CITY OF BURLINGTON
HUMAN RESOURCES DEPARTMENT
BURLINGTON, VERMONT

REQUESTS FOR PROPOSALS

FOR

PROVIDING MANAGEMENT
OF THE CITY'S
HEALTH CARE FLEXIBLE SPENDING PROGRAM
AND
DEPENDENT CARE ASSISTANCE PROGRAM
FOR
CITY EMPLOYEES

Issued April 10, 2013

I. General Information

A. Introduction/Purpose - The City of Burlington (City) is seeking proposals from qualified firms to provide management of the City's Health Care Flexible Spending (Flex) and Dependent Care Assistance Programs (DCAP). The existing model is funded by City Employees through payroll deduction consistent with the Internal Revenue Service guidelines.

B. Background - Burlington is the largest city in the State of Vermont with a population just over 42,000. The city covers 15.5 square miles on the eastern shore of Lake Champlain. There are four colleges in the city including the University of Vermont, (UVM). The University is located overlooking the city on a 451-acre campus which includes undergraduate, graduate, and medical schools. In addition there are two other colleges within the city: Champlain College, as well as Burlington College which is smaller in size. The City has approximately 16,900 housing units and several large hotel and convention sites. The City has 684 active full and part time employees.

C. Scope - The City is requesting proposals for managing the Flex and DCAP accounts for the City and its' employees. Employees are subject to a $2,200.00 maximum for Flex and a $5000.00 maximum for DCAP. Employees contribute to their accounts either weekly or bi-weekly depending upon there payroll frequency. Employees are to be reimbursed on a weekly basis if requested. Employees need to be able to submit claims via fax, postal mail, through the internet. A census will be provided upon request.

D. Timeline for Proposals:

1. Request for Proposals issued April 10, 2013.
2. Proposals due to City by 4:00 P.M. May 2, 2013.

II. Information Regarding Proposals

A. Eligibility - Proposals may be submitted by any established non-profit corporation or by private proprietorships, partnerships, or corporations; or by a consortium of public, non-profit, and private entities eligible to provide these services. In the case of collaborative applications, one organization shall be designated to enter into a contractual relationship with the City of Burlington.

B. All proposals received by the City of Burlington are subject to the Vermont Access to Public Records Act.

C. All proposals must include assurance that the proposer is in good standing with all applicable federal and state laws and agencies and is properly licensed or registered to provide the services requested.

D. Evaluation Criteria - Proposals will be evaluated according to the following criteria, listed in order of importance:

1) Specialized experience and technical competence of the firm and its personnel (including a joint venture, associate or professional subcontract), experience with providing reimbursement service for similar sized organizations.
2) Ease of enrollment and de-enrollment for employees, access to database, reporting capability, and portal functionality.
3) Proposed methods to accomplish the work required including, where appropriate, demonstrated capability to explore and develop innovative or advanced methods of service delivery.
4) Proposed cost to deliver the services.
5) Capacity to perform the services (including any specialized services) within accepted time frames.
6) Past record of performance on contracts which includes such factors as control of costs, quality of work, ability to adhere to schedules, cooperation, responsiveness, and other management and attitudinal considerations.
7) Compliance with Internal Revenue Service Guidelines and Laws.

E. Format for Proposals - Proposals shall contain a Table of Contents, be double-spaced, in no less than 11-point font, and the pages shall be numbered following the Table of Contents. All acronyms shall be spelled out the first time that they are used. The source of all data cited shall be noted. All proposals become the property of the City. Proposals shall not be bound or stapled, but clipped in the upper left corner. Please submit proposals to Susan Leonard, Director of Human Resources, 179 South Winooski Avenue, Burlington, Vermont, 05401 no later than 4:00 P.M. May 2, 2013.

F. Submission Requirements - In order for a proposal to be eligible, the following submissions, in addition to the written report, are required at the time of submittal (please include in the Table of Contents):

1) A summary of your firm's qualifications as they relate to the services requested. A description of your firm's particular approach to providing reimbursement services for the City's Employees.
2) Detailed resumes and references regarding the experience of the personnel serving the City.
3) A description of similar organizations served.
4) A list of 5 (five) references knowledgeable of your firm's work. Please include telephone numbers and addresses.

G. Information regarding timetable following award – The following are the timelines for requirement/submittals after award:

1) Within 2 (two) weeks of contract award, a plan for entering all current subscribers into the firm's database.
2) Within 8 (eight) weeks of contract award, provide written process for payment through ACH.

H. Inquiries - Inquiries regarding this Request for Proposals should be addressed to Julie Hulburd, Human Resources Generalist, 179 South Winooski Avenue, Burlington, VT 05401. Telephone: 802-540-3057. All inquiries shall be submitted in writing and by 4:00 P.M., April 17, 2013. The questions and responses will be submitted to all vendors who were sent or requested the RFP. The City is committed to a proposal process that maintains the highest level of integrity. Accordingly, all communications are limited to those authorized by and described in this RFP. Any attempt to influence any of the participants, whether that attempt is oral or written, formal or informal, direct or indirect, outside of the RFP process is strictly prohibited.

I. Proposal Acceptance Period - All proposals submitted for the City's consideration must provide for an acceptance period guaranteeing the City that both the administrative and cost proposals will remain in effect and may be accepted by the City for a period of not less than ninety (90) days from the date of the submission of the proposal.

J. Minimum Insurance Requirements -The following minimum insurance requirements must be provided by the successful proposer before a contract can be signed:

1 All carriers must be licensed in the state of Vermont and maintain an AM Best Rating of A- or better
2 General Liability: $1,000,000 per occurrence/$2,000,000 aggregate*
3 Business Auto liability: $1,000,000 Combined Single Limit**

4 Workers' Compensation/Employer's Liability: $500,000/$500,000/$500,000***
5 Professional Liability: $5,000,000 per claim/$5,000,000 per policy period
6 *Proposer's general liability shall name the City of Burlington as an additional insured using endorsement CG 20 26, or its equivalent proprietary endorsement. Waiver of Subrogation Endorsement (CG 2404) in favor of the City of Burlington shall apply.

K. Livable Wage, Outsourcing, and Union Deterrence - A successful proposal to provide goods and services to the City must comply with all City ordinances, in addition to any applicable state or Federal laws. These include, but are not limited to, compliance with the City's Livable Wage, Outsourcing, and Union Deterrence ordinances. A certificate of compliance with the Livable Wage ordinance will be required. The Livable Wage ordinance can be found at the following link: http://www.burlingtonvt.gov/CT/Livable-Wage-Ordinance/. Other City ordinances are available at the Municode website or by Inquiry to the City.

L. Changes, Modifications and Cancellation of RFP - The City reserves the right to make changes to this RFP by issuance of written addendum of amendments. Any addendum or amendments, whether made as a result of a potential written inquiry or otherwise, will be provided to all vendors.

M. Rejection of Proposals – The City reserves the right to reject, accept, modify, or negotiate changes to any and/or all proposals or portions of proposals at its discretion for the best interest of the City.

N. Award – The City reserves the right to award one, more than one, or no contract(s) in response to this RFP.

O. Approval Required – Contracts with the City will not be binding on the City until approved through the City's appropriate channels of approval and/or legal review.

P. Cost Guarantee – All fees and costs associated with the proposal should be guaranteed for the term of the contract. The City of Burlington reserves the right to cancel the contract at any time with the 90 days notice of cancellation or non-renewal of contract.