the past three tax years:
    1. Balance Sheet
    2. Income (Profit/Loss Statements
13. Please indicate if there are any mergers or acquisitions planned for your organization.
14. How many employers do you service?
    1. Of these employers how many are state government or large municipal (10,000+ employees) clients?
15. How many employers in the State of Maine do you service?
    1. What is your largest and smallest State of Maine client?
16. Name two health consulting relationships encompassing the same (approximate) number of covered active and retiree lives as the State of Maine for which you are currently performing consulting duties.
17. Please provide an overview of your company’s account management organization, including number and role of each staff member. Also please include an organizational chart specific to the office that would service this account.
18. What members would be on the State of Maine account? Describe their experience with employee benefits consulting.
19. Do you have the ability to provide health program actuarial services? Is your actuary part of the core consulting team?
20. Do you have clinical expertise on staff? If yes, please describe.
21. Are any of your consulting or support functions performed off-shore?
22. Describe your company’s disaster recovery and contingency plans. Have you ever tested or implemented these plans?
    1. Provide two organizations of similar employee/retiree size with whom your firm has lost a relationship during the past 36 months. Please provide a name and telephone number of a contact at these organizations.
23. Attach a list of all current litigation in which the Bidder is named and a list of all closed cases that have closed within the past five (5) years in which Bidder paid the claimant either as part of a settlement or by decree.  For each, list the entity bringing suit, the complaint, the accusation, amount, and outcome.  If no litigation will be included, write “none” on submitted attachment.
24. **Strategic Experience**
25. Please provide three examples of benefit design strategies you have developed for your local and national clients to curb the increases in health care cost. How have those strategies resulted in positive return on investment?
26. Describe your experience in the development of health plan design which incorporate direct provider contracting, tiering, preferred providers, and/or other incentive-based features.
27. Describe any evidence-based wellness features that you have recommended be implemented into clients’ health plan designs. How have you measured the returns on those initiatives?
28. Describe the overall methods used to manage data and measure results of your programs.
29. Describe your medical claims analytic capabilities and how those resources are able to shape strategic plan design initiatives.
30. Describe your pharmacy claims analytic capabilities and how those resources are able to shape strategic plan design initiatives.
31. Describe your experience with transparent pharmacy pass-through arrangements.
32. Describe your experience involving the development and analysis of Accountable Care Organization risk arrangements and associated metrics.
33. Describe your use of underwriting principles in the negotiation of renewal premiums and plan design options.
34. Describe any experience you have in collaborating with the Maine Health Purchasing Alliance.
35. **Communications Experience**
36. Describe the types of media developed and used by your organization to promote employee and retiree communications.
37. Describer your ability to perform fiduciary and other benefits program educational sessions to the Commission.
38. Do you have a communications consultant specific to the task of benefit communications on your staff?
39. Do you use subcontractors to provide any of your services? If so, describe in detail (what services are subcontracted and to whom).
40. **Organizational Legal Experience**
41. Describe your organization’s legal resources and how you update clients with benefits-related state and federal legislation and mandates. If periodic outreach is made, please describe the method and frequency of that outreach.
42. Do you have Legal Counsel on staff? Or do you subcontract those services?
43. Describe your Legal Counsel’s expertise in non-ERISA related benefits issues giving special attention to issues involving public sector employers.
44. What is your experience in balancing innovative wellness approaches to provision-limiting legal opinion and federal law?

**Section II Proposed Services**

* 1. **Services to be Provided**

Discuss the Scope of Services referenced above in Part II of this RFP and what the Bidder will offer. The subsections below provide specific program requirements and the format requirements. Bidder responses to the subsections (A-E) must clearly differentiate, where appropriate, between current capabilities and proposed system, staffing, or program enhancements. Responses to these subsections must be complete and as succinct as possible. Instructions regarding format must be followed.

**Section A. General Services**

1. Describe how the firm will service this account and provide customer service and quality assurance.
2. Describe how you will work collaboratively with this Department and its third-party vendors, specifically speaking to your expected level of involvement.
3. Specify your particular expertise or involvement in the employee benefits industry with:
   1. Benefit plan marketing, negotiation, contracting & implementation
   2. Strategic Planning
   3. Health Care Cost Control
   4. Health Care Quality Initiatives
   5. Value Based Insurance Design
   6. ACO Risk Sharing Arrangements
   7. Narrow –network plan design
   8. Wellness & Disease Management
   9. Legal Compliance
   10. Financial Reporting
   11. Employee Benefit Communications
   12. Benefit enrollment and administration software
4. What would you consider your strongest assets that you would be bringing to this engagement?

