



REQUEST FOR PROPOSAL (RFP)
BENEFITS CONSULTANT SERVICES

CITY OF MANITOWOC
900 QUAY STREET
MANITOWOC, WI 54220

2020

1. SUMMARY AND BACKGROUND

The City of Manitowoc is currently accepting proposals from organizations that have the ability to provide excellent benefits consultation services. The purpose of this Request for Proposal (RFP) is to solicit proposals from various candidate organizations, conduct a fair and extensive evaluation based on criteria listed herein, and select the candidate who best represents the interests of the City of Manitowoc.

2. PROPOSAL GUIDELINES

Proposals will be accepted until 4:00 pm CST on Friday, March 20, 2020. Any proposals received after this date and time will be returned to the sender. All proposals must be signed by an official agent or representative of the company submitting the proposal.

If the organization submitting a proposal must outsource or contract any work to meet the requirements contained herein, this must be clearly stated in the proposal. Additionally, costs included in proposals must be all-inclusive to include any outsourced or contracted work. Any proposals which call for outsourcing or contracting work must include a name and description of the organizations being contracted.

All costs must be itemized to include an explanation of all fees and costs.

All contractual terms and conditions will be subject to review by Manitowoc's City Attorney and will include scope, budget, schedule, and other necessary items pertaining to the project.

Any costs associated with preparation of the proposal will be the responsibility of the consultant.

3. SERVICES REQUESTED

The City of Manitowoc desires a Benefits Consultant with the ability to provide the following services:

- Professional, engaging, relatable employee presentations;
- Structured communication plans with the ability to provide professional educational/informational documents for employees;
- City leadership education;
- Ability to integrate Wellness initiatives with Medical Plan Design;
- Ability to understand, adjust, and be effective within an organization's culture;
- Resources to provide finance department with desired reporting, forecasting, and modeling;
- Advanced compliance guidance;
- Resources to successfully guide the City through ACA requirements;
- Advocate for the City when researching and recommending the most appropriate vendors (cost and quality);
- Ability to recommend the most appropriate vendor with no bias toward any particular vendor;

- Creative program development that engages the employee and produces positive impactful results for both the employee and the City;
- Cost conscious and the ability to show significant return on investment for the City;
- Prompt customer service and availability;
- Attendance at necessary meetings;
- Strategic planning capabilities with a vision for the future that is in line with the City's plan;
- Provide up to date resources, tools, and guidance relating to plan modeling and compliance for the City's reference;
- Ability to act as project manager during implementations;
- Advocate for the City with all benefits vendors;
- Ability to provide all other usual relevant services not listed here.

4. REQUEST FOR PROPOSAL TIMELINE

Request for Proposal Timeline:

All proposals in response to this RFP are due no later than 4:00 pm CST on Friday, March 20, 2020.

The top two firms may be asked to provide an in-person presentation and to respond to panel questions. The date for this in-person meeting is tentatively set for the morning of Thursday, April 2, 2020.

The selection decision for the winning consultant will be made no later than Friday, April 10, 2020.

Notifications to consultants who were not selected will be completed by Friday, April 24, 2020.

5. BUDGET

All proposals must include proposed costs.

NOTE: All costs and fees must be clearly described in each proposal.

6. CONSULTANT QUALIFICATIONS

Consultants should provide the following items as part of their proposal for consideration:

- Description of relevant experience
- Examples of communication and/or educational documents
- Examples of creative program creation
- Examples of compliance and healthcare reform resources
- Examples of reporting, forecasting, and modeling
- List of how many full time, part time, and contractor staff in your organization
- Testimonials from current clients
- Anticipated resources you will dedicate to the services of the City
- Timeframe for implementation
- Project management methodology

- A sample of a three-year contract that will be executed upon selection of firm and approval from the City of Manitowoc Common Council.

7. PROPOSAL EVALUATION CRITERIA

The City of Manitowoc will evaluate all proposals based on the following criteria. To ensure consideration for this Request for Proposal, your proposal should be complete and include all of the following criteria:

- Overall proposal suitability: proposed solution(s) must meet the scope and needs included herein and be presented in a clear and organized manner
- Organizational experience: Consultants will be evaluated on their experience as it pertains to the City's needs
- Previous work: Consultants will be evaluated on examples of their work pertaining to resources and materials as well as client testimonials and references
- Value and cost: Consultants will be evaluated on the cost of their solution(s) based on the work to be performed
- Technical expertise and experience: Consultants must provide descriptions and documentation of staff technical expertise and experience
- The top two firms may be asked to provide an in-person presentation and to respond to panel questions.
- The City of Manitowoc reserves the right to reject any and all proposals for any or no reason.

Each consultant must submit a copy of their proposal to the address below by Friday, March 20, 2020 at 4:00 pm CST:

jclillibridge@manitowoc.org

City of Manitowoc
Attn: Jessie Lillibridge
900 Quay Street
Manitowoc, WI 54220

For questions, please contact Jessie Lillibridge at 920-686-6994.