

MANATEE COUNTY GOVERNMENT

INTENT TO NEGOTIATE

SUBJECT	Benefit Administration System	DATE POSTED	MC <u>X SE 12/19/16</u> DS <u>X SE 12/19/16</u> CC <u>N/A</u>
PURCHASING REPRESENTATIVE	Jacob Erickson, 3053	DATE CONTRACT SHALL BE AWARDED	Upon Completion of Successful Negotiations
DEPARTMENT	Human Resources Department	CONSEQUENCES IF DEFERRED	None <u>/s/ W. Walker</u>
SOLICITATION	RFP 16-2732JE	AUTHORIZED BY DATE	Melissa M. Wendel, CPPO

NOTICE OF INTENT TO NEGOTIATE

Notice of Intent to Negotiate with **Benefit Express Services, LLC** for a Benefit Administration System for the Human Resources Department.

ENABLING/REGULATING AUTHORITY

Federal/State law(s), administrative ruling(s), Manatee County Comp Plan/Land Development Code, ordinances, resolutions, policy.

Manatee County Code of Laws

BACKGROUND/DISCUSSION

PROJECT BACKGROUND:

Manatee County offers a variety of insurance benefits under its IRS Section 125 plan to approximately 6,800 lives. The Employee Health Benefits Division (EHB) administers benefits for the active employees, retirees, COBRA members and their eligible dependents for Manatee County Government. The desired software system will be required to integrate with County's internal HR/Payroll system known as SunGuard ONESolution, County's Document Management solution known as OnBase, as well as external vendor systems such as Aetna, Hartford, Minnesota Life, Payflex and Towers Watson One Exchange Retiree platform.

SOLICITATIONS:

The RFP was advertised on the Manatee County website, DemandStar and was provided to the Manatee County Chamber of Commerce for release to its members. Nine (9) proposals were received.

Firm that submitted proposals include:

Benefit Express Services, LLC	Schaumburg, IL
Benefitfocus.com	Charleston, SC
bswift	Chicago, IL
EBenefits Solutions, LLC	Pittsburgh, PA
FBMC Benefits Management, Inc.	Tallahassee, FL
iTEDIUM, Inc.	Overland Park, KS
PLEXIS Healthcare Systems, Inc.	Ashland, OR
Secova, Inc.	Newport Beach, CA
Web Benefits Design	Orlando, FL

ATTACHMENTS (List in order of attached)	FUNDING SOURCE (Acct Number & Name)	Term Agreement <input checked="" type="checkbox"/> Funds Verified <input type="checkbox"/> Insufficient Funds
COST	AMT/FREQ OF RECURRING COSTS (Attach Fiscal Impact Statement)	N/A

COST \$115,000 before negotiation

EVALUATION COMMITTEE (VOTING) MEMBERS:

Melody Vilt – Health Benefits Supervisor, Human Resources Department
Julie Gillum – Human Resources Generalist, Manatee County Sheriff's Office
Jacob Erickson - Contracts Negotiator, Financial Management Department (Chairperson)

Non-Voting Staff Attending:

Kim Stroud – Health Benefits Manager, Human Resources Department
Diane Glasser – Health Benefits Specialist, Human Resources Department

EVALUATION RESULTS:

The Evaluation Committee (the "Committee") convened in October 2016 to review evaluation committee responsibilities, discuss member's availability for future meetings, and the Florida Sunshine Law as applicable to public meetings. The Evaluation Committee then proceeded to review each of the nine (9) proposals for their responsiveness to the requirements of the RFP. A second evaluation committee occurred in October 2016 to further discuss clarifications requested by the Evaluation Committee. As a result of the discussion, the Committee unanimously voted to invite three (3) firms to Oral Presentations. The Evaluation Committee (the "Committee") reconvened in November 2016 to evaluate the aforementioned Oral Presentations.

Benefit Express Services, LLC, Schaumburg, IL – Based in Schaumburg, IL, Benefit Express Services, LLC is a full-service, employee benefits administration firm. The Evaluation Committee determined that Benefit Express Services, LLC presented a very strong benefit administration system during the Oral Presentations. The system was well constructed and possessed an ease of use. The Evaluation Committee also noted the back end customization and that the members of the Benefit Express Services, LLC team are cross-trained to provide additional support services. After further deliberations, the Evaluation Committee determined that Benefit Express Services, LLC be recommended for the Intent to Negotiate award.

Web Benefits Design, Orlando, FL – Based in Orlando, Web Benefit Design offers a cloud-based employee benefits enrollment system and a benefits administration platform. Though well versed in the Manatee County benefits offerings, the Evaluation Committee concluded that the system proposed by Web Benefit Design was cumbersome and did not portray a relative ease of use. Furthermore, it appeared to the Evaluation Committee that the solution presented by Web Benefits Design was actually three (3) separate systems instead of one platform and would require a large amount of customization to capture the necessary components of the benefits plan offered by the County. Due to these reasons, the Evaluation Committee determined that Web Benefits Design be ranked second.

FBMC Benefits Management, Inc., Tallahassee, FL – Based in Tallahassee, FL, FBMC Benefits Management, Inc. is a large Benefit Specialists company that provides a wide range of services including benefit administration. After the Oral Presentations, the Evaluation Committee determined that FBMC Benefits Management, Inc. did not provide a strong solution for the benefit administration system. There appeared to be a lack of understanding of the Manatee County benefits plan and the system proposed was not necessarily user friendly from an external or backend perspective. As a result, the Evaluation Committee determined that FBMC Benefits Management, Inc. be ranked third.

Upon completion of the Oral Presentations on November 22, 2016, the Committee reconvened on December 2, 2016 to continue deliberation and ultimately recommended the Intent to Negotiate award for **Benefit Express Services, LLC** to the County Administrator.

REMAINING RESPONDENTS

Benefitfocus.com, Charleston, SC - The Evaluation Committee determined that the firm's proposed system did not fulfill the logins requirement of the RFP.

bswift, Chicago, IL – Although well qualified, the Evaluation Committee determined that the firm's proposal did not necessarily provide a full understanding of the benefits plan and the system reflected the lack of understanding.

EBenefits Solutions, LLC, Pittsburgh, PA – The Evaluation Committee determined that the firm could not meet the necessary go-live date outlined in the RFP.

iTEDIUM, Inc., Overland Park, KS – The Evaluation Committee determined that the firm’s solution did not include ad hoc reporting and was more scheduled as a build-out rather than a functioning benefits administration system.

PLEXIS Healthcare Systems, Inc., Ashland, OR – The Evaluation Committee determined that the firm’s system did not possess an employee portal.

Secova, Inc., Newport Beach, CA – The Evaluation Committee determined that the firm’s solution seemed to be more of an administration system and not a benefits administration system. The system also lacked the customization necessary to manage the County’s benefits offerings.

ESTIMATED COST OF SERVICES: The estimated expenditure is \$115,000 before negotiations.
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FUNDING: 506-0004100 – Other Professional Services

The above justifications are a generalized summary of major observations intended only to provide a sufficiently detailed overview of the main observations of a majority of Committee Members. Each Committee Member may have considered one or more facts or factors more or less important than the other Committee Members when voting, and this summary of the Evaluation Committee’s decision is not an attempt to exhaustively describe each of the relevant factors which motivated each of the Committee Members to select the rankings described.

The Evaluation Committee voted 3 to 0 to proceed with the award to **Benefit Express Services, LLC**.

The resulting agreement will be managed by the Human Resources Department.