**Section B. Health Plan Strategy**

1. Please state your developmental plan for the effective management of the State's Benefits-related policies.
2. Please provide a description of how you will analyze current plan design to develop cost-control strategies, funding and purchasing options.
3. Describe how you evaluate all insurers or alternative markets for financial security, market niche, cost competitiveness and service reputation and capability.
4. Describe the issues and challenges, as you view them, facing the State of Maine as a benefit plan sponsor in the next three years related to employee benefits.

**Section C. Legal and Compliance**

1. State the three most challenging compliance issues that could face the State of Maine in administering its group health plan in the next 5 years.

**Section D. Reporting**

1. What standard health and dental plan-related reports do you offer to your clients? Are these reports imbedded within your standard fees are they charged on fee-for-service basis?
2. What is the process and fees for ad-hoc reporting?
3. Please provide a sample “dashboard” report which might be provided to the SEHC on a monthly basis.

**Section III Cost Proposal**

1. **General Instructions**
2. The Bidder must submit a cost proposal that covers the entire period of the initial contract. Please use the expected “Initial Period of Performance” dates stated in PART I, D.
3. The cost proposal shall include the costs necessary for the Bidder to fully comply with the contract terms and conditions and RFP requirements.
4. The cost proposal must also include all costs related to any travel that may be incurred during the course of Core Services in Part II C within this RFP.
   1. Any Ad Hoc Services rendered will be expected to include travel expenses in their individual invoices.
5. No costs related to the preparation of the proposal for this RFP or to the negotiation of the contract with the Department may be included in the proposal. Only costs to be incurred after the contract effective date that are specifically related to the implementation or operation of contracted services may be included.
6. **Cost Proposal Form Instructions**

The Bidder should fill out **Appendix D** (Cost Proposal Form), following the instructions detailed here and in the form. Failure to provide the requested information, and to follow the required cost proposal format provided, may result in the exclusion of the proposal from consideration, at the discretion of the Department.

# **PART V PROPOSAL EVALUATION AND SELECTION**

Evaluation of the submitted proposals shall be accomplished as follows:

## Evaluation Process - General Information

* + - 1. An evaluation team, comprised of qualified reviewers, will judge the merits of the proposals received in accordance with the criteria defined in the RFP.
      2. Officials responsible for making decisions on the selection of a contractor shall ensure that the selection process accords equal opportunity and appropriate consideration to all who are capable of meeting the specifications. The goals of the evaluation process are to ensure fairness and objectivity in review of the proposals and to ensure that the contract is awarded to the Bidder whose proposal provides the best value to the State of Maine.
      3. The Department reserves the right to communicate and/or schedule interviews/presentations with Bidders if needed to obtain clarification of information contained in the proposals received, and the Department may revise the scores assigned in the initial evaluation to reflect those communications and/or interviews/presentations. Interviews/presentations are not required, and changes to proposals will not be permitted during any interview/presentation process. Therefore, Bidders should submit proposals that present their rates and other requested information as clearly and completely as possible.

## Scoring Weights and Process

1. **Scoring Weights:** The score will be based on a 100-point scale and will measure the degree to which each proposal meets the following criteria.

**Section I. Organization Qualifications and Experience (40 points)**

Includes all elements addressed above in Part IV, B, Section I.

**Section II. Proposed Services (30 points)**

Includes all elements addressed above in Part IV, B, Section II.

**Section III.a Cost Proposal – Core Services (25 points)**

Includes all elements addressed above in Part IV, B, Section III.

**Section III.b Cost Proposal – Ad Hoc Services (5 Points)**

Includes all elements addressed above in Part IV, B, Section III.

1. **Scoring Process:** The review team will use a consensus approach to evaluate and score Sections I & II above. Members of the review team will not score those sections individually but, instead, will arrive at a consensus as to assignment of points for each of those sections. Sections III, the Cost Proposal, will be scored as described below.
2. **Scoring the Cost Proposal:** The total cost proposed for conducting all the functions specified in this RFP in each of the 2 listed areas (Core Services and Ad Hoc Services) will be assigned a score according to a mathematical formula. The lowest bid in each area will be awarded full points. Proposals with higher bid values will be awarded proportionately fewer points calculated in comparison with the lowest bid.

The scoring formula is:

(Lowest submitted Core Services cost proposal / Core Services Cost of proposal being scored) x (25) = pro-rated score

(Lowest submitted Ad Hoc Services cost proposal / Ad Hoc Services Cost of proposal being scored) x (5) = pro-rated score

No Best and Final Offers: The State of Maine will not seek a best and final offer (BAFO) from any Bidder in this procurement process.  All Bidders are expected to provide their best value pricing with the submission of their proposal.

