May 16, 2013

To Whom It May Concern:

The City of Cleveland, through its Director of Finance is soliciting proposals from qualified firms interested in providing COBRA administrative services.

These services are needed to administer COBRA services for the City of Cleveland.

If your firm is interested, please submit to the City no later than 12:00 noon, Eastern Time, on Friday, May 31, 2013, an original and (3) complete duplicates of your technical proposal and your fee proposal, in hard copy and an electronic copy on CD-ROM. Submit the technical proposal and the fee proposal in separate sealed envelopes, marked appropriately on the outside and, if possible, enclosed in one package.

No proposals will be accepted after that date and time unless the City extends the deadline by a written addendum.

Sealed proposals may be mailed or delivered to the address below and must be identified on the outside of the envelope(s) as: **"Response to RFP to Provide Cobra Services for The City of Cleveland"**

Attention:
Dominic Rapposelli
HR Assistant Manager of Program, Planning & Management
City of Cleveland
601 Lakeside Avenue
Cleveland, Ohio 44114

If proposals are hand-delivered, proposals should be addressed as above and taken to **Dominic Rapposelli, Cleveland City Hall, 601 Lakeside Avenue Room 121, Cleveland, Ohio 44114.** Faxed or E-Mailed submissions will not be entertained.

The City reserves the right to reject any or all proposals or portions of them, to waive irregularities, informalities, and technicalities, to re-issue or to proceed to obtain the service(s) desired otherwise, at any time or in any manner considered in the City's best interests. The Director may, at his/her sole discretion, modify or amend any provision of this notice or the RFP.

Deadline for questions or written requests for clarification is Thursday, May 23, 2013 and must be submitted in writing to:

Kim Stika, Senior Client Advisor
The Fedeli Group
5005 Rockside Road
Fifth Floor - Suite 500
P.O. Box 318003
Independence, OH 44131-8003
kstika@thefedeligroup.com

The selected provider will be notified as soon as practical after analysis of all proposals required in compliance with this request. The City reserves the right to review details of services with potential vendors to ensure system compatibility prior to contract award. **The City may conduct Finalist meetings the week of June 3rd.**

It is anticipated that the contract will be effective no later than July 1, 2013.

It is our hope that this RFP will be self –explanatory, however if you need additional information, please call or email me at (216) 643-6968 or kstika@thefedeligroup.com.

Sincerely,

Kim Stika
Senior Client Advisor, Benefits Division
The Fedeli Group

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Scope of Services

General.

The City of Cleveland is seeking professional COBRA Administration services as set forth in more detail below in the Description of Services. If approved, we expect that transition to the selected vendor will commence on or about July 1, 2013.

The scope of this Request for Proposal encompasses all COBRA Administration tasks.

Specific Services

Emphasis will be placed on the following characteristics in selecting the vendor:

- Clients of similar size and industry
- Existing online transactional and reporting capabilities (reports available, online access, etc.)
- Flexibility of System, ability to handle various premium structures with rate changes at points in time determined by the College and not necessarily tied to existing COBRA time lines
- Demonstrated accuracy of administration
- Total cost of outsourcing services

The City reserves the right to modify the scope of services at any time before execution of a contract to add, delete, or otherwise amend any item(s), as it deems necessary, in its sole judgment, and in the best interest of the City.

Background and History

The City provides both Fully Insured medical and dental as well as Self Insured prescriptions benefits along with a health care flexible spending account for approximately 8000 employees plus their eligible dependents.

The objectives of this RFP are as follows:

1. To ensure compliance with COBRA regulations;
2. To ensure accurate and timely COBRA administration, including premium collection/remittance/reconciliation, issuance of all mandated notices to newly eligible employees and participants subject to qualifying events, termination of COBRA coverage when necessary; and renewal notices if premiums are changing. To facilitate accurate reporting of COBRA to the College and its insurance partners via a complete set of online management reports/queries; and
3. To facilitate accurate payment and reporting of COBRA

Project Schedule and Deliverables

The City has established the following list of reports that the consultant will be required to provide as deliverables. The City reserves the right to modify the list of deliverables at any time before execution of a contract to add, delete, or otherwise amend any report or other deliverable, as it deems necessary, in its sole judgment, and in the best interest of the City.

