



CITY OF PROVIDENCE, RHODE ISLAND

**Department: Dept. of People and
Culture**

RFP Title: Healthcare Consultant

RFP Opening Date: 4/7/2025

Addendum #: 1

Issue Date: 3/13/2025

The purpose of this addendum is:

Attaching RFP Questionnaire and note updates:

Questionnaire: 87 possible points

A bid is qualified if it is scored at least 99 of the 119 possible points as broken down below.



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Questionnaire

The following questionnaire must be completed for a bid to be considered complete by the City of Providence's Total Rewards- People & Culture Department. Answers must be provided in a supplemental document with all questions listed by number with a full response.

	General Information Requested
1	Provide the name of firm, address, other locations, type of organization, and a brief history of your firm. Please describe the office location(s) that will provide services under this contract and the resources you will have available to meet the City of Providence's needs (particularly providing the City with a local presence) under this contract.
2	Please provide the roles and qualifications of each member that will be assigned to the City of Providence team if the bid is selected. Additionally, bidders must include the number of clients each of these team members are expected to support and categorize these clients by large (10,000+ lives), medium (1,000-9,999 lives), or small groups (under 1,000 lives).
3	Provide the number of employees of the bidding organization, including job category. An organizational chart should be included illustrating divisions and functions of the organization.
4	Summarize the professional liability or errors and omissions insurance carried by your company and the amount of coverage, include proof of said coverage.
5	Summarize the training that account representatives working with the City of Providence receive, including frequency of training, topics, and relevant certifications required. Please include a resume for all employees that will be servicing the City of Providence account.
6	Provide a listing of your municipal clients and detail your experience servicing those clients.
7	Discuss your approach to providing support services to the City of Providence. What are the key elements needed for ensuring client satisfaction? What are the organization's timeframes for response to requests and questions from the City? Include the organization's escalation protocols.
8	Provide the resources that the organization has available in order to provide the City with compliance assistance as it relates to COBRA, HIPAA, and regulatory requirements.
9	Describe actuarial experience and services provided by the organization and the employees who would service the City's account.
10	Describe the organization's legal experience and services to be provided to the City of Providence.
11	Explain and provide examples of processes, protocols, and policies utilized to protect the integrity of confidential information.
12	Demonstrate how the bidder would support the City of Providence in preparing and delivering organizational communication services, including but not limited, to presentations and meetings as requested pertaining to public meetings where testimony is required on public record, at times after business hours. Include any capabilities or creative capacity or skills the organization has at its disposal.
13	Demonstrate quantitatively how efforts in actuarial and health insurance consulting have been successful for up to three clients of a similar size and scope to the City of Providence.



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	Examples may include reduced utilization or cost, improved benefits, greater employee satisfaction, effective change management. Please include any particular aspect of actuarial or health insurance consulting through which the company's efforts have had the most impact on reducing employer and/or employee costs.
14	What experience and resources does the bidder have with competitive marketing and placement of healthcare plans, including development of marketing specifications, identifying market conditions, evaluation of proposals, negotiations and placement of contracts for renewal?
15	Please provide illustrative examples of benchmarking data the bidder would provide the City of Providence.
16	How does the bidder stay current and inform clients on state and federal regulations that impact employers and employees? What is the bidder's plan of notifying clients when these changes affect them?
17	Describe your proposed form of compensation. If you are proposing a fee, please include your fee schedule/hourly rates in the services attributed to rates.
18	Does the bidder charge ad-hoc fees for special projects and/or does the bidder charge fees for access to internal specialty teams? If yes, please indicate a special project fee schedule.
19	Provide information, including relevant policies on whether the bidder allows employees to earn commissions, and under what circumstances.
20	Include information on how many clients the bidder currently serves, including the amount of clients had by the bidder in the last five years.
21	Provide examples of the types of analytical reports that the bidder provides for other municipal or similar sized employers. Please describe the approach to developing and supplying reports.
22	Describe actuarial work for other large employers, particularly municipalities that are self-insured, and describe successes working with that environment.
23	Provide confirmation of availability of team members to communicate via phone and/or email. Describe any customer service standards the guide call back and response timeframes.
24	Provide confirmation, experience, and ability of team members to testify in litigation as requested, as well as provide testimony as required on public record.
25	Please provide three professional references that include name, address, phone number, and length of time associated with the bidding organization that the City may contact.
26	Please provide two (2) examples of consumer education materials that your firm has prepared and are aimed at forming positive behaviors that reduce the impact of rising costs.
27	Describe what services listed in the description are not included in the cost of your proposal, if any. Please list approximate project costs for items listed above that are not included in the firm's proposal. <i>Example: if audits are not included in your proposal, detail the cost of an audit.</i>
28	Please describe strategies you are employing to support existing clients with the rising costs of healthcare, including any impacts to costs generated from public health emergencies.
29	Describe any other facets of your organization and your firm's experience or services that are relevant to this proposal which have not been previously described and that you feel warrant consideration, including agency honors, awards, and projects.