1. **Negotiations:** The Department reserves the right to negotiate with the successful Bidder to finalize a contract at the same rate or cost of service as presented in the selected proposal. Such negotiations may not significantly vary the content, nature or requirements of the proposal or the Department’s Request for Proposals to an extent that may affect the price of goods or services requested. The Department reserves the right to terminate contract negotiations with a selected Bidder who submits a proposed contract significantly different from the proposal they submitted in response to the advertised RFP. In the event that an acceptable contract cannot be negotiated with the highest ranked Bidder, the Department may withdraw its award and negotiate with the next-highest ranked Bidder, and so on, until an acceptable contract has been finalized. Alternatively, the Department may cancel the RFP, at its sole discretion.

## Selection and Award

**1.** The final decision regarding the award of the contract will be made by representatives of the Department subject to approval by the State Procurement Review Committee.

**2.** Notification of contractor selection or non-selection will be made in writing by the Department.

**3.** Issuance of this RFP in no way constitutes a commitment by the State of Maine to award a contract, to pay costs incurred in the preparation of a response to this request, or to pay costs incurred in procuring or contracting for services, supplies, physical space, personnel or any other costs incurred by the Bidder.

**4.** The Department reserves the right to reject any and all proposals or to make multiple awards.

## Appeal of Contract Awards

Any person aggrieved by the award decision that results from this RFP may appeal the decision to the Director of the Bureau of General Services in the manner prescribed in 5 MRSA § 1825-E and 18-554 Code of Maine Rules, Chapter 120 (found here: [Chapter 120](https://www.maine.gov/dafs/bbm/procurementservices/policies-procedures/chapter-120)).  The appeal must be in writing and filed with the Director of the Bureau of General Services, 9 State House Station, Augusta, Maine, 04333-0009 within 15 calendar days of receipt of notification of contract award.

# **PART VI CONTRACT ADMINISTRATION AND CONDITIONS**

## Contract Document

**1.** The successful Bidder will be required to execute a State of Maine Service Contract with appropriate riders as determined by the issuing department.

The complete set of standard State of Maine Service Contract documents, along with other forms and contract documents commonly used by the State, may be found on the Division of Procurement Services’ website at the following link:

[Division of Procurement Services Forms Page](https://www.maine.gov/dafs/bbm/procurementservices/forms)

**2.** Allocation of funds is final upon successful negotiation and execution of the contract, subject to the review and approval of the State Procurement Review Committee. Contracts are not considered fully executed and valid until approved by the State Procurement Review Committee and funds are encumbered. No contract will be approved based on an RFP which has an effective date less than fourteen (14) calendar days after award notification to Bidders. (Referenced in the regulations of the Department of Administrative and Financial Services, Chapter 110, § 3(B)(i): [Chapter 110](https://www.maine.gov/dafs/bbm/procurementservices/policies-procedures/chapter-110))

This provision means that a contract cannot be effective until at least 14 calendar days after award notification.

**3.** The State recognizes that the actual contract effective date depends upon completion of the RFP process, date of formal award notification, length of contract negotiation, and preparation and approval by the State Procurement Review Committee. Any appeals to the Department’s award decision(s) may further postpone the actual contract effective date, depending upon the outcome. The contract effective date listed in this RFP may need to be adjusted, if necessary, to comply with mandated requirements.

* + - 1. In providing services and performing under the contract, the successful Bidder(s) shall act as an independent contractor and not as an agent of the State of Maine.

## Standard State Agreement Provisions

**1.** Agreement Administration

a. Following the award, an Agreement Administrator from the Department will be appointed to assist with the development and administration of the contract and to act as administrator during the entire contract period. Department staff will be available after the award to consult with the successful Bidder in the finalization of the contract.

b. In the event that an acceptable contract cannot be negotiated with the highest ranked Bidder, the Department may withdraw its award and negotiate with the next-highest ranked Bidder, and so on, until an acceptable contract has been finalized. Alternatively, the Department may cancel the RFP, at its sole discretion.

**2.** Payments and Other Provisions

The State anticipates paying the Contractor on the basis of net 30 payment terms, upon the receipt of an accurate and acceptable invoice. An invoice will be considered accurate and acceptable if it contains a reference to the State of Maine contract number, contains correct pricing information relative to the contract, and provides any required supporting documents, as applicable, and any other specific and agreed-upon requirements listed within the contract that results from this RFP.