A. * * *

B. The City reserves the right to add related services as needed. * * *

C. Unless otherwise expressly provided, the term of the Agreement shall begin upon its date of execution and, unless extended by City or unless sooner canceled or terminated under the provisions of the Agreement, shall expire when all required deliverables have been submitted to and approved by the Director and all other Services have been satisfactorily performed and accepted by the Director ("Term").

Proposal Requirements

A. Submission of Proposal

Each proposer shall submit its proposal(s) in the number, form, and manner, and by the date and time and at the location required in the section, **Introduction and Background** above.

i. Each Proposer shall provide all information requested in this Request for Proposal. The proposer must organize its proposal package to address each of the elements in this RFP in the order listed in Section_._. The proposer should carefully read all instructions and requirements and furnish all information requested. If a Proposal does not comply with all terms, conditions, and requirements for submittal, the City may consider it unacceptable and may reject it without further consideration.

ii. The City wishes to promote the greatest feasible use of recycled and environmentally sustainable products and to minimize waste in its operations. To that end, all proposals should comply with the following guidelines: Unless absolutely necessary, copies should minimize or eliminate use of non-recyclable or non re-usable materials. Materials should be in a format permitting easy removal and recycling of paper. A proposer should, to the extent possible, use products consisting of or containing recycled content in its proposal including, but not limited to, folders, binders, paper clips, diskettes, envelopes, boxes, etc. Do not submit any or a greater number of samples, attachments or documents not specifically requested.

iii. If you find discrepancies or omissions in this RFP or if the intended meaning of any part of this RFP is unclear or in doubt, send a written request for clarification or interpretation to Kim Stika The Fedeli Group 5005 Rockside Road Independence, Ohio 44131 no later than Thursday, April 11th, 2013. Requests for clarification or interpretation may be submitted via e-mail to kstika@thefedeligroup.com.

B. The City's Rights and Requirements

i. The Director, at his/her sole discretion, may require any Proposer to augment or supplement its proposal or to meet with the City's designated representatives for interview or presentation to further describe the Proposer's qualifications and capabilities. The requested information, interview, meeting, or presentation shall be submitted or conducted, as appropriate, at a time and place the Director specifies.

ii. The City reserves the right, at its sole discretion, to reject any proposal that is incomplete or unresponsive to the requests or requirements of this RFP. The City reserves the right to reject any or all proposals and to waive and accept any informality or discrepancy in the proposal or the process as may be in the City's best interest.

iii. **Proposal as a Public Record.**

Under the laws of the State of Ohio, all parts of a proposal, other than trade secret or proprietary information and the fee proposal may be considered a public record which, if properly requested, the City must make available to the requester for inspection and copying. Therefore, to protect trade secret or proprietary information, the Proposer should clearly mark each page - but only that page - of its proposal that contains that information. The City will notify the proposer if such information in its proposal is requested, but cannot, however, guarantee the confidentiality of any proprietary or otherwise sensitive information in or with the proposal. Blanket marking of the entire proposal as "proprietary" or "trade secret" will not protect an entire proposal and is not acceptable.

iv. **CLEVELAND AREA BUSINESS CODE**

Requirements. During performance of this Agreement, Contractor shall comply with all applicable requirements of the *Cleveland Area Business Code*, Chapter 187 of the Codified Ordinances of Cleveland, Ohio, 1976 ("C.O."), and any *Regulations* promulgated under the *Code*, which *Code* and *Regulations* are incorporated into and made part of this RFP by this reference as fully as if rewritten in it or attached. Specifically, compliance under any resulting agreement shall include, but not be limited to, the Contractor's:

- Compliance with its proposal representations regarding CSB, MBE, and/or FBE participation in performance of the Agreement;
- Compliance and cooperation with Project Monitors, whether from the Mayor's Office of Equal Opportunity (the "OEO") or the contracting department;
- Accurate, complete, and on-time submission of all reports, forms, and documents including, but not limited to, employment reports, certified payrolls, monitoring forms, and other information the Director of the OEO may require, whether in printed or electronic form, to ascertain and verify Contractor's compliance; and
- Attendance at and participation in all required project meetings, including OEO compliance meetings, and progress meetings called by the contracting department director(s) at key intervals during performance of the contract services (e.g. 25% completion, 50% completion, 75% completion).

Failure to Comply. When determining the contractor's future eligibility for a City contract, the City shall consider a contractor's failure to comply with the representations of its proposal and the requirements under the *Code* as a failure to faithfully perform a contract.

a. Under the *Cleveland Area Business Code*, the City of Cleveland is firmly committed to assisting Minority Business Enterprises (MBEs), Female Business Enterprises (FBEs), and Cleveland- area small businesses (CSBs) by providing and enhancing economic opportunities to participate in City contracts. The successful proposer for a contract will be a firm that shares that commitment. Accordingly, a proposer is strongly encouraged to utilize the services of qualified MBE/FBE/CSB sub-consultants that are certified by the Mayor's Office of Equal Opportunity (the "OEO") in its proposal.

b. The standard subcontracting goal for professional services contracts is 10% Cleveland Area Small Business ("CSB") subcontractor participation. Please review the attached Office of Equal Opportunity documents to ascertain the goal for the proposed contract. Proposers are required to make a good-faith effort to subcontract portions of the work to certified Minority Business Enterprise ("MBE"), Female Business Enterprise ("FBE"), and CSB firms, consistent with the subcontracting goal(s) applicable to this RFP.

c. To document its good-faith effort to utilize certified MBE, FBE and CSB sub-consultants, each proposer must complete Schedules 1 through 4 found in the *Cleveland Area Business Code - Notice to Bidders and Schedules*. These schedules identify the Proposer's proposed use of MBE, FBE and CSB sub-consultants on the project, which evidences the proposer's good-faith effort to obtain the participation of certified sub-consultants. The Proposer shall submit the completed forms with its proposal and they will be forwarded to the City's Office of Equal Opportunity for evaluation. Failure to submit complete schedules may result in the rejection of a proposal

Proposers may obtain a listing of firms certified by the OEO as CSBs, MBEs and FBEs by checking the City's website at http://www.city.cleveland.oh.us. On the home page, select "Office of Equal Opportunity" from the drop-down menu of City departments. On the Office of Equal Opportunity page, you will find a selection in the left-hand column for "CSB/MBE/FBE Registry".

Proposers are responsible for obtaining the most current list and for contacting potential CSB/MBE/FBE sub-consultants. The City assumes no responsibility for matching prime consultants with qualified, certified MBE, FBE, and/or CSB sub-consultants.

The City Office of Equal Opportunity will monitor participation of MBE, FBE, and/or CSB sub-consultants throughout the duration of the engagement or project. The successful proposer, as contractor, will be responsible for providing the OEO with all information necessary to facilitate this monitoring.

The *Cleveland Area Business Code*, any *Regulations* promulgated under the *Code*, and the OEO *Notice to Bidders & Schedules* are, by this reference, incorporated in and made part of this solicitation and any resulting contract as fully as if written in it or attached.

d. The successful proposer, as contractor, will be required to comply with all terms, conditions, and requirements imposed on a "contractor" in the following *Equal Opportunity Clause*, Section 187.22(b) of the Cleveland Codified Ordinances, and shall make the Clause part of every subcontract or agreement entered into for services or goods and binding on all persons and firms with which the

proposer may deal, as follows: No Contractor shall discriminate against any employee or applicant for employment because of race, religion, color, sex, sexual orientation, national origin, age, disability, ethnic group or Vietnam-era or disabled veteran status. Contractors shall take affirmative action to ensure that applicants are employed and that employees are treated during employment without regard to race, religion, color, sex, sexual orientation, national origin, age, disability, ethnic group or Vietnam-era or disabled veteran status. As used in this chapter, "treated" means and includes without limitation the following: recruited whether by advertising or other means; compensated, whether in the form of rates of pay or other forms of compensation; selected for training, including apprenticeship, promoted, upgraded, demoted, transferred, laid off and terminated. Contractors shall post in conspicuous places available to employees and applicants for employment, notices to be provided by the hiring representative of contractors setting forth the provisions of this nondiscrimination clause.

e. Within 60 calendar days after entering into a contract, the successful Proposer, as Contractor, shall file a written affirmative action program with the OEO containing standards and procedures and representations assuring that the Contractor affords all qualified employees and applicants for employment equal opportunities in the Contractor's recruitment, selection, and advancement processes.

v. **Term of Proposal's Effectiveness**.