# **PART VII LIST OF RFP APPENDICES AND RELATED DOCUMENTS**

1. **Appendix A** – Proposal Cover Page
2. **Appendix B** – Debarment, Performance and Non-Collusion Certification
3. **Appendix C** – Qualifications and Experience Form
4. **Appendix D** – Cost Proposal Form
5. **Appendix E** – Submitted Question Form
6. **Appendix F –** Certification Affirmation Form

**APPENDIX A**

**State of Maine**

**Department of Administrative and Financial Services**

**PROPOSAL COVER PAGE**

**RFP# 202001003**

**Health & Welfare Benefits Consulting**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Bidder’s Organization Name:** | |  | | | |
| **Chief Executive - Name/Title:** | |  | | | |
| **Tel:** |  | | | **E-mail:** |  |
| **Headquarters Street Address:** | |  | | | |
| **Headquarters City/State/Zip:** | |  | | | |
| ***(Provide information requested below if different from above)*** | | | | | |
| **Lead Point of Contact for Proposal - Name/Title:** | | |  | | |
| **Tel:** |  | | | **E-mail:** |  |
| **Headquarters Street Address:** | |  | | | |
| **Headquarters City/State/Zip:** | |  | | | |

* This proposal and the pricing structure contained herein will remain firm for a period of 180 days from the date and time of the bid opening.
* No personnel currently employed by the Department or any other State agency participated, either directly or indirectly, in any activities relating to the preparation of the Bidder’s proposal.
* No attempt has been made, or will be made, by the Bidder to induce any other person or firm to submit or not to submit a proposal.
* The above-named organization is the legal entity entering into the resulting agreement with the Department should they be awarded the contract.
* The undersigned is authorized to enter contractual obligations on behalf of the above-named organization.

*To the best of my knowledge, all information provided in the enclosed proposal, both programmatic and financial, is complete and accurate at the time of submission.*

|  |  |
| --- | --- |
| **Name (Print):** | **Title:** |
| **Authorized Signature:** | **Date:** |

**APPENDIX B**

**State of Maine**

**Department of Administrative and Financial Services**

**DEBARMENT, PERFORMANCE and NON-COLLUSION CERTIFICATION**

**RFP# 202001003**

**Health & Welfare Benefits Consulting**

|  |  |
| --- | --- |
| **Bidder’s Organization Name:** |  |

*By signing this document, I certify to the best of my knowledge and belief that the aforementioned organization, its principals and any subcontractors named in this proposal:*

1. *Are not presently debarred, suspended, proposed for debarment, and declared ineligible or voluntarily excluded from bidding or working on contracts issued by any governmental agency.*
2. *Have not within three years of submitting the proposal for this contract been convicted of or had a civil judgment rendered against them for:*
   1. *Fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a federal, state or local government transaction or contract.*
   2. *Violating Federal or State antitrust statutes or committing embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;*
   3. *Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or Local) with commission of any of the offenses enumerated in paragraph (b) of this certification; and*
   4. *Have not within a three (3) year period preceding this proposal had one or more federal, state or local government transactions terminated for cause or default*.
3. *Have not entered into a prior understanding, agreement, or connection with any corporation, firm, or person submitting a response for the same materials, supplies, equipment, or services and this proposal is in all respects fair and without collusion or fraud. The above-mentioned entities understand and agree that collusive bidding is a violation of state and federal law and can result in fines, prison sentences, and civil damage awards.*

**Failure to provide this certification may result in the disqualification of the Bidder’s proposal, at the discretion of the Department.**

|  |  |
| --- | --- |
| Name (Print): | Title: |
| Authorized Signature: | Date: |

**APPENDIX C**

**State of Maine**

**Department of Administrative and Financial Services**

## QUALIFICATIONS & EXPERIENCE FORM

**RFP# 202001003**

**Health & Welfare Benefits Consulting**

|  |  |
| --- | --- |
| **Bidder’s Organization Name:** |  |

|  |
| --- |
| **Present a brief statement of qualifications, including any applicable licensure and/or certification. Describe the history of the Bidder’s organization, especially regarding skills pertinent to the specific work required by the RFP and any special or unique characteristics of the organization which would make it especially qualified to perform the required work activities. You may expand this form and use additional pages to provide this information.** |
|  |

**APPENDIX C (continued)**

|  |
| --- |
| **Provide a description of projects that occurred within the past five years which reflect experience and expertise needed in performing the functions described in the “Scope of Services” portion of this RFP. For each of the project examples provided, a contact person from the client organization involved should be listed, along with that person’s telephone number and email address. Please note that contract history with the State of Maine, whether positive or negative, may be considered in rating proposals even if not provided by the Bidder.**  *If the Bidder has not provided similar services, note this, and describe experience with projects that highlight the Bidder’s general capabilities.* |

|  |  |
| --- | --- |
| **Project One** | |
| **Client Name:** |  |
| **Client Contact Person:** |  |
| **Telephone:** |  |
| **E-Mail:** |  |
| **Brief Description of Project** | |
|  | |

|  |  |
| --- | --- |
| **Project Two** | |
| **Client Name:** |  |
| **Client Contact Person:** |  |
| **Telephone:** |  |
| **E-Mail:** |  |
| **Brief Description of Project** | |
|  | |

**APPENDIX C (continued)**

|  |  |
| --- | --- |
| **Project Three** | |
| **Client Name:** |  |
| **Client Contact Person:** |  |
| **Telephone:** |  |
| **E-Mail:** |  |
| **Brief Description of Project** | |
|  | |

**APPENDIX D**

**State of Maine**

**Department of Administrative and Financial Services**

**COST PROPOSAL FORM**

**RFP# 202001003**

**Health & Welfare Benefits Consulting**

|  |  |
| --- | --- |
| **Bidder’s Organization Name:** |  |
| **Proposed Core Activities Cost:** | **$** |
| **Proposed Ad Hoc Activities Cost** | **$** |

**ENTIRE PERIOD OF PERFORMANCE – CORE SERVICES**

|  |  |  |
| --- | --- | --- |
| Contract Period Segments | No. of Months | Total Charge over Entire Contract Period |
| 06/01/2020-3/31/2021 | 10 | $ |
| 04/01/2021-3/31/2022 | 12 | $ |
| 04/01/2022-3/31/2023 | 12 | $ |
| 04/01/2023-3/31/2024 | 12 | $ |
| 04/01/2024-3/31/2025 | 12 | $ |
| Proposed Core Activities Cost | 58 | $ |

**INITIAL PERIOD OF PERFORMANCE – AD HOC SERVICES (1)**

|  |  |  |
| --- | --- | --- |
| Contract Period Segments | No. of Months | Total Charge over Initial Contract Period |
| 06/01/2020-3/31/2021 | 10 | $ |
| 04/01/2021-3/31/2022 | 12 | $ |
| 04/01/2022-3/31/2023 | 12 | $ |
| Proposed Ad Hoc Activities Cost | 34 | $ |

**(1)** Assume 100, 120 and120 hours of ad hoc consulting duties over periods ending 3/31/21, 3/31/22 and 3/31/23, respectively. These numbers are considered estimates for evaluation purposes only, and in no way constitute a commitment by the department or guarantee of any expectation of work.

**APPENDIX E**

**State of Maine**

**Department of Administrative and Financial Services**

**SUBMITTED QUESTIONS FORM**

**RFP# 202001003**

**Health & Welfare Benefits Consulting**

|  |  |
| --- | --- |
| **Organization Name:** |  |

|  |  |
| --- | --- |
| **RFP Section & Page Number** | **Question** |
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*\* If a question is not related to any section of the RFP, state “N/A” under “RFP Section & Page Number”.*

*\*\* Add additional rows, if necessary.*

**APPENDIX F**

**State of Maine**

**Department of Administrative and Financial Services**

**AFFIRMATION STATEMENTS FORM**

**RFP# 202001003**

**Health & Welfare Benefits Consulting**

|  |  |
| --- | --- |
| **Organization Name:** |  |

|  |  |  |
| --- | --- | --- |
| **No.** | **Affirmation Statement** | **Enter “Yes”** |
| 1. | The Proposer must agree to include all travel charges within proposed fees for CORE activities as described within Part II.C. |  |
| 2. | Consultant’s office must be staffed including, at a minimum, the person identified as having day to day program management responsibility and at least two support staff for the administration and policy servicing of Benefits Consulting Services, during the term of any contract pursuant to this RFP. |  |
| 3. | The Proposer shall possess appropriate licensure as an insurance broker or agent from the Maine Bureau of Insurance. The successful Proposer shall maintain all requisite licensure at all times during the term of any contract awarded pursuant to this RFP. |  |
| 4. | The substitution of the lead consultant as identified herein will not be allowed without prior written notification to OEHB at least 30 days in advance of the change while under contract. |  |
| 5. | The Proposer must agree to provide billing for services on a not-to-exceed, flat fee, monthly basis for CORE services identified herein. |  |
| 6. | The Proposer’s identified person having day-to-day program management responsibility for administration and policy servicing Health & Welfare Consulting Services (Primary Consultant) must have a minimum of 10  years’ public entity benefits insurance experience in marketing, underwriting, designing coverage plans, program development, and performing other insurance-related services as defined in this RFP. |  |