By submission of a proposal, the Proposer agrees that its proposal will remain effective and eligible for acceptance by the City until the earlier of the execution of a final contract or 180 calendar days after the proposal submission deadline

vi **Execution of a Contract**.

The Successful Proposer shall, within ten (10) business days after receipt of a contract prepared by the City Director of Law, exclusive of Saturdays, Sundays and holidays, execute and return the contract to the City together with evidence of proper insurance and intent to conform to all requirements of the contract. Attached hereto or which are a part hereof and all applicable federal, state and local laws and ordinances prior to or at the time of execution of the contract.

vii. **"Short-listing".**

The City reserves the right to select a limited number (a "short list") of Proposers to make an oral presentation of their qualifications, proposed services, and capabilities. The City will notify the Proposers selected for oral presentations in writing.

viii. **Proposer's Familiarity with RFP; Responsibility for Proposal**

By submission of a proposal, the Proposer acknowledges that it is aware of and understands all requirements, provisions, and conditions in and of this RFP and that its failure to become familiar with all the requirements, provisions, conditions, and information either in this RFP or disseminated either at a pre-proposal conference or by addendum issued prior to the proposal submission deadline, and all circumstances and conditions affecting performance of the services to be rendered by the successful proposer will not relieve it from responsibility for all parts of its Proposal and, if selected for contract, its complete performance of the contract in compliance with its terms. Proposer acknowledges that the City has no responsibility for any conclusions or interpretations made by Proposer on the basis of information made available by the City. The City does not guarantee the accuracy of any information provided and Proposer expressly waives any right to a claim against the City arising from or based upon any incorrect, inaccurate, or incomplete information or information not otherwise conforming to represented or actual conditions.

C. Anticipated Proposal Processing

The City anticipates it will - but neither promises nor is obligated to - process proposals received according to the following schedule:

i. Issue Request For Proposals	May 16, 2013
ii. Deadline for Submitting Questions	May 23, 2013
iv. Deadline for Submitting Proposal	May 31, 2013

D. Interpretation

The City is not responsible for any explanation, clarification, interpretation, representation or approval made concerning this RFP or a Proposal or given in any manner, except by written addendum.

The City will mail, e-mail, or otherwise deliver one copy of each addendum issued, if any, to each individual or firm that requested and received a RFP. Any addendum is a part of and incorporated in this RFP as fully as if originally written herein.

Qualification for Proposal

A. Each Proposer, regardless of the form of its business entity, must meet the following requirements. Failure to meet all requirements may be cause for rejection of a proposal. If Proposer is a partnership or a joint venture, at least one general partner or constituent member must meet the requirements. Each Proposer must:

   i. Provide evidence that it has a minimum of 5 continuous years of experience within the last 5 years of providing and implementing Cobra administration services to the required services and deliverables described in this RFP.

   ii. Be authorized to conduct business in the State of Ohio, County of Cuyahoga and the City of Cleveland.

   iii. Possess or demonstrate it qualifies for all applicable licenses, certificates, permits, or other authorizations required by any governmental authority, including the City, having jurisdiction over the operations of the Successful Proposer and the proposed services.

   iv. Submit with its proposal at least three (3) written, verifiable, references dated within the last three months from clients for whom the Proposer has rendered services substantially similar to those sought by this RFP, and recommending Proposer for selection for such services.

B. **Insurance:** The Successful Proposer, at its expense, shall at all times during the term of the contract resulting from this RFP, maintain the following insurance coverage. The insurance company(ies) providing the required insurance shall be authorized by the Ohio Department of Insurance to do business in Ohio and rated "A" or above by A. M. Best Company or equivalent. The Successful Proposer, as contractor, shall provide a copy of the policy or policies and any necessary endorsements, or a substitute for them satisfactory to and approved by the Director of Law, evidencing the required insurances upon execution of the contract.

   i. Professional liability insurance with limits of not less than $1,000,000.00 for each occurrence and subject to a

deductible for each occurrence of not more than $25,000.00 per occurrence and in the aggregate, and if not written on an occurrence basis, shall be maintained for not less than two (2) years after satisfactory completion and written acceptance of the services under the contract.

ii. Workers' compensation and employer's liability insurance as provided under the laws of the State of Ohio.

iii. Statutory unemployment insurance protection for all of its employees.

iv. Such other insurance coverage(s) as the City may reasonably require.

Proposal Contents

Each proposal shall include the following parts in the below order. Please separate and identify each part by tabs for quick reference. Each proposal should be organized so as to facilitate its evaluation.

A. **Cover Letter:** The cover letter shall identify and introduce the Proposer and provide other general information about Proposer's business organization including, at least, in one or more attachments or in the Proposal, Proposer's name, principal address, federal ID number, telephone and facsimile numbers, and e-mail address.

If a corporation, provide the state of incorporation, and the full name, title, and experience of each high level corporate officer. If the Proposer is not an Ohio corporation, please state whether or not the Proposer is qualified to do business in the State of Ohio as a foreign corporation. A foreign corporation must provide evidence, prior to execution of a contract, that is qualified to do business in the State of Ohio or it must register with the Ohio Secretary of State.

If the Proposer is a sole proprietorship, state the name of the proprietor doing business.

If a partnership, state the full name, address and other occupation, if any, of each partner; whether the partner is a general or limited partner, and whether active or passive; state each partner's experience and the proportionate share of the business owned by each partner.

If a joint venture, state the name of each firm participating in the joint venture and each principal officer of each firm; each officer's experience and the proportionate share of the joint venture owned by each joint venture partner.

B. **Executive Summary:** The Executive Summary should provide a complete and concise summary of Proposer's background, area(s) and level(s) of expertise, relevant experience and ability to meet the requirements of this RFP. The Executive Summary should briefly state why Proposer is the best candidate for the engagement. The Summary should be organized so it can serve as a stand-alone summary apart from the remainder of the proposal.

C. **Exceptions:** Proposer shall itemize any exceptions it has to the RFP. If it has no exceptions to or deviations from any part of this RFP, it shall so state on an "Exceptions" page. If no deviations or exceptions are identified, Proposer understands that if the City accepts the Proposer's proposal, it must comply with and conform to all of the requirements of the RFP.

D. **Qualifications:** In the Qualifications section, each Proposer should state in detail its qualifications, and experience, and how its services and/or products are unique and best suited to meet the requirements and intent of this RFP. Proposer may include as much information as needed to differentiate its services and product(s) from other Proposers. At a minimum, please include, the following:

i. How Proposer meets or exceeds e qualifications;

ii. A description of the nature of the firm's experience in providing the service(s) and/or product(s) sought by this RFP and state the number of persons currently employed for such purpose;

iii. The total number of such engagements and the clients comparable to the City for which the firm has provided like or similar services within the last five (5) years;

iv. The name, location, and date of all Proposer's agreements for like services that have been terminated, canceled, or suspended prior to completion of the engagement or expiration of the full term within the past five (5) years, and any judgment terminating, or any pending lawsuits or unresolved claims or disputes for damages or termination of such agreements within the past five (5) years; and

v. The names and addresses of at least three (3) references for the firm's professional capabilities. Include the name, e-mail address, and telephone number of a contact person.

E. Proposed Services:

i. Proposer shall describe in detail how Proposer's management and operating plan for delivery of the services for the engagement or project will achieve the intent and

goal(s) of the RFP. In its response to this sub-section, Proposer shall provide or describe:

a. An organizational chart specific for the proposed engagement or project;

b. Resumes of key management personnel;

c. An operational plan describing in detail how Proposer will achieve the intent and purpose(s) of the engagement or project;

d. If applicable, a detailed description of the professional services/training to be provided;

e. Trouble shooting/follow-up protocols;

f. Project management tools to be used in implementation;

ii. **Description of Completed Project:** Proposer shall submit a detailed description of the engagement or project, as completed.

iii. **Environmental Sustainability:** Describe how the proposed services/project/solution incorporate environmental sustainability

F. **Fee Proposal:** Proposer should submit its fee proposal for all its services in a separately sealed envelope clearly marked on the outside. Itemize the fee by project phase or other divisible unit completed, in dollars and percentage, or by deliverable. Proposer shall provide its best estimate of expenses including, but not limited to, travel and associated expenses. No qualification of the financial offer will be accepted. The fee proposal shall be a firm and final amount including the costs and expenses for all anticipated services.

G. **Financial Information:** The Proposer shall include the following financial information:

i. Balance sheet and income statement for the last two (2) fiscal years, prepared in accordance with generally accepted accounting principals, reflecting the current financial condition of the Proposer. If a publicly held corporation, the Proposer should provide in lieu of the foregoing: consolidated financial statements as submitted to the Securities and Exchange Commission ("SEC") on Form 10K, the most recent Form 10Q, and any Forms 8K filed with the SEC in the last 12 months. Owners of closely held corporations must submit a personal financial statement, current to within six (6) months of the proposal date;

ii. Ownership of the Proposer. If the Proposer is a corporation and its outstanding stock is held by fewer than 10 persons, the name and residence address of each shareholder and his/her shares of outstanding stock must be listed.); and

iii. Three bank and three trade references.

H. **Proposers Affidavit:** Proposer shall submit with its proposal an affidavit stating that neither it nor its agents, nor any other party acting for it has paid or agreed to pay, directly or indirectly, any person, firm or corporation any money or valuable consideration for assistance in procuring or attempting to procure the contract proposed to result from its proposal, and further agreeing that no such money or reward will be paid.

I. **Additional Required Documents:** Proposer shall complete, execute, and return with its proposal the following documents, blank copies of which are attached to this RFP:

i. The Office of Equal Opportunity *Notice to Bidders and Schedules*;

ii. Federal *Form W-9* including Taxpayer Identification Number;

iii. Non-Competitive Bid Contract Statement for Calendar Year 2011

Proposal Evaluation; Selection Criteria

A. **Evaluation Methodology.** The City department/division issuing this RFP will evaluate each proposal submitted. The department will present its recommendations to the City Board of Control ("Board"). The Board may, but shall not be obligated to, entertain formal presentations. The Board may approve one or more contracts to one or more firms. The City will only consider proposals that are received on or before the proposal submission deadline, and which meet all the requirements of this RFP. The City reserves the right to request a "best and final offer" from Proposers meeting the minimum requirements.

B. **Scoring of Proposals.** The City will score each Proposal in each of the following categories:

i. Experience and Staff

ii. Program Management Plan

iii. Proposed Services

iv. Sustainability

v. Schedule/Timeline

The ratings are not intended or to be interpreted as a reflection of a Proposer's professional abilities. Instead, they reflect the City's best attempt to quantify each Proposer's ability to provide the services sought by the City and to meet the specific requirements of this RFP, for comparison purposes.

C. **Disqualification of a Proposer/Proposal:** The City does not intend by this RFP to prohibit or discourage submission of a proposal that is based upon a Proposer's trade experience in relation to the nature or scope of work, services, or product(s) described in this RFP or to prescribe the manner in which its services are to be performed or rendered.

The City will not be obligated to accept, however, significant deviations from the work or services sought by this RFP, including terms inconsistent with or substantially varying from the services or the financial and operational requirements of the RFP, as determined solely by the City. The City reserves the right to reject any proposal that does not furnish or is unresponsive to the information required or requested herein. The City reserves the right to reject any proposal or to waive or to accept any deviation from this RFP or in any step of the proposal submission or evaluation process so as to approve the award of the contract considered in the City's best interest, as determined in the City's sole discretion.

Although the City prefers that each Proposer submit only one proposal including all alternatives to the proposal that the Proposer desires the City to consider, it will accept proposals from different business entities or combinations having one or more members in interest in common with another Proposer. The City may reject one or more proposals if it has reason to believe that proposers have colluded to conceal the interest of one or more parties in a proposal, and will not consider a future proposal from a participant in the collusion. In addition, the City will not accept a proposal from or approve a contract to any Proposer that is in default as surety or otherwise upon an obligation to the City or has failed to perform faithfully any previous agreement with the City, or is currently in default under any agreement with the City.

The City reserves the right to reject any or all proposals. Failure by a Proposer to respond thoroughly and completely to all information and document requests in this RFP may result in rejection of its proposal. Further, the City reserves the right to independently investigate the

financial status, qualifications, experience, and performance history of a Proposer.

The City reserves the right to cancel the approval or authorization of a contract award, with or without cause, at any time before its execution of a contract and to later enter into a contract that varies from the provisions of this RFP, if agreed to by another Proposer.

IM46506

QUESTIONNAIRE

Company Information

1) What is the full name of your organization, and the name, address and telephone number of the person responsible for this proposal?

2) Please provide an organizational overview including but not limited to:

   a) How long has your company been in the business of processing COBRA administration for clients?

   b) What is the number of COBRA administration clients?

   c) Where is your company location and customer service location, which will be responsible for the City of Cleveland's program?

   d) What is the outline of organization ownership?

   e) Does COBRA administration represent a core business unit or strategy or ancillary administrative product line? Please explain.

   f) Approximately how many COBRA participants are you currently serving?

   g) Approximately how many COBRA eligibility notifications do you mail monthly?

   h) What are your telephone response time and call abandonment rates? Please provide 2 years of quarterly historic measures.

   i) Please outline the service (team) set up for the COBRA administration program. Dedicated or non-dedicated team approach? Please outline all aspects of customer service via phone, mail, electronic submission etc.

   j) Please provide biographical information on Senior Management in your organization.

k) Are any mergers or acquisitions planned within the next 12 months?

System Information

3) Please provide a description of your COBRA administrative system, including platform, development (i.e., purchased or developed internally), recent enhancements, planned enhancements, etc.

4) Please provide a description of your management reporting capabilities and provide copies of standard management reports and available ad hoc reports.

5) Do you have online or Internet capabilities for COBRA participants plan sponsor and insurance carriers to access eligibility information, participant payment history, administrative activities and related reports? Does your system allow COBRA participants to schedule payments by electronic draft, direct deposit or other automatic mechanism? If yes, please describe.

6) What type of security is in place for Protected Health Information?

7) Please provide detailed descriptions of your service delivery model(s). You may use flow charts. Responses should include the following:
   - Participant Services, to include telephone and online support as well as mailing of COBRA Eligibility Notifications; invoicing; collection and handling of premiums; and notification of eligibility update to TPA and other health plan vendors.
   - Turnaround time for posting of premiums and reporting to employer of changes and additions.

8) Are any system enhancements or upgrades planned within the next 12-24 months?

Examples

9) Please provide samples of your COBRA Eligibility Notification package and any other forms you use to communicate with COBRA qualified beneficiaries.

10) Please provide samples of the notifications to employers of current participants.

11) Please provide a sample Service Agreement.

12) When were notices sent to Customers and COBRA participants regarding ARRA?

Other Information

13) Can your organization include Life Insurance Conversion information with the COBRA notices?

14) Will you include copies of open enrollment materials if plan options are changing during open enrollment rather than simply issuing a premium change notice?

Administrative Fees

15) Do you have an implementation fee related to your services? If so, what is the fee for the City of Cleveland? What does this fee cover?

16) Do you retain the 2% administrative surcharge above the COBRA-applicable premium?

17) What information is required to populate your database for current COBRA participants? What format will be required? If manually loaded, what is the fee if any? Please send your implementation checklist.

18) How do you bill for COBRA services? Please provide a sample of your billing statement.

19) Are there any additional charges applicable to COBRA administration? Please provide a menu of services and charges that the College may wish to consider.

20) Please advise if your system has the capability to accommodate various COBRA premium payment structures that the City currently has in place. (The City of Cleveland currently has four (4) medical plans with three (3) carriers, one (1) prescription drug plan and one (1) dental plan.)

21) Are you willing to enter into a multi-year agreement? If so, please explain.

General

22) How do you differentiate your services against the competition?

23) What is your average turn around from the time your organization is notified of a qualifying event until a notice is mailed to the participant?

24) Are you amenable to performance guarantees for the services contemplated under this RFP?

25) What metrics would form the basis of measurement against the guaranteed levels of performance?

26) Do you indemnify your clients? Please include your standard indemnification language with your response.

27) Do you have customer service call centers outside the U.S.?

28) What percentage of all calls is routed to service locations outside the U.S.?

29) How do you handle unforeseen requests for exceptions?

30) All proposals are NET Commissions.

31) Please provide a list of three references

Name of Account: City of Cleveland

601 Lakeside Avenue

Cleveland, Ohio 44114

Number of Employees Eligible for Benefits – 7240

Number of COBRA Employees - 31

Number of Health Care Plans - 4

Number of Carriers